

**PENGARUH *PERCEIVED ORGANIZATIONAL SUPPORT* DAN
WORK-LIFE BALANCE TERHADAP *ORGANIZATIONAL
CITIZENSHIP BEHAVIOR* DENGAN *JOB SATISFACTION*
SEBAGAI VARIABEL MEDIASI
(Studi pada Karyawan PT. Dwi Mitra Teknindo)**

TESIS

Diajukan Sebagai Syarat Untuk Memperoleh Gelar Magister Manajemen pada
Program Studi Magister Manajemen



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2106916

**PROGRAM STUDI MAGISTER MANAJEMEN
FAKULTAS PENDIDIKAN EKONOMI DAN BISNIS
UNIVERSITAS PENDIDIKAN INDONESIA
2024**

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(Studi pada Karyawan PT. Dwi Mitra Teknindo)**

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Sebuah Tesis yang diajukan untuk memenuhi salah satu syarat memperoleh gelar Magister Manajemen (M.M) pada Fakultas Pendidikan Ekonomi dan Bisnis

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PENGARUH *PERCEIVED ORGANIZATIONAL SUPPORT* DAN *WORK-LIFE BALANCE* TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* DENGAN *JOB SATISFACTION* SEBAGAI VARIABEL MEDIASI

(Studi Pada Karyawan PT. Dwi Mitra Teknindo)

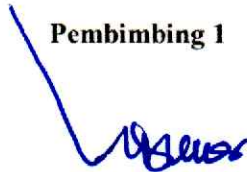
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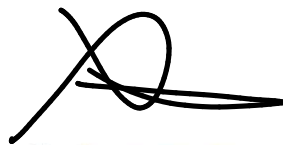
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ABSTRAK

Kulsum Fitriani (2106916) “Pengaruh *Perceived Organizational Support* Dan *Work-Life Balance* Terhadap *Organizational Citizenship Behavior* Dengan *Job Satisfaction* Sebagai Variabel Mediasi (Studi Pada Karyawan Pt. Dwi Mitra Teknindo)”. Dibawah bimbingan Prof. Dr. H. Edi Suryadi, M.Si. dan Prof. Dr. Budi Santoso, M.Si.

Penelitian ini dilakukan pada karyawan PT Dwi Mitra Teknindo yang beralamat di Cibinong Jawa Barat. Tujuan dari penelitian ini untuk mengetahui gambaran tingkat *perceived organizational support*, tingkat *work-life balance*, tingkat *Organizational Citizenship Behavior* dan tingkat *Job Satisfaction* Karyawan PT Dwi Mitra Teknindo. Selain itu, juga untuk mengetahui pengaruh *perceived organizational support*, *work-life balance* dan *Job Satisfaction* terhadap *organizational citizenship behavior*. Jenis penelitian yang digunakan dalam penelitian ini adalah deskriptif verifikatif dengan metode penelitian kuantitatif. Populasi pada penelitian ini adalah seluruh karyawan PT Dwi Mitra Teknindo, Teknik sampling yang digunakan adalah *simple random sampling* dan diperoleh hasil *sample* sebesar 85 responden. Teknik analisis data yang digunakan adalah SEM dengan alat bantu *Software SmartPLS 3*. Hasil analisis Deskriptif menunjukkan bahwa tingkat *perceived organizational support*, tingkat *work-life balance*, tingkat *job satisfaction* dan tingkat *organizational citizenship behavior* karyawan PT Dwi Mitra Teknindo berada dalam kategori tinggi. Hasil analisis verifikatif menunjukkan bahwa *Perceived Organizational Support* memiliki pengaruh positif dan signifikan terhadap *Job Satisfaction*. *Work-Life Balance* tidak berpengaruh positif terhadap *Job Satisfaction*. *Perceived Organizational Support* berpengaruh positif terhadap *Organizational Citizenship Behavior*, *Work-Life Balance* berpengaruh positif terhadap *Organizational Citizenship Behavior*. *Job Satisfaction* berpengaruh positif terhadap *Organizational Citizenship Behavior*. Pengaruh *Perceived Organizational Support* terhadap *Organizational Citizenship Behavior* secara positif dimediasi oleh *Job Satisfaction* serta tidak terdapat pengaruh *Work-Life Balance* terhadap *Organizational Citizenship Behavior* yang dimediasi oleh *Job Satisfaction*.

