

ABSTRAK

Penelitian ini menganalisis hubungan antara variabel Independen Komunikasi Organisasi dan Persepsi Dukungan Organisasi dengan variabel Dependen *Organizational Citizenship Behavior* baik secara langsung maupun melalui Motivasi Kerja. Penentuan jumlah sampel ditentukan dengan menggunakan sampel jenuh dengan jumlah 125 orang karyawan. Berdasarkan studi ini analisis yang digunakan adalah analisis kuantitatif dengan menggunakan metode pengumpulan data kuesioner. Survey kuesioner dalam penelitian ini adalah 120 responden. *Structural Equation Model* (SEM) digunakan sebagai metode analisis dan Smart PLS digunakan sebagai alat analisis. Berdasarkan penelitian ini, Komunikasi Organisasi dan Persepsi Dukungan Organisasi berpengaruh positif terhadap *Organizational Citizenship Behavior* melalui Motivasi Kerja.

Kata Kunci : Komunikasi Organisasi, Persepsi Dukungan Organisasi, *Organizational Citizenship Behavior*, Motivasi Kerja



ABSTRACT

This study analyze the relations between the Independent variable Organizational Communication and Perception of Organizational Support with the Dependent variable Organizational Citizenship Behavior either directly or through Work Motivation. The number of samples is determined by using a saturated sample of 125 employees. On this study, quantitative analysis is applied using the questionnaire data collection method. The questionnaire survey used on this study was 125 respondents. Structural Equation Model (SEM) is used as an analytical method, along with Smart PLS which is used as an analytical tool. Based on this research, Organizational Communication and Perception of Organizational Support have a positive effect on Organizational Citizenship Behavior directly and through Work Motivation.

Key Word : Organizational Communication, Perception of Organizational Support, Organizational Citizenship Behavior, Work Motivation.

