

ABSTRAK

Dewi Cahya Nurani, Peran *Organizational Commitment* terhadap *Organizational Citizenship Behavior* pada Karyawan Departemen Manufaktur PT. Meprofarm Pharmaceuticals.

PT. Meprofarm merupakan satu dari 20 besar industri farmasi nasional di Indonesia, dengan Departemen Manufaktur sebagai jantung dari aktivitas perusahaan. Sebagai perusahaan farmasi keluarga, PT. Meprofarm belum memiliki sistem pengelolaan SDM yang tertata dengan baik sehingga menimbulkan perilaku kerja yang kurang produktif pada karyawan dan beberapa karyawan rentan terhadap tawaran pekerjaan dari perusahaan lain. Karyawan umumnya telah menjalankan tuntutan perannya (*in-role*) dengan baik, namun beberapa diantaranya tidak bersedia melakukan hal-hal yang melebihi tuntutan kerjanya (*extra-role*).

Meskipun belum menimbulkan dampak yang serius, namun untuk jangka panjang kondisi ini berpeluang mengganggu efektivitas dan efisiensi *performance* organisasi. Oleh sebab itu, tema dalam penelitian ini adalah Peran *Organizational Commitment* terhadap *Organizational Citizenship Behavior*.

Subjek penelitian ini berasal dari seluruh sub-departemen manufaktur, pendidikan minimal SMA (atau sederajat), berstatus karyawan tetap, dan telah bekerja selama minimal 4 (empat) tahun, yang berjumlah 45 orang.

Variabel pertama penelitian ini adalah *Organizational Commitment* dengan komponen *Affective Commitment (AC)*, *Continuance Commitment (CC)*, dan *Normative Commitment (NC)*. Variabel kedua adalah *Organizational Citizenship Behavior*, dengan dimensi *Altruism*, *Conscientiousness*, *Civic Virtue*, *Courtesy*, dan *Sportmanship*.

Data penelitian dijarah dari kuesioner kemudian diolah dengan teknik regresi dibantu program SPSS 11.5. Hasilnya, 64,44% karyawan manufaktur memiliki komitmen yang cenderung kuat terhadap PT. Meprofarm dan menjadi salah satu prediktor bagi OCB. Profil OC karyawan adalah AC, CC dan NC, sehingga dasar keanggotaan karyawan manufaktur lebih disebabkan oleh ikatan emosional terhadap perusahaan sehingga mendorong kemunculan *Altruism* dan *Sportmanship*. Untuk meningkatkannya, disusun suatu program berkesinambungan dengan konsep *Spirituality in the Workplace*.

ABSTRACT

Dewi Cahya Nurani, Role of Organizational Commitment to Organizational Citizenship Behavior for The Employee of Manufacture Department at PT. Meprofarm Pharmaceuticals.

PT. Meprofarm is currently at the Top 20 among local pharmaceuticals companies in Indonesia, and the Manufacture Department is the heart of business activity. As a family business, this company do not have an organized Human Resource Management System which it influence the employee's work behavior and it makes them tend to receives an offer from the contender. Generally, the employee was perform their in-role significantly, but some of them do not working in voluntary for extra-role.

Even if serious effect do not arise yet, but for long-term it will obstruct the effectiveness and efficiency of organizational performance. Therefore, the main theme for this research is the Role of Organizational Commitment to Organizational Citizenship Behavior.

The research subject consist of 45 personnel from all submanufacture department, with minimally senior high school background education, permanent staff, and have worked at least 4 years for PT. Meprofarm.

The first variable of this research is Organizational Commitment (OC) which is consist of three components; Affective Commitment (AC), Continuance Commitment (CC), and Normative Commitment (NC). The second one is Organizational Citizenship Behavior (OCB) which is consist of five dimension; Altruism, Conscienciousness, Civic Virtue, Courtesy, and Sportmanship.

The research data gained with questionnaire and processed by path analysis method with SPSS vers. 11.5 programme. The results shows 64,44% manufacture employee have strong commitment to the organization and becomes a predictor for OCB. The OC's profile of employee is AC, CC, and NC, therefore it can be said that their membership at PT. Meprofarm is caused by affective emotional attachment (AC) which motivates to Altruism and Sportmanship behavior. In order to improve AC, researcher developed a continous programme which involves all employee and management, based on the concept of Spirituality in the Workplace.