

ABSTRAK

Penelitian ini bertujuan untuk menganalisis dan menguji mengenai pengaruh prinsip *Good Corporate Governance* (GCG) dan *Knowledge Management* terhadap *Organizational Citizenship Behavior* dengan dimediasi Kepuasan Kerja. Desain penelitian yang digunakan dalam penelitian ini adalah desain penelitian kausal. Populasi yang digunakan dalam penelitian ini adalah seluruh karyawan tetap PT. Amara Cisadane. Sampel yang digunakan adalah 60 karyawan. Penentuan sampel yang digunakan dalam penelitian ini dilakukan dengan metode sampel jenis jenuh. Metode pengumpulan data menggunakan metode survei, dengan instrumen penelitian berupa kuesioner. Metode penelitian ini menggunakan metode analisis data *Partial Least Square* (PLS) dengan menggunakan software SmartPLS 