Kata Kunci: *Perceived Organizational Support, Work-life Balance, Organizational Citizenship Behavior, Job Satisfaction*

ABSTRACT

Kulsum Fitriani (2106916) "The Influence of Perceived Organizational Support and Work-Life Balance on Organizational Citizenship Behavior with Job Satisfaction as a Mediating Variable (Study on Employees of Pt. Dwi Mitra Teknindo)". Under the guidance of Prof. Dr. H. Edi Suryadi, M.Si. and Prof. Dr. Budi Santoso, M.Si.

This research was conducted on employees of PT Dwi Mitra Teknindo whose address is Cibinong, West Java. The aim of this research is to determine the level of perceived organizational support, level of work-life balance, level of Organizational Citizenship Behavior and level of Job Satisfaction of PT Dwi Mitra Teknindo employees. Apart from that, it is also to determine the influence of perceived organizational support, work-life balance and Job Satisfaction on organizational citizenship behavior. The type of research used in this research is descriptive verification with quantitative research methods. The population in this study were all employees of PT Dwi Mitra Teknindo. The sampling technique used was simple random sampling and the sample results obtained were 85 respondents. The data analysis technique used is SEM with SmartPLS 3 software tools. The results of descriptive analysis show that the level of perceived organizational support, level of work-life balance, level of job satisfaction and level of organizational citizenship behavior of PT Dwi Mitra Teknindo employees are in the high category. The results of the verification analysis show that Perceived Organizational Support has a positive and significant influence on Job Satisfaction. Work-Life Balance has no positive effect on Job Satisfaction. Perceived Organizational Support has positive effect on Organizational Citizenship Behavior, Work-Life Balance has positive effect on Organizational Citizenship Behavior. Job Satisfaction has a positive effect on Organizational Citizenship Behavior. The influence of Perceived Organizational Support on Organizational Citizenship Behavior is positively mediated by Job Satisfaction and there is no positive influence of Work-Life Balance on Organizational Citizenship Behavior which is mediated by Job Satisfaction.

Keywords: Perceived Organizational Support, Work-life Balance, Organizational Citizenship Behavior, Job Satisfaction

HALAMAN PERNYATAAN KEASLIAN TESIS

Dengan ini saya menyatakan bahwa tesis dengan judul "**Pengaruh *Perceived Organizational Support* dan *Work-Life Balance* Terhadap *Organizational Citizenship Behavior* dengan *Job Satisfaction* Sebagai Variabel Mediasi**" ini beserta seluruh isinya adalah benar-benar karya saya sendiri. Saya tidak melakukan penjiplakan atau pengutipan dengan cara-cara yang tidak sesuai dengan etika ilmu yang berlaku dalam masyarakat keilmuan. Atas pernyataan ini, saya siap menanggung risiko/sanksi apabila di kemudian hari ditemukan adanya pelanggaran etika keilmuan atau ada klaim dari pihak lain terhadap keaslian karya saya ini.

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KATA PENGANTAR

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Penulis menyadari masih banyak kekurangan serta kelemahan dalam penulisan proposal tesis ini. Untuk itu saran dan kritik dari semua pihak akan sangat membantu penulis agar proposal tesis ini dapat menjadi lebih baik.

Bandung, 30 Januari 2024

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DAFTAR ISI

LEMBAR PENGESAHAN	i
ABSTRAK	ii
ABSTRACT	iii
PERNYATAAN KEASLIAN TESIS	iv
KATA PENGANTAR	v
UCAPAN TERIMA KASIH	vi
DAFTAR ISI	viii
DAFTAR TABEL	xii
DAFTAR GAMBAR	xiv
BAB I PENDAHULUAN	
1.1 Latar Belakang Masalah.....	1
1.2 Rumusan Masalah Penelitian	9
1.3 Tujuan Penelitian.....	10
1.4 Manfaat Signifikan Penelitian	11
BAB II KAJIAN TEORI, KERANGKA PEMIKIRAN DAN HIPOTESIS	
2.1 Kajian Teori.....	12
2.1.1 Manajemen Sumber Daya Manusia	12
2.1.1.1 Definisi dan Fungsi Manajemen Sumber daya Manusia.....	12
2.1.1.2 Tujuan Manajemen Sumber Daya Manusia	13
2.1.1.3 Karakteristik Manajemen Sumber Daya Manusia	14
2.1.2 Perilaku Organisasi	16
2.1.3 Perceived Organizational Support (POS).....	19
2.1.3.1 Faktor-Faktor Pembentuk <i>Perceived Organizational Support</i>	20
2.1.3.2 Dimensi <i>Perceived Organizational Support</i>	21
2.1.3.3 Indikator <i>Perceived Organizational Support</i>	22
2.1.4 <i>Work-Life Balance</i>	23
2.1.4.1 Faktor- Faktor yang Mempengaruhi <i>Work-Life Balance</i>	23

