

ABSTRACT

In this study, we will look at the direct effects of job satisfaction, organizational culture, and organizational commitment on organizational citizenship behavior and the indirect effects of these factors through organizational commitment. Through causal research with a quantitative foundation. Path analysis was done on the survey data from 90 individuals. According to the test's findings, job satisfaction positively and significantly influences organizational commitment and citizenship behavior. Organizational culture has a significant, positive impact on how dedicated a commitment is to the organization. The conduct and activity of organizational citizens are slightly but favorably influenced by organizational culture. On organizational citizenship behavior, organizational commitment has a significant and favorable impact. Organizational commitment directly results from job satisfaction and influences organizational citizenship behavior in a favorable and meaningful way. Organizational commitment, a fundamental component of organizational culture, significantly and favorably affects organizational citizenship behavior.

Keywords: job_satisfaction, organizational_culture, organizational_commitment, organizational_citizenship_behavior



ABSTRAK

Penelitian ini bertujuan untuk menguji pengaruh langsung kepuasan kerja, budaya organisasi dan komitmen organisasi terhadap *organizational citizenship behavior* (OCB), dan pengaruh tidak langsung kepuasan kerja dan budaya organisasi terhadap OCB melalui komitmen organisasi. Jenis penelitian ini merupakan studi kausal dengan pendekatan kuantitatif. Penelitian ini menggunakan *SEM – PLS (Partial Least Square)* dengan jumlah sampel 90 responden. Sumber data diperoleh dari data primer melalui penyebaran kuesioner dan data sekunder melalui studi kepustakaan. Penelitian menggunakan analisa jalur. Berdasarkan hasil pengujian menunjukkan kepuasan kerja berpengaruh positif dan signifikan terhadap komitmen organisasi dan terhadap OCB. Budaya organisasi berpengaruh positif dan signifikan terhadap komitmen organisasi. Budaya organisasi berpengaruh positif dan tidak signifikan terhadap OCB. Komitmen organisasi berpengaruh positif dan signifikan terhadap OCB. Kepuasan kerja berpengaruh positif dan signifikan terhadap OCB melalui komitmen organisasi. Budaya organisasi berpengaruh positif dan signifikan terhadap OCB melalui komitmen organisasi.

Kata kunci : kepuasan_kerja, budaya_organisasi, komitmen_organisasi, *organizational_citizenship_behavior*

