

JUDUL : HUBUNGAN ANTARA *INTERPERSONAL TRUST* DAN
ORGANIZATIONAL COMMITMENT DENGAN *ORGANIZATIONAL CITIZENSHIP*
BEHAVIOR PADA DEPARTEMEN X

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ABSTRAK

Ivancevich, Konopaske dan Matteson, (dalam Zayas-Ortiz, Rosario, Marquez & Gruñeiro, 2015) menyatakan bahwa kunci keberhasilan atau kesuksesan dari suatu organisasi atau perusahaan adalah sumber daya manusianya. Sumber daya manusia dalam suatu organisasi/perusahaan memiliki perilaku formal (*job-description*) yang merupakan kewajiban dan perilaku informal OCB yang bersifat *discretionary*. Perilaku-perilaku itu dapat memberikan dampak baik bagi organisasi. Beberapa peneliti telah melakukan penelitian yang membahas mengenai variabel yang dapat mempengaruhi munculnya OCB, yaitu *interpersonal trust* dan *organizational commitment*. Penelitian ini bertujuan untuk melihat hubungan antara *interpersonal trust* terhadap atasan dan *Organizational Commitment* dengan *Organizational Citizenship Behavior* pada Departemen X di Instansi Pemerintah P. Sampel dalam penelitian ini sebanyak 153 karyawan di Departemen X.

Berdasarkan pengujian ditemukan bahwa *interpersonal trust* pada atasan memiliki hubungan dengan *organizational citizenship behavior* ($r = 0,242$; $p < 0,05$). Selain itu, variabel *organizational commitment* pada aspek *affective* ($r = 0,623$; $p < 0,05$) dan *normative behavior* ($r = 0,388$; $p < 0,05$) memiliki hubungan dengan *organizational citizenship behavior*. Sedangkan, variabel *organizational commitment* pada aspek *continuance* tidak memiliki hubungan dengan *organizational citizenship behavior* ($r = 0,024$; $p > 0,05$).

Dengan demikian, dapat disimpulkan bahwa semakin tinggi kepercayaan karyawan terhadap atasannya serta semakin tingginya komitmen afektif dan normatif seorang karyawan terhadap organisasinya, maka semakin tinggi pula tingkat *organizational citizenship behavior* yang akan ditampilkan karyawan. Kepercayaan terhadap atasan, keterikatan emosional yang terjalin serta adanya rasa tanggung jawab terhadap perusahaan akan menjadikan karyawan untuk mau melakukan *organizational citizenship behavior* karena adanya pertukaran sosial yang dialami oleh karyawan tersebut sehingga dengan melakukan perilaku-perilaku OCB akan menjadikan karyawan memberi dampak baik bagi efektivitas perusahaan.

Kata Kunci: *Interpersonal Trust, Organizational Commitment, Affective Commitment, Normative Commitment, Continuance Commitment, discretionary, Organizational Citizenship Behavior.*

TITLE : RELATIONSHIP BETWEEN INTERPERSONAL TRUST AND ORGANIZATIONAL COMMITMENT WITH ORGANIZATIONAL CITIZENSHIP BEHAVIOR IN THE DEPARTMENT OF X

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ABSTRACT

Ivancevich, Konopaske and Matteson, (Zayas-Ortiz, Rosario, Marquez & Gruñeiro, 2015) stated that the key to success or success of an organization or company is its human resources. Human resources in an organization / company have formal behavior (job-description) that is an obligation and informal behavior (organizational citizenship behavior) that is discretionary. These behaviors can give a good impact to the organization. Some researchers have conducted research that discusses variables that can influence the emergence of OCB, namely interpersonal trust and organizational commitment. This study aims to look at the relationship between interpersonal trust towards supervisor and organizational commitment with organizational citizenship behavior in Department X in Government Institution P. The sample in this study was 153 employees in Department X.

Based on the testing it was found that interpersonal trust in superiors had a relationship with organizational citizenship behavior ($r = 0.242$; $p < 0.05$). In addition, organizational commitment variables on the affective aspect ($r = 0.623$; $p < 0.05$) and normative behavior ($r = 0.388$; $p < 0.05$) have a relationship with organizational citizenship behavior. Whereas, organizational commitment variables on continuance aspects do not have a relationship with organizational citizenship behavior Behavior ($r = 0.024$; $p > 0.05$).

Thus, it can be concluded that the higher the employee's trust in his boss (supervisor) and the higher the affective and normative commitment of an employee towards his organization, the higher the level of organizational citizenship behavior that employees will display. Trust in superiors, emotional attachments that are interwoven and a sense of responsibility towards the company will make employees want to do organizational citizenship behavior because of the social exchanges experienced by these employees so that by doing OCB behaviors will make employees have a good impact on the effectiveness of the company.

Keywords: Interpersonal Trust, Organizational Commitment, Affective Commitment, Normative Commitment, Continuance Commitment, discretionary, Organizational Citizenship Behavior.