

HUBUNGAN ANTARA WORKPLACE INCIVILITY DENGAN ORGANIZATIONAL CITIZENSHIP BEHAVIOR PADA KARYAWAN DI HOTEL DANAU TOBA INTERNATIONAL

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INTISARI

Penelitian ini ditujukan guna mengeksplorasi hubungan antara *workplace incivility* dengan *Organizational Citizenship Behavior* (OCB) melalui metode pendekatan kuantitatif dengan teknik korelasi *Pearson*. Sampel penelitian berjumlah 105 karyawan yang bekerja di Hotel Danau Toba International dan dipilih melalui teknik *purposive sampling*. Analisis data menghasilkan koefisien korelasi *Pearson* sebesar -0.733 disertai nilai signifikansi (*p-value*) sebesar 0.000 ($p < 0.05$), yang mengindikasikan terdapat hubungan negatif yang signifikan di antara kedua variabel tersebut. Studi ini juga menemukan bahwa nilai koefisien determinasi untuk variabel *workplace incivility* terhadap OCB sebesar 0.537, yang menandakan *workplace incivility* memberikan kontribusi sebesar 53.7% terhadap OCB.

Kata Kunci: *Workplace Incivility, OCB*

**THE RELATIONSHIP BETWEEN WORKPLACE INCIVILITY AND
ORGANIZATIONAL CITIZENSHIP BEHAVIOR OF EMPLOYEES AT DANAU
TOBA INTERNATIONAL HOTEL**

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ABSTRACT

This study is aimed at exploring the relationship between workplace incivility and Organizational Citizenship Behavior (OCB) through a quantitative approach method with Pearson's correlation technique. The research sample totaled 105 employees who worked at the Lake Toba International Hotel and were selected through purposive sampling techniques. Data analysis yielded a Pearson correlation coefficient of -0.733 with a significance value (p-value) of 0.000 ($p < 0.05$), which indicates a significant negative relationship between the two variables. The study also found that the determination coefficient value for the workplace incivility variable to OCB was 0.537, which indicates that workplace incivility contributed 53.7% to OCB.

Keywords: Workplace Incivility, OCB