

ABSTRACT

Zahro, Umi Ni'matus. 2014. *Role of Trust Organizational Against Organizational Citizenship Behavior (OCB) to Employee At the PT. PLN (Persero) Malang Area*. Thesis. Faculty of Psychology, Islamic State University (UIN) of Maulana Malik Ibrahim of Malang. Advisor: Andik Rony Irawan, M. Si. Psi.

Human resources is a major asset to run the organization. Because of human resources is the driving other resources. In an effort to promote organizational, human resource performance needed productive, progressive and innovative. Therefore, an organization must have specific strategies in the work environment. One of the behaviors that can maximize the implementation of strategies that organizational citizenship behavior. OCB can enhance organizational effectiveness, performance and productivity of managerial. Good performance requires "appropriate behavior" employees expected by the organization. Whereas if organizational citizenship behavior is not manifested in the company, he result that appears is when the company needs to hire employees and mind beyond its role, companies will find it difficult, so in the end the company's goals can not be achieved with proper. OCB is needed organization, one that can affect the appearance of the OCB is trust organization. Confidence organizations most important part for a successful organization interactions involving all the existing human resources, in order to build a trusting working relationship with each other.

This research was conducted in PT. PLN (Persero) Malang Area, with the aim to determine the role of organizational trust on organizational citizenship behavior in PT. PLN (Persero) Malang Area. This study uses quantitative methods. Subjects of this study amounted to 51 respondents who selected using random sampling methods. In collecting the data, using a scale of psychological questionnaire method. Analysis of the data in this study using correlation techniques with the help software SPSS 16.0 for windows.

The results of the research conducted, it is known that (1) level of confidence in the organization of the PT. PLN (Persero) Malang majority areas in middle category with a percentage of 43.13%, (2) whereas the level of organizational citizenship behavior in PT. PLN (Persero) Malang Area the majority are in the medium category with a percentage of 45.09%. (3) significant relationship to the organization of trust in organizational citizenship behavior PT. PLN (Persero) Malang Area obtained correlation coefficient (r_{xy}) of 0.750 with $p = 0.000$ and stated hypothesis is accepted.

Key words : Trust Organizational, Organizational Citizenship Behavior