

**KONTRIBUSI *PERCEIVED ORGANIZATIONAL SUPPORT* TERHADAP  
*ORGANIZATIONAL CITIZENSHIP BEHAVIOR* PADA KARYAWAN  
*OUTSOURCING* PT. BANK RAKYAT INDONESIA CABANG KARAWANG**

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**ABSTRAK**

Penelitian ini bertujuan untuk mengetahui apakah ada kontribusi antara persepsi dukungan organisasi terhadap *organizational citizenship behavior* pada karyawan *outsourcing* PT. Bank Rakyat Indonesia (Persero) Tbk. Penelitian ini menggunakan metode penelitian kuantitatif dengan teknik *sampling* jenuh. Dari hasil uji hipotesis didapatkan nilai signifikansi  $p < 0,000$  dengan asumsi  $p < 0,05$ . Hasil penelitian menunjukkan  $H_0$  ditolak, yang artinya variabel *perceived organizational support* memiliki pengaruh terhadap variabel *organizational citizenship behavior*. Jumlah responden yang dilibatkan dalam penelitian ini adalah 91 orang yang terdiri dari 57 pria dan 34 wanita dengan rentang usia antara 18 – 50 tahun. Pada responden penelitian ini tidak ditemukan yang termasuk memiliki persepsi dukungan sosial yang tinggi Kontribusi yang dihasilkan oleh variabel *perceived organizational support* terhadap *organizational citizenship behavior* yaitu sebesar 13,7%. Artinya sebanyak 87,3% berasal dari faktor lain diluar penelitian ini.

**KARAWANG**

Kata kunci: *Perceived Organizational Support, Organizational Citizenship, Outsourcing.*

**CONTRIBUTION OF PERCEIVED ORGANIZATIONAL SUPPORT  
TOWARD ORGANIZATIONAL CITIZENSHIP BEHAVIOR AMONG  
AMONG OUTSOURCING WORKERS PT. BANK RAKYAT INDONESIA  
KARAWANG BRANCH**

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*This study aims to determine whether there is a contribution between the perception of organizational support for organizational citizenship behavior among outsourced employees of PT. Bank Rakyat Indonesia (Persero) Tbk. This research uses quantitative research methods with saturated sampling techniques. From the hypothesis test results obtained significance value  $p = 0,000$  with an assumption of  $p < 0.05$ . The results showed that  $H_0$  was rejected, which means the variable perceived organizational support had an influence on the variable organizational citizenship behavior. The number of respondents involved in this study was 91 people consisting of 57 men and 34 women with an age range between 18 - 50 years. In this study respondents were not found which included having a high perception of social support. The contribution generated by the variable perceived organizational support for organizational citizenship behavior that is equal to 13.7%. This means that as much as 87.3% comes from other factors outside this study.*

*Keywords: Perceived Organizational Support, Organizational Citizenship Behavior, Outsourcing Worker.*