

HUBUNGAN PSYCHOLOGICAL CAPITAL DAN ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) DI MASA PANDEMI COVID-19 PADA PEKERJA SEKTOR FORMAL DI YOGYAKARTA

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ABSTRAK

Pandemi COVID-19 mengharuskan organisasi terus melakukan inovasi agar proses bisnis terus beroperasi dalam kondisi tidak normal hingga menyebabkan para pekerja sektor formal mengeluh akan kesulitan dan tanggung jawab kerja. Penelitian ini dilakukan untuk mengetahui hubungan antara Psychological Capital (PsyCap) dan Organizational Citizenship Behavior (OCB) di masa pandemi COVID-19 pada pekerja sektor formal di Yogyakarta. PsyCap merupakan keadaan perkembangan psikologis yang positif pada individu dengan karakteristik memiliki self-efficacy, optimism, hope, dan resilience. OCB adalah suatu tingkah laku individu yang sukarela, tidak secara langsung atau eksplisit diakui oleh sistem imbalan formal, namun dapat berpengaruh pada berjalannya fungsi organisasi yang efektif dan efisien. Penelitian ini menggunakan alat ukur Skala Psychological Capital (28 aitem valid, $\alpha=0,863$) dan Skala Organizational Citizenship Behavior (28 aitem valid, $\alpha=0,861$). Responden berjumlah 101 pekerja sektor formal bidang konstruksi dan manufaktur di Yogyakarta. Hasil penelitian ini menunjukkan hubungan positif yang signifikan antara PsyCap dan OCB $R=0,421$ dengan $p=0,001$ ($p<0,05$). Artinya, semakin tinggi PsyCap yang dimiliki seseorang, maka semakin tinggi OCB yang ia rasakan. Selanjutnya, untuk signifikansi korelasi parsial yang memiliki nilai paling besar dari komponen PsyCap pada OCB dalam penelitian ini adalah komponen resilience.

Kata Kunci : *Psychological Capital ; Organizational Citizenship Behavior ; Pekerja Sektor Formal*

**THE RELATIONSHIP BETWEEN PSYCHOLOGICAL CAPITAL AND
ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) IN PANDEMIC COVID-19
FOR FORMAL SECTOR WORKERS IN YOGYAKARTA**

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ABSTRACT

The COVID-19 pandemic requires organizations to continue to innovate so that business processes continue to operate in abnormal conditions, causing formal sector workers to complain of difficulties and work responsibilities. This study was conducted to determine the relationship between psychological capital (PsyCap) and organizational citizenship behavior (OCB) during the COVID-19 pandemic in formal sector workers in Yogyakarta. PsyCap is a state of positive psychological development in individuals with characteristics of having self-efficacy, optimism, hope, and resilience. OCB is a voluntary individual behavior, not directly or explicitly recognized by the formal reward system, but it can affect the effective and efficient functioning of the organization. This study uses a measuring instrument of the Psychological Capital Scale (28 valid items, $\alpha = 0.863$) and the Organizational Citizenship Behavior Scale (28 valid items, $\alpha = 0.861$). Respondents amounted to 101 formal sector workers in construction and manufacturing in Yogyakarta. The results of this study showed a significant positive relationship between PsyCap and OCB $R = 0.421$ with $p = 0.001$ ($p < 0.05$). This means that the higher the PsyCap a person has, the higher the OCB they will feel. For Next, the PsyCap component which has the greatest significant partial correlation score to OCB is resilience.

Keywords : *Psychological Capital ; Organizational Citizenship Behavior ; formal sector workers*