

ABSTRACT

This study aimed to analyze the impact of the perception of organizational support to organizational citizenship behavior (OCB) and the performance of employees working on the Ice Premiere Hotel Santika BSD City. The study population is all employees Hotel Santika Premiere Ice BSD City as much as 128 employees. The research sample of 100 respondents. Convenience sampling using a sampling method. Methods of data analysis using structural equation modeling based Partial Least Square (Smart-PLS). The results of this study can be concluded that the perception of organizational support and signifikan positive effect on OCB. Furthermore, the perception of organizational support is not significant positive effect on performance. And OCB positive and significant impact on performance.

keywords : Perception support organization, OCB, and performance.



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ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh persepsi dukungan organisasi terhadap *organizational citizenship behavior (OCB)* dan kinerja kerja pada karyawan Hotel Santika Premiere Ice BSD City. Populasi penelitian ini seluruh karyawan Hotel Santika Premiere Ice BSD City sebanyak 128 karyawan. Sampel penelitian ini berjumlah 100 responden. Metode sampling menggunakan *Convenience sampling*. Metode analisis data menggunakan metode *structural equation modeling* yang berbasis *Partial Least Square (Smart-PLS)*. Hasil penelitian ini dapat disimpulkan bahwa persepsi dukungan organisasi berpengaruh positif dan signifikan terhadap OCB. Selanjutnya persepsi dukungan organisasi tidak berpengaruh positif signifikan terhadap kinerja. Dan OCB berpengaruh positif dan signifikan terhadap kinerja.

Kata Kunci : persepsi dukungan organisasi, OCB, dan kinerja.

