

**PENGARUH PERSEPSI DUKUNGAN ORGANISASI DAN  
KARAKTERISTIK PEKERJAAN TERHADAP *KNOWLEDGE SHARING*:  
PERAN *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* SEBAGAI  
MEDIASI**

**Abstrak**

*Organizational citizenship behavior* telah diakui sebagai variabel penting bagi setiap organisasi baik di kalangan akademisi maupun praktisi. Tujuan dari penelitian ini adalah untuk menguji peran *organizational citizenship behavior* sebagai variabel mediasi antara persepsi dukungan organisasi, karakteristik pekerjaan dan *knowledge sharing*. Jumlah responden yang dapat digunakan dalam penelitian ini adalah 37 orang karyawan PNS pada dinas Pekerjaan Umum dan Perumahan Rakyat Wilayah Sumatera Barat Kota Padang. Hasil penelitian menunjukkan bahwa persepsi dukungan organisasi dan karakteristik pekerjaan tidak berpengaruh terhadap *knowledge sharing*. Persepsi dukungan organisasi ditemukan berpengaruh positif terhadap *organizational citizenship behavior* dan karakteristik pekerjaan tidak berpengaruh terhadap *organizational citizenship behavior*. Selanjutnya *organizational citizenship behavior* memiliki pengaruh yang positif terhadap *knowledge sharing*. Secara spesifik, *organizational citizenship behavior* terbukti berperan sebagai mediasi antara persepsi dukungan organisasi dan *knowledge sharing*, tetapi tidak memediasi hubungan antara karakteristik pekerjaan dan *knowledge sharing*.

**Kata kunci :** Persepsi Dukungan Organisasi, Karakteristik Pekerjaan, *Organizational Citizenship Behavior*, *Knowledge Sharing*.

# THE EFFECT OF PERCEIVED ORGANIZATIONAL SUPPORT AND JOB CHARACTERISTICS ON KNOWLEDGE SHARING: THE ROLE OF ORGANIZATIONAL CITIZENSHIP BEHAVIOR AS MEDIATOR

## *Abstract*

*Organizational citizenship behavior has been recognized as an important variable for every organization both in academicians and practitioners. The purpose of this study is to investigate the role of organizational citizenship behavior as mediator on the relationship between perceived organizational support, job characteristics and knowledge sharing. The number of respondents that could be used in this study was 37 employees of the Civil Servants in the Public Works and Public Housing Agency of the West Sumatra Region of Padang City. The results of analysis showed that the perceived organizational support and job characteristics did not affect significantly knowledge sharing. Perceived organizational support was found to have positive effect on organizational citizenship behavior and job characteristics did not influence organizational citizenship behavior. Furthermore, organizational citizenship behavior was found to have positive effect on knowledge sharing. In addition, organizational citizenship behavior was proven to mediate the relationship between perceived organizational support and knowledge sharing. However, it did not mediate the relationship between job characteristics and knowledge sharing.*

**Keyword :** *Perceived Organizational Support, Job Characteristics, Organizational Citizenship Behavior, Knowledge Sharing.*