

## **ABSTRACT**

*The study discusses about the correlation of motivation and communication variable to organizational citizenship behavior to improve the quality of service from ministry employee in general bureau. In this research there are problems of relationship and its influence from motivation and communication variable and organizational citizenship behavior variable as intervening variable to service quality. This research was conducted at the Ministry of State Secretariat. In this study used a sample of 150 people with the method of analysis that is structural equation modeling. The result of the research is known that there are some important things that motivation variable does not influence to service quality, communication variable have positive influence to service quality, organizational citizenship behavior has positive influence to service quality, motivation variable has positive influence to organizational citizenship behavior and variable communication has a positive influence on organizational citizenship behavior.*

*Keywords: Motivation, Communication, Organizational Citizenship Behavior, Service Quality.*



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Penelitian membahas mengenai hubungan variabel motivasi dan komunikasi terhadap *organizational citizenship behavior* untuk meningkatkan kualitas pelayanan dari pegawai kementerian pada Biro Umum. Pada penelitian ini terdapat permasalahan yaitu hubungan dan pengaruhnya dari variabel motivasi dan komunikasi serta variabel *organizational citizenship behavior* selaku variabel *intervening* terhadap kualitas pelayanan. Penelitian ini dilakukan di Kementerian Sekretariat Negara. Dalam penelitian ini digunakan sampel sebanyak 150 orang dengan metode analisis yaitu *structural equational modeling*. Hasil dari penelitian di diketahui bahwa terdapat beberapa hal penting yaitu variabel motivasi tidak berpengaruh terhadap kualitas pelayanan, variabel komunikasi memiliki pengaruh positif terhadap kualitas pelayanan, *organizational citizenship behavior* memiliki pengaruh positif terhadap kualitas pelayanan, variabel motivasi memiliki pengaruh positif terhadap *organizational citizenship behavior* dan variabel komunikasi memiliki pengaruh positif terhadap *organizational citizenship behavior*.

**Kata kunci** : Motivasi, Komunikasi, *Organizational Citizenship Behavior*, Kualitas Pelayanan