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2.1.4.2	Indikator <i>Work-Life Balance</i>	25
2.1.5	<i>Organizational Citizenship Behavior</i>	26
2.1.5.1	Faktor yang Mempengaruhi OCB.....	27
2.1.5.2	Indikator <i>Organizational Citizenship Behavior</i>	29
2.1.6	<i>Job Satisfaction</i>	31
2.1.6.1	Faktor Yang Mempengaruhi <i>Job Satisfaction</i>	32
2.1.6.2	Indikator <i>Job Satisfaction</i>	33
2.2	Penelitian Terdahulu, Kerangka Pemikiran dan Hipotesis	34
2.2.1	Penelitian Terdahulu	34
2.2.2	Kerangka Pemikiran.....	53
2.2.2.1	<i>Perceived Organizational Support</i> terhadap <i>Job Satisfaction</i>	54
2.2.2.2	<i>Work-Life Balance</i> terhadap <i>Job Satisfaction</i>	55
2.2.2.3	<i>Perceived Organizational Support</i> terhadap <i>Organizational Citizenship Behavior</i>	55
2.2.2.4	Pengaruh <i>Work-Life Balance</i> terhadap <i>Organizational Citizenship Behavior</i>	57
2.2.2.5	<i>Job Satisfaction</i> terhadap <i>Organizational Citizenship Behavior</i>	58
2.2.2.6	Pengaruh <i>Perceived Organizational Support</i> terhadap OCB yang di Mediasi oleh <i>Job Satisfaction</i>	58
2.2.2.7	Pengaruh <i>Work-Life Balance</i> terhadap OCB yang di Mediasi oleh <i>Job Satisfaction</i>	59
2.2.3	Hipotesis Penelitian.....	59

BAB III METODE PENELITIAN

3.1	Subjek dan Objek Penelitian.....	61
3.2	Metode dan Desain Penelitian	61
3.3	Definisi Operasionalisasi Variabel	62
3.4	Sumber Data.....	65

3.5	Populasi dan Sampel	66
3.5.1	Populasi Penelitian	66
3.5.2	Sampel Penelitian	66
3.6	Teknik Pengumpulan data.....	67
3.6.1	Kuesioner.....	67
3.6.2	Uji Validitas.....	68
3.6.3	Hasil Uji Validitas	69
3.6.4	Uji Reliabilitas	70
3.6.5	Hasil Uji Reliabilitas	71
3.7	Teknik Analisis Data.....	72
3.7.1	Analisis Deskriptif	72
3.7.2	Analisis Verifikatif	73
3.7.3	Analisa Outer model.....	73
3.7.4	Analisa Inner Model	75
3.8	Pengujian Hipotesis	76

BAB IV HASIL PENELITIAN DAN PEMBAHASAN

4.1	Hasil Penelitian	78
4.1.1	Karakteristik Responden.....	78
4.1.2	Hasil Uji Validitas.....	79
4.1.3	Hasil Uji Reliabilitas.....	80
4.1.4	Hasil Analisis Deskriptif.....	81
4.1.2.1	Gambaran <i>Perceived Organizational Support</i> (POS).....	82
4.1.2.2	Gambaran Work-Life Balance (WLB).....	84
4.1.2.3	Gambaran Job Satisfaction.....	87
4.1.2.4	Gambaran Organizational Citizenship Behavior (OCB).....	89
4.1.5	Evaluasi Measurement (Outer) Model	92
4.1.5.1	Discriminant Validity dan Composite Reliability	94
4.1.6	Model Struktural (Inner Model)	95
4.1.6.1	<i>Variance Inflation Factor</i> (VIF).....	96

