

INTISARI

Penelitian ini bertujuan untuk mengetahui pengaruh *Perceived Organizational Support* terhadap *Organizational Citizenship Behavior* dengan *Employee Engagement* sebagai Variabel Intervening. Penelitian ini merupakan penelitian kuantitatif dengan menggunakan data primer. Sampel penelitian berjumlah 55 orang karyawan tetap BPJS Ketenagakerjaan se-DIY dengan menggunakan teknik sampling sensus. Pengumpulan data menggunakan kuesioner yang bersifat tertutup dengan skala likert 1 sampai dengan 5. Teknik analisis data menggunakan *path analysis* atau analisis jalur dengan bantuan program SPSS *statistics 21*.

Hasil penelitian membuktikan bahwa *Perceived Organizational Support* berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*, *Perceived Organizational Support* berpengaruh positif dan signifikan terhadap *Employee Engagement*, *Employee Engagement* berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*, dan *Employee Engagement* dapat memediasi antara *Perceived Organizational Support* dan *Organizational Citizenship Behavior*.

Kata Kunci: *Perceived Organizational Support, Employee Engagement, dan Organizational Citizenship Behavior.*

ABSTRACT

This research aims to determine the effect of Perceived Organizational Support on Organizational Citizenship Behavior with Employee Engagement as an Intervening Variable. This research is a quantitative study using primary data. The research sample consisted of 55 permanent employees of BPJS Ketenagakerjaan in DIY using census sampling techniques. Data collection using a questionnaire that is closed with a Likert scale of 1 to 5. The technique of data analysis using path analysis or path analysis with the help of SPSS statistics 21 program.

The results of the study prove that Perceived Organizational Support has a positive and significant effect on Organizational Citizenship Behavior, Perceived Organizational Support has a positive and significant effect on Employee Engagement, Employee Engagement has a positive and significant effect on Organizational Citizenship Behavior, and Employee Engagement can mediate between Perceived Organizational Support and Organizational Citizenship Behavior.

Keywords: Perceived Organizational Support, Employee Engagement, and Organizational Citizenship Behavior.