

ABSTRAK

Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh *Perceived Organizational Support* (POS) terhadap *Organizational Citizenship Behavior* (OCB) dengan *Organizational Trust* (OT) sebagai variabel intervening pada Dinas Ketahanan Pangan Provinsi Jambi. Permasalahan utama dalam penelitian ini dilatarbelakangi oleh pentingnya peran dukungan organisasi dalam mendorong karyawan untuk melakukan perilaku kerja ekstra yang bersifat sukarela dan tidak tercantum secara formal dalam deskripsi pekerjaan, namun memiliki kontribusi penting terhadap efektivitas organisasi.

Dalam konteks instansi pemerintah, khususnya Dinas Ketahanan Pangan Provinsi Jambi, perilaku OCB menjadi salah satu faktor penting dalam meningkatkan kinerja pelayanan publik. Oleh karena itu, diperlukan pemahaman lebih dalam mengenai bagaimana persepsi dukungan organisasi dapat mendorong munculnya perilaku tersebut, serta bagaimana kepercayaan terhadap organisasi berperan sebagai jembatan dalam hubungan tersebut. Penelitian ini menggunakan pendekatan kuantitatif dengan metode survei melalui penyebaran kuesioner kepada seluruh populasi pegawai yang berjumlah 80 orang, dengan teknik total sampling. Analisis data dilakukan menggunakan metode *Partial Least Square* (PLS) melalui pengujian *outer model* dan *inner model*. Pengujian *outer model* mencakup uji validitas konvergen, validitas diskriminan, serta reliabilitas konstruk. Hasil penelitian menunjukkan bahwa POS tidak memiliki pengaruh langsung yang signifikan terhadap OCB. Namun, POS terbukti memiliki pengaruh positif dan signifikan terhadap OT, dan OT juga secara signifikan memengaruhi OCB. Lebih lanjut, analisis jalur menunjukkan bahwa OT memediasi secara penuh (full mediation) hubungan antara POS dan OCB. Dengan kata lain, POS hanya akan berdampak terhadap peningkatan perilaku OCB apabila karyawan terlebih dahulu memiliki kepercayaan terhadap organisasi.

Kata Kunci : *Perceived Organizational Support, Organizational Citizenship Behavior, Organizational Trust*

ABSTRACT

This research aims to find out and analyze the influence of Perceived Organizational Support (POS) on Organizational Citizenship Behavior (OCB) with Organizational Trust (OT) as an intervening variable in the Food Security Office of Jambi Province. The main problem in this study is based on the importance of the role of organizational support in encouraging employees to do extra work behavior that is voluntary and not formally listed in the job description, but has an important contribution to the effectiveness of the organization. In the context of government agencies, especially the Jambi Province Food Security Office, OCB behavior is one of the important factors in improving public service performance. Therefore, a deeper understanding is needed on how the perception of organizational support can encourage the emergence of such behaviors, as well as how trust in the organization acts as a bridge in the relationship. This study uses a quantitative approach with the survey method through the distribution of questionnaires to the entire employee population of 80 people, with total sampling techniques. Data analysis is carried out using the Partial Least Square (PLS) method through outer model and inner model testing. Outer model testing includes convergent validity tests, discriminatory validity, and construct reliability. Research results show that POS does not have a significant direct influence on OCB. However, POS is proven to have a positive and significant influence on OT, and OT also significantly affects OCB. Furthermore, path analysis shows that OT fully mediates the relationship between POS and OCB. In other words, POS will only have an impact on the improvement of OCB behavior if employees first have trust in the organization.

Keywords : *Perceived Organizational Support, Organizational Citizenship Behavior, Organizational Trust*