

ABSTRAK

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**PENGARUH PSYCHOLOGICAL EMPOWERMENT,
PSYCHOLOGICAL CAPITAL, WORK ENGAGEMENT TERHADAP
ORGANIZATIONAL CITIZENSHIP BEHAVIOR DIMEDIASI OLEH
AFFECTIVE COMMITMENT PADA PETUGAS RUMAH SAKIT
FATIMA DI TANA TORAJA**

(xvii + 144 halaman; 12 gambar; 18 tabel; 9 lampiran)

Penelitian ini dilakukan untuk mengetahui pengaruh pemberdayaan psikologis, modal psikologis, keterikatan kerja terhadap *organizational citizenship behavior* yang dimediasi oleh komitmen afektif pada petugas Rumah Sakit Fatima di Tana Toraja. Penelitian ini bersifat kuantitatif dan dilakukan secara *cross sectional*. Jumlah sampel sebanyak 155 petugas. Sampel dipilih dengan menggunakan probabilitas sampling yaitu *simple random sampling*. Data penelitian diambil menggunakan media *google form* dengan lima pilihan jawaban. Metode analisis data menggunakan *PLS-SEM*. Hasil penelitian ini menemukan bahwa pemberdayaan psikologis dan keterlibatan kerja tidak berpengaruh terhadap *organizational citizenship behavior*. Modal psikologis dan komitmen afektif masing-masing berpengaruh positif signifikan terhadap *organizational citizenship behavior*. Pemberdayaan psikologis, modal psikologis, keterikatan kerja masing-masing berpengaruh positif signifikan terhadap komitmen afektif. Komitmen afektif memediasi sepenuhnya pengaruh pemberdayaan psikologis terhadap *organizational citizenship behavior*. Komitmen afektif secara parsial memediasi pengaruh modal psikologis terhadap *organizational citizenship behavior*. Komitmen afektif sepenuhnya memediasi pengaruh keterikatan kerja terhadap *organizational citizenship behavior*.

Ref. 165 (1968 – 2024)

kata kunci:

affective commitment, psychological capital, psychological empowerment, work engagement, organizational citizenship behavior

ABSTRACT

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THE INFLUENCE OF PSYCHOLOGICAL EMPOWERMENT, PSYCHOLOGICAL CAPITAL, AND WORK ENGAGEMENT ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR MEDIATED BY AFFECTIVE COMMITMENT IN FATIMA HOSPITAL OFFICERS IN TANA TORAJA

(xvii + 144 pages; 12 pictures; 18 tables; 9 attachments)

This research was conducted to determine the influence of psychological empowerment, psychological capital, work engagement on organizational citizenship behavior which is mediated by affective commitment in Fatima Hospital officers in Tana Toraja. The research was quantitative and conducted cross-sectionally. The total sample was 155 officers. The sample was selected using probability sampling, namely simple random sampling. Research data was taken using Google form media with five answer choices. The data analysis method uses PLS-SEM. The results of this study found that psychological empowerment and work engagement have no effect on organizational citizenship behavior. Psychological capital and affective commitment each have a significant positive effect on organizational citizenship behavior. Psychological empowerment, psychological capital, work engagement each have a significant positive effect on affective commitment. Affective commitment fully mediates the influence of psychological empowerment on organizational citizenship behavior. Affective commitment partially mediates the influence of psychological capital on organizational citizenship behavior. Affective commitment fully mediates the influence of work engagement on organizational citizenship behavior.

Ref. 165 (1968 – 2024)

keywords:

affective commitment, psychological capital, psychological empowerment, work engagement, organizational citizenship behavior