

ABSTRAK

Shadry Nur Athien Utami (0900703). Hubungan Antara Resiliensi Dengan *Organizational Citizenship Behavior* Pada Karyawan *Outsourcing* PT.Telekomunikasi Indonesia, Tbk. Skripsi Jurusan Psikologi FIP UPI. Bandung (2013).

Penelitian ini bertujuan untuk mengetahui profil resiliensi, profil *organizational citizenship behavior* dan hubungan kedua variabel tersebut pada karyawan *outsourcing* PT.Telekomunikasi Indonesia, Tbk Bandung. Penelitian ini menggunakan pendekatan kuantitatif dengan metode deskriptif-korelasional. Subjek penelitian adalah karyawan *outsourcing* PT. Telekomunikasi Indonesia, Tbk Bandung yaitu *customer service representative* (CSR) sebanyak 41 orang. Pengumpulan data dilakukan dengan metode kuesioner yang menggunakan instrumen resiliensi serta instrumen *organizational citizenship behavior* yang dikembangkan berdasarkan definisi operasional. Hasil penelitian menunjukkan: a) sebagian besar karyawan *outsourcing* memiliki resiliensi pada tingkat sedang yaitu sebanyak 71%; b) sebagian besar karyawan *outsourcing* memiliki *organizational citizenship behavior* pada tingkat sedang yaitu sebanyak 76%; c) terdapat hubungan positif yang signifikan antara resiliensi dengan *organizational citizenship behavior* pada karyawan *outsourcing* dengan koefisien korelasi *pearson product moment* sebesar 0,473.

Kata Kunci : *resiliensi. organizational citizenship behavior, outsourcing.*

ABSTRACT

Shadry Nur Athien Utami (0900703). The Relation Between Resilience With Organizational Citizenship Behavior In Outsourcing Employee At PT.Telekomunikasi Indonesia,Tbk. Psychology Department Indonesia University of Education. Bandung (2013).

The purpose of this research are to know resilience profile, organizational citizenship behavior profile and to determine the correlation between this both variable of outsourcing employee at PT.Telekomunikasi Indonesia, Tbk Bandung. Quantitative approach is used in this study with descriptive correlational method. Subjects of this study are customer service representative of PT. Telekomunikasi Indonesia, Tbk Bandung with 41 of sample. Data were collected with resilience scale and organizational citizenship behavior scale which constructed based on operational definition each variable. Results indicate: a) Most of outsourcing employee have moderate degree of resilience which around 71%; b) most of outsourcing employee have moderate degree of organizational citizenship behavior which around 76%; there is a positive and significant correlation between resilience and organizational citizenship behavior with correlation score of product moment 0,473.

Key words: *resilience, organizational citizenship behavior, outsourcing*