

**PENGARUH *PERCEIVED ORGANIZATIONAL SUPPORT* DAN IKLIM
ORGANISASI TERHADAP KINERJA PEGAWAI MELALUI
ORGANIZATIONAL CITIZENSHIP BEHAVIOR SEBAGAI VARIABEL
INTERVENING PADA UNIVERSITAS PRIMA INDONESIA**

ABSTRAK

**JULIANNA BR GINTING
243304812011**

Penelitian ini bertujuan untuk mengetahui apakah *Perceived Organizational Support* dan Iklim Organisasi berpengaruh terhadap Kinerja melalui *Organizational Citizenship Behavior* sebagai variabel intervening pada pegawai Universitas Prima Indonesia. Penelitian dilakukan terhadap pegawai tetap pada Universitas Prima Indonesia. Populasi dalam penelitian ini sebanyak 142 orang. Teknik pengambilan sampel pada penelitian ini menggunakan rumus slovin dengan jumlah sampel sebanyak 105 orang. Teknik pengumpulan data yang digunakan adalah data primer berupa kuesioner dan data sekunder yang diperoleh melalui studi dokumentasi. Teknik analisis data menggunakan data kuantitatif yang diolah dengan program SPSS versi 25, yaitu uji t, uji sobel dan analisis jalur. Hasil yang didapat dalam penelitian ini menunjukkan 1) terdapat pengaruh positif dan signifikan antara *Perceived Organizational Support* terhadap *Organizational Citizenship Behavior*, 2) terdapat pengaruh positif dan signifikan antara Iklim Organisasi terhadap *Organizational Citizenship Behavior*, 3) terdapat pengaruh positif dan signifikan antara *Perceived Organizational Support* terhadap Kinerja, 4) terdapat pengaruh positif dan signifikan antara Iklim Organisasi terhadap Kinerja, 5) terdapat pengaruh positif dan signifikan antara *Organizational Citizenship Behavior* terhadap Kinerja, 6) Terdapat pengaruh antara *Perceived Organizational Support* terhadap Kinerja melalui *Organizational Citizenship Behavior* sebagai variabel intervening, 7) Terdapat pengaruh antara Iklim Organisasi terhadap Kinerja melalui *Organizational Citizenship Behavior* sebagai variabel intervening.

Kata Kunci: Iklim Organisasi, *Perceived Organizational Support*, Kinerja, dan *Organizational Citizenship Behavior*.

**THE INFLUENCE OF PERCEIVED ORGANIZATIONAL SUPPORT AND
ORGANIZATIONAL CLIMATE ON EMPLOYEE PERFORMANCE
THROUGH ORGANIZATIONAL CITIZENSHIP BEHAVIOR AS AN
INTERVENING VARIABLE AT UNIVERSITAS PRIMA INDONESIA**

ABSTRACT

**JULIANNA BR GINTING
243304812011**

This study aims to determine the effect of Perceived Organizational Support and Organizational Climate on Performance through Organizational Citizenship Behavior as an intervening variable among employees at Universitas Prima Indonesia. The research was conducted on permanent employees of Universitas Prima Indonesia. The population in this study consisted of 142 individuals. The sampling technique utilized the Slovin formula, resulting in a sample size of 105 respondents. Data collection techniques involved primary data gathered through questionnaires and secondary data obtained through documentation studies. Quantitative data analysis was processed using SPSS version 25, which included t-tests, Sobel tests, and path analysis. The results of this study indicate that: 1) There is a positive and significant effect of Perceived Organizational Support on Organizational Citizenship Behavior. 2) There is a positive and significant effect of Organizational Climate on Organizational Citizenship Behavior. 3) There is a positive and significant effect of Perceived Organizational Support on Performance. 4) There is a positive and significant effect of Organizational Climate on Performance. 5) There is a positive and significant effect of Organizational Citizenship Behavior on Performance. 6) There is an effect of Perceived Organizational Support on Performance through Organizational Citizenship Behavior as an intervening variable. 7) There is an effect of Organizational Climate on Performance through Organizational Citizenship Behavior as an intervening variable.

Keywords: *Organizational Climate, Perceived Organizational Support, Performance, Organizational Citizenship Behavior.*