4.1.6.2 Analisis R-Square.....	96
4.1.7 Pengujian Hipotesis.....	97
4.2 Pembahasan.....	98
4.2.1 Pengaruh <i>Perceived Organizational Support</i> Terhadap <i>Job Satisfaction</i>	98
4.2.2 Pengaruh <i>Work-Life Balance</i> Terhadap <i>Job Satisfaction</i>	99
4.2.3 Pengaruh <i>Perceived Organizational Support</i> Terhadap <i>Organizational Citizenship Behavior</i>	99
4.2.4 Pengaruh <i>Work-Life Balance</i> Terhadap <i>Organizational Citizenship Behavior</i>	100
4.2.5 Pengaruh <i>Job Satisfaction</i> Terhadap <i>Organizational Citizenship Behavior</i>	101
4.2.6 Pengaruh <i>Perceived Organizational Support</i> Terhadap <i>Organizational Citizenship Behavior</i> Melalui <i>Job Satisfaction</i>	102
4.2.7 Pengaruh <i>Work-Life Balance</i> Terhadap <i>Organizational Citizenship Behavior</i> Melalui <i>Job Satisfaction</i>	103
BAB V KESIMPULAN DAN REKOMENDASI	
5.1 Kesimpulan	104
5.2 Rekomendasi.....	105
DAFTAR PUSTAKA	xv
LAMPIRAN	xxix

DAFTAR TABEL

Tabel 1.1 Data Purchase Order PT Dwi Mitra Teknindo.....	6
Tabel 1.2 Indikator Rendahnya Organizational Citizenship Behavior	7
Tabel 2.1 Penelitian Terdahulu	34
Tabel 3.1 Operasionalisasi Variabel	63
Tabel 3.2 Daftar Karyawan PT Dwi Mitra Teknindo	66
Tabel 3.3 Pengukuran Skala Likert.....	68
Tabel 3.4 Hasil Uji Validitas.....	69
Tabel 3.5 Hasil Uji Reliabilitas	71
Tabel 3.6 Kriteria Penafsiran Deskriptif	72
Tabel 4.1 Responden berdasarkan jenis kelamin	78
Tabel 4.2 Responden berdasarkan usia	78
Tabel 4.3 Responden berdasarkan masa kerja	79
Tabel 4.4 Tabel Hasil Uji Validitas.....	79
Tabel 4.5 Tabel Hasil Uji Reliabilitas.....	80
Tabel 4.6 Tabel Kategori Penilaian Deskriptif	81
Tabel 4.7 Perceived Organizational Support Indikator Keadilan Prosedural	82
Tabel 4.8 Perceived Organizational Support Indikator Dukungan Atasan	83
Tabel 4.9 Perceived Organizational Support (POS) Indikator Penghargaan Organisasi dan Kondisi Kerja.....	83
Tabel 4.10 Perceived Organizational Support di PT. Dwi Mitra Teknindo.....	84
Tabel 4.11 Work-Life Balance (WLB) Indikator WIPL.....	84
Tabel 4.12 Work-Life Balance (WLB) Indikator PLIW	85
Tabel 4.13 Work-Life Balance (WLB) Indikator WPLE.....	86
Tabel 4.14 Work-Life Balance (WLB) di PT. Dwi Mitra Teknindo	86
Tabel 4.15 Job Satisfaction di PT. Dwi Mitra Teknindo	87
Tabel 4.16 Organizational Citizenship Behavior (OCB) di PT. Dwi Mitra Teknindo	89
Tabel 4.17 <i>Cross Loading</i>	92

Kulsum Fitriani, 2024

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Citizenship Behavior dengan Job Satisfaction sebagai Variabel Mediasi*

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Tabel 4.18 <i>Heterotrait-Monotrait Ratio of Correlations (HTMT)</i>	94
Tabel 4.19 <i>Discriminant Validity dan Composite Reliability</i>	94
Tabel 4.20 <i>Variance Inflation Factor (VIF)</i>	96
Tabel 4.21 Koefisien Determinasi.....	96
Tabel 4.22 Nilai <i>Path Coefficient</i>	97

DAFTAR GAMBAR

Gambar 4.1 Tampilan Hasil Outer Model.....	93
Gambar 4.2 Hasil Bootstrapping.....	95

DAFTAR PUSTAKA

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