

Analisis Organizational Citizenship Behavior (OCB) Pada Satuan Fungsi Intel Dan Satuan Reskrim Di Polres Metro Jakarta Utara = Analysis Of Organizational Citizenship Behavior (OCB) In The Intel Function Unit And The Reskrim Unit Of Polres Metro Jakarta Utara

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Abstrak

Penelitian ini dilakukan untuk mengetahui bagaimana perbedaan Organizational Citizenship Behavior (OCB) pada Satuan Fungsi Intel dan Satuan Fungsi Reskrim di Polres Metro Jakarta Utara beserta faktor penghambatnya. Dilatarbelakngi oleh adanya perbedaan OCB antar individu pada satuan fungsi Intel dan Reskrim dalam pelaksanaan tugas sebagai anggota Polri. Dengan pendekatan kuantitatif dan kualitatif, penelitian ini mengambil sumber data dengan teknik kuesioner, observasi, pengamatan, wawancara, dan telaah dokumen. Penelitian dilaksanakan di Polres Metro Jakarta Utara dengan menggunakan analisis data berupa pengumpulan data, kondensasi data, penyajian data, dan kesimpulan. Hasil penelitian menunjukkan bahwa dimensi courtesy, conscientious, civic virtue, dan sportmanship dalam OCB telah diterapkan sangat baik oleh anggota Satuan Fungsi Intel. Sedangkan dimensi altruism masih perlu ditingkatkan karena mendapatkan rata-rata terendah. Sementara pada Satuan Fungsi Reskrim, dimensi courtesy, conscientious, civic virtue, dan altruism telah diterapkan dengan sangat baik. Sedangkan dimensi sportmanship yang masih harus ditingkatkan. Meskipun demikian, diantara penerapan dimensi-dimensi tersebut pada Satuan Fungsi Intel dan Reskrim, tidak ada perbedaan yang signifikan. Yang mana perbedaan tersebut disebabkan karena adanya faktor yang mempengaruhinya, seperti motivasi, kepribadian individu, komitmen organisasi, kepuasan kerja, kepercayaan pada pimpinan, dan budaya organisasi.

.....This research was conducted to find out the implementation and differences of Organizational Citizenship Behavior (OCB) in the Intel Functional Unit and the Investigation Function Unit at the North Jakarta Metro Police along with the inhibiting factors. This was motivated by differences in OCB between individuals in the Intel and Criminal Investigation function units in carrying out their duties as members of the National Police. With a quantitative and qualitative approach, this research will take data sources using questionnaires, observations, observations, interviews and document reviews. The research was carried out at the North Jakarta Metro Police using data analysis in the form of data collection, data condensation, data presentation, and conclusions. The results show that the dimensions of courtesy, conscientiousness, civic virtue, and sportsmanship in OCB have been applied very well by members of the Intel Functional Unit. While the altruism dimension still needs to be improved because it gets the lowest average. Meanwhile, in the Crime Unit, the dimensions of courtesy, conscientiousness, civic virtue, and altruism have been implemented very well. Meanwhile, the dimensions of sportsmanship still need to be improved. However, between the application of these dimensions to the Intel Functional Unit and the Criminal Investigation Unit, there is no significant difference. This difference is caused by the factors that influence it, such as motivation, individual personality, organizational commitment, job satisfaction, trust in leadership, and organizational culture.