

## ABSTRAK

Penelitian ini bertujuan untuk menguji dan menganalisis pengaruh *leadership*, komitmen organisasi dan stress kerja terhadap *organizational citizenship behavior* (OCB) dan kinerja karyawan di PT. Jatelindo Perkasa Abadi. Penelitian ini dilakukan terhadap 60 responden dengan menggunakan pendekatan deskriptif kuantitatif. Pendekatan yang digunakan dalam penelitian ini adalah *Structural Equation Model* (SEM) dengan alat analisis Smart-PLS. Hasil penelitian menunjukkan *Leadership* berpengaruh positif signifikan terhadap *Organizational Citizenship Behavior*. Komitmen Organisasi berpengaruh positif signifikan terhadap *Organizational Citizenship Behavior*. Stres Kerja berpengaruh negatif signifikan terhadap *Organizational Citizenship Behavior*. *Leadership* berpengaruh positif signifikan terhadap kinerja. Komitmen Organisasi berpengaruh positif signifikan terhadap kinerja. Stres Kerja berpengaruh negatif signifikan terhadap kinerja. *Organizational Citizenship Behavior* berpengaruh positif signifikan terhadap kinerja.

**Kata Kunci :** *Leadership*, Komitmen Organisasi, Stres kerja, *Organizational Citizenship Behavior*, Kinerja.



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## **ABSTRACT**

*This study aims to examine and analyze the effect of leadership, organizational commitment and work stress on organizational citizenship behavior (OCB) and employee performance at PT. Jatelindo Perkasa Abadi. This research was conducted on 60 respondents using a quantitative descriptive approach. The approach used in this research is Structural Equation Model (SEM) with Smart-PLS analysis tools. The results showed that Leadership had a significant positive effect on Organizational Citizenship Behavior. Organizational Commitment has a significant positive effect on Organizational Citizenship Behavior. Job Stress has a significant negative effect on Organizational Citizenship Behavior. Leadership has a significant positive effect on performance. Organizational Commitment has a significant positive effect on performance. Job Stress has a significant negative effect on performance. Organizational Citizenship Behavior has a significant positive effect on performance.*

**Keywords:** *Leadership, Organizational Commitment, Job stress, Organizational Citizenship Behavior, Performance.*

