ABSTRACT

In the service industry, employee who performs direct contact with consumers is representative of organization service quality. PDAM Tirta Moedal as one of organizations that prioritizes the quality of service, which became the center of water service for the entire community of Semarang requires employees who provide more performance / extra job-role as called as OCB behavior in purpose to provide optimal service for people of Semarang.

The purpose of this study was to examine the effect of perception of organizational support and career development on organizational citizenship behavior with employee engagement role as intervening variabel. This research was conducted at PDAM Tirta Moedal Semarang. The sample size was 74 respondents with sampling technique using proportionate stratified random sampling method. The used analysis were included regression analysis, path analysis (Path Analysis) and sobel test for mediation effect.

The results showed a positive and significant relationship between (a) organizational support with employee engagement, (b) career development with employee engagement, (c) organizational support with OCB, (d) career development with OCB, (e) employee engagement with OCB. The results of this study also showed that employee engagement proved to be a mediating variabel between organizational support and career development towards OCB.

Keywords: Organizational Support, Career Development, Employee engagement and Organizational Citizenship Behavior