

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh organizational citizenship behavior (OCB), komunikasi organisasi dan kepuasan kerja terhadap kinerja guru. Desain penelitian ini menggunakan pendekatan kuantitatif. Sampel yang dipergunakan adalah sebanyak 58 responden. Metode penarikan sampel menggunakan *sampling jenuh*. Metode pengumpulan data menggunakan metode survey, dengan instrument penelitian adalah kuesioner. Metode analisis data menggunakan *Partial Least Square*. Hasil penelitian menunjukkan bahwa organizational citizenship behavior berpengaruh positif dan signifikan terhadap kinerja guru. Variabel komunikasi organisasi berpengaruh positif dan tidak signifikan terhadap kinerja guru. variabel kepuasan kerja menunjukkan bahwa kepuasan kerja berpengaruh positif dan signifikan terhadap kinerja guru SMKN 48 Jakarta.

Kata Kunci: Organizational Citizenship Behavior (OCB), Komunikasi Organisasi, Kepuasan Kerja, Kinerja Guru.



ABSTRACT

This study to determine the effect of organizational citizenship behavior (OCB), organizational communication and job satisfaction on teacher performance. This research design uses a quantitative approach. The sample used was 58 respondents. The sampling method used was sampling jenuh. Methods of data collection using survey methods, with the research instrument is a questionnaire. Data analysis method using Partial Least Square. The result showed that organizational citizenship behavior had a positive and significant effect on teacher performance. Organizational communication variable has positive and insignificant. variable showing that job satisfaction has a positive and significant effect on the performance of teachers at SMKN 48 Jakarta.

Keywords: Organizational Citizenship Behavior (OCB), Organizational Communication, Job Satisfacation, Teacher Performance.

