

## **ABSTRACT**

*The research is aimed to analyze the influence of antecedents work engagement toward organizational citizenship behavior of outsourcing employees. The research was conducted at PT Telkomsel Region of Jawa Tengah & DIY.*

*The research was conducted by using survey method. The data were collected by using questionnaire. The sample of this research is outsourcing employees of PT Telkomsel Region of Jateng & DIY which located in Semarang which amount 119 respondents. The analysis used in this research is Structural Equation Model which is run with AMOS software 23.*

*The result of the analysis shows that personal resources influence positively and significantly on work engagement, job resources influence positively and significantly on work engagement. Then personal resources influence positively and significantly on organizational citizenship behavior, job resources influence positively and significantly on organizational citizenship behavior, and work engagement influence positively and significantly on organizational citizenship behavior of outsourcing employees.*

**Keywords: Personal Resources, Job Resources, Work Engagement, Organizational Citizenship Behavior, Outsourcing Employee**