

ABSTRAK

PENGARUH IKLIM ORGANISASI PERSEPSIAN TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* PEGAWAI PERWAKILAN BPKP PROVINSI LAMPUNG DENGAN KEPUASAN KERJA SEBAGAI VARIABEL MODERASI

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Penelitian ini bertujuan untuk menyelidiki pengaruh iklim organisasi persepsian terhadap *organizational citizenship behavior* serta peran kepuasan kerja dalam memperkuat pengaruh iklim organisasi persepsian terhadap *organizational citizenship behavior* pada Perwakilan BPKP Provinsi Lampung.

Populasi dalam penelitian ini terdiri atas seluruh Pegawai Perwakilan BPKP Provinsi Lampung. Data dikumpulkan melalui kuesioner dan 94 kuesioner dianalisis dengan melakukan pemodelan persamaan struktural (SEM) di SmartPLS 3.2.6.

Hasil penelitian ini mendukung hipotesis pertama yaitu iklim organisasi persepsian berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. Di sisi lain, hasil penelitian ini tidak mendukung hipotesis kedua, sehingga menghasilkan kesimpulan bahwa kepuasan kerja justru tidak memperkuat tetapi memperlemah pengaruh iklim organisasi persepsian terhadap *organizational citizenship behavior*.

Berdasarkan hasil penelitian ini, berikut beberapa saran yang diajukan kepada seluruh jajaran Perwakilan BPKP Provinsi Lampung, yaitu: Manajemen Perwakilan BPKP Provinsi Lampung diharapkan untuk dapat memberikan penghargaan kepada pegawai yang memiliki kinerja baik dan juga dapat bekerja sama dengan pegawai lain. Manajemen Perwakilan BPKP Provinsi Lampung diharapkan untuk dapat memberikan kesempatan yang sama kepada setiap pegawai untuk mendapatkan promosi dalam rangka peningkatan karir. Setiap pegawai Perwakilan BPKP Provinsi Lampung diharapkan untuk dapat meningkatkan partisipasinya dalam kegiatan-kegiatan kantor dan berperan aktif dalam mengemukakan ide-ide yang dapat meningkatkan kinerja organisasi.

Kata kunci: iklim organisasi, kepuasan kerja, *organizational citizenship behavior*.

ABSTRACT

THE EFFECT OF PERCEPTIONS TOWARD ORGANIZATIONAL CLIMATE ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR OF EMPLOYEES OF BPKP REPRESENTATIVE OF LAMPUNG PROVINCE WITH JOB SATISFACTION AS A MODERATION VARIABLE

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The present study aims to investigate the influence of perceptions toward organizational climate on organizational citizenship behavior and the role of job satisfaction in strengthening the influence of perceptions toward organizational climate on organizational citizenship behavior in the BPKP Representative of Lampung Province.

The population of this study is consist of all the employees of BPKP Representative of Lampung Province. Data was gathered through questionnaire and 94 questionnaires were analyzed by structural equation modeling (SEM) in SmartPLS 3.2.6.

The results of this study support the first proposed hypothesis that the perceptions towards organizational climate have a positive and significant effect on organizational citizenship behavior. On the other hand, this study does not support the second hypothesis, that job satisfaction does not strengthen but weaken the relationship between perceptions towards organizational climate and organizational citizenship behavior.

Based on this study, here are several suggestions for management and employees of BPKP Representative of Lampung Province: Management of BPKP Representative of Lampung Province is expected to reward employees who have high-performance and also have the ability to cooperate well with other employees. Management of BPKP Representative of Lampung Province is expected to provide equal opportunity to every employee to have a promotion in term of career enhancement. Every employee of BPKP Representative of Lampung Province is expected to increase their participation in the office activities and to play an active role in expressing ideas that can improve organizational performance.

Keywords: *organizational climate, job satisfaction, organizational citizenship behavior.*