

## **ABSTRACT**

*This research aims to determine the effect of Organizational Commitment, Organizational Citizenship Behavior and Job Satisfaction on Employee Performance at PT. Consulting Services Indonesia. Where are proposed three independent variables and one dependent variable, namely Organizational Commitment, Organizational Citizenship Behavior and Job Satisfaction as independent variable and performance as dependent variable. The object of this research is Employee PT. Consulting Services Indonesia. This research was conducted on 109 respondents using quantitative descriptive approach with simple random sampling method. Data analysis used is multiple linear regression and processed with SPSS 23 program.*

*The results of this research indicate that organizational commitment, Organizational Citizenship Behavior and job satisfaction have a positive and significant impact on the performance of employees of PT. Consulting Service Indonesia.*

*Keywords: Organizational Commitment, Organizational Citizenship Behavior, Job Satisfaction, Employee Performance*



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## ABSTRAK

Penelitian ini bertujuan untuk mengetahui Pengaruh Komitmen Organisasi, *Organizational Citizenship Behaviour* dan Kepuasan Kerja terhadap Kinerja Karyawan PT. Consulting Services Indonesia. Dimana diajukan tiga variabel bebas dan satu variable terikat, yaitu Komitmen Organisasi, *Organizational Citizenship Behaviour* dan Kepuasan Kerja sebagai variabel bebas dan kinerja sebagai variabel terikat. Objek penelitian ini adalah Karyawan PT. Consulting Services Indonesia. Penelitian ini dilakukan terhadap 109 responden menggunakan pendekatan kausal kuantitatif dengan metode simple random sampling. Analisis data yang digunakan adalah regresi linier berganda dan diolah dengan program SPSS 23.

Hasil penelitian ini menunjukkan bahwa komitmen organisasi, *Organizational Citizenship Behaviour* dan kepuasan kerja berpengaruh positif dan signifikan terhadap kinerja karyawan PT. Consulting Service Indonesia.

Kata Kunci: Komitmen Organisasi, *Organizational Citizenship Behaviour*, Kepuasan Kerja, Kinerja Pegawai



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