

ABSTRAK

Dewi Umayah, 2026. Peran Mediasi *Work engagement* dalam *Pengaruh Perceived Organizational Support* terhadap *Organizational Citizenship Behavior toward Organization* (OCB-O) (Studi Kasus pada Pegawai Dinas Perhubungan Kota Madiun). Skripsi. Program Studi Manajemen, Fakultas Ekonomi dan Bisnis, Universitas PGRI Madiun. Pembimbing (I) Dr. Karuniawati Hasanah, S.E., M.M. Pembimbing (II) Rollis Ayu Ditasari, S.E., M. Ak.

Penelitian ini bertujuan untuk menguji pengaruh *Perceived Organizational Support* (POS) terhadap *Organizational Citizenship Behavior toward Organization* (OCB-O), baik secara langsung maupun tidak langsung melalui *Work engagement* (WE) sebagai variabel mediasi pada pegawai Dinas Perhubungan Kota Madiun. Penelitian ini menggunakan pendekatan kuantitatif dengan jenis penelitian asosiatif kausal. Populasi penelitian berjumlah 141 pegawai dengan teknik sampel jenuh. Data dikumpulkan melalui kuesioner skala Likert empat poin dan dianalisis menggunakan *Structural Equation Modeling–Partial Least Square* (SEM-PLS) dengan bantuan SmartPLS. Hasil penelitian menunjukkan bahwa POS berpengaruh positif terhadap OCB-O dengan koefisien sebesar 0,392 dan terhadap WE dengan koefisien sebesar 0,665. WE juga berpengaruh positif terhadap OCB-O dengan koefisien sebesar 0,463 serta mampu memediasi secara parsial pengaruh POS terhadap OCB-O dengan koefisien sebesar 0,308. Temuan ini menunjukkan bahwa peningkatan dukungan organisasi dapat meningkatkan keterikatan kerja pegawai yang pada akhirnya mendorong terbentuknya perilaku *Organizational Citizenship Behavior toward Organization*.

Kata kunci: *Perceived Organizational Support, Work engagement, Organizational Citizenship Behavior toward Organization* (OCB-O).

ABSTRACT

Dewi Umayah, 2026. *The Mediating Role of Work engagement in the Effect of Perceived Organizational Support on Organizational Citizenship Behavior toward Organization (OCB-O): A Case Study of Employees at Dinas Perhubungan Kota Madiun*. Undergraduate Thesis. Management Study Program, Faculty of Economics and Business, Universitas PGRI Madiun. Advisor (I): Dr. Karuniawati Hasanah, S.E., M.M. Advisor (II): Rollis Ayu Ditasari, S.E., M.Ak.

This study aims to examine the effect of Perceived Organizational Support (POS) on Organizational Citizenship Behavior toward Organization (OCB-O), both directly and indirectly through Work engagement (WE) as a mediating variable among employees of Dinas Perhubungan Kota Madiun. This study employed a quantitative approach with a causal associative research design. The population consisted of 141 employees, all of whom were selected using a saturated sampling technique. Data were collected through a four-point Likert scale questionnaire and analyzed using Structural Equation Modeling–Partial Least Square (SEM-PLS) with SmartPLS software. The results indicate that POS has a positive effect on OCB-O with a coefficient of 0.392 and on WE with a coefficient of 0.665. Furthermore, WE has a positive effect on OCB-O with a coefficient of 0.463 and partially mediates the effect of POS on OCB-O with a coefficient of 0.308. These findings indicate that greater organizational support enhances employees' Work engagement, which in turn encourages the development of Organizational Citizenship Behavior toward Organization.

Keywords: *Perceived Organizational Support, Work engagement, Organizational Citizenship Behavior toward Organization (OCB-O).*