

ABSTRAK

Perbankan merupakan sektor yang memiliki peran penting dan strategis dalam pembangunan ekonomi nasional. Agar dapat bersaing di tengah teknologi informasi yang berkembang pesat dibutuhkan sumber daya manusia yang berkualitas. Penelitian ini bertujuan untuk menganalisis pengaruh Lingkungan Kerja, Budaya Organisasi dan Jenjang Karier terhadap Organizational Citizenship Behavior yang dimediasi oleh Perceived Organizational Support. Penelitian ini dilakukan pada bulan Juli 2023 sampai bulan Desember 2023 di Bank BUMN Cabang Tangerang. Populasi dalam penelitian ini sebanyak 300 karyawan, yang terdiri dari karyawan tetap dan bina sebanyak 150 karyawan. Sebanyak 109 karyawan diambil sebagai sampel menggunakan rumus Slovin. Teknik pengambilan sampel yang digunakan adalah purposif sampling. Data dianalisis menggunakan Structural Equation Modeling yang dibantu dengan software SmartPLS versi 3 untuk Windows. Hasil penelitian ini menunjukkan Lingkungan Kerja secara langsung berpengaruh positif signifikan terhadap Organizational Citizenship Behavior. Namun secara tidak langsung melalui mediasi Perceived Organizational Support tidak menunjukkan pengaruh yang signifikan terhadap Organizational Citizenship Behavior. Budaya Organisasi secara langsung dan tidak langsung berpengaruh signifikan terhadap Organizational Citizenship Behavior. Perceived Organizational Support berpengaruh terhadap Organizational Citizenship Behavior. Sedangkan Jenjang Karier baik secara langsung maupun tidak langsung tidak menunjukkan adanya pengaruh terhadap Organizational Citizenship Behavior.

Kata kunci: Budaya Organisasi, Jenjang Karier, Organizational Citizenship Behavior, Perceived Organizational Support dan Lingkungan Kerja.

ABSTRACT

Banking sector is important and strategic in the national economy. To compete in the booming information technology, need good quality human resource. This research aimed to analyze the effect of Work Environment, Organizational Culture, and Career Development toward Organizational Citizenship Behavior as mediated by Perceived Organizational Support. This research was conducted from July 2023 to December 2023 at BUMN Bank Tangerang branch. The populations in this research were 300 employees, consists 150 permanent and foster employess. There were 109 employees were taken as sample using Slovin's formula. Then, a purposive sampling method was used in administering questionnaires to respondents. Data collected were analyzed using Structural Equation Modeling with the help of SmartPLS software version 3 for Windows. The results showed that directly Work Environment have significant influence on Organizational Citizenship Behavior; but indirect effect no have significant influence on Organizational Citizenship Behavior as mediated by Perceived Organizational Support. Perceived Organizational Support have effect positive significant on Organizational Citizenship Behavior. Meanwhile, Organizational Culture had both direct and indirect positive significant influences on Organizational Citizenship Behavior. But, Career Development had both direct and indirect no have significant influence on Organizational Citizenship Behavior.

Keywords: Career Development, Work Environment, Organizational Culture, Organizational Citizenship Behavior, and Perceived Organizational Support.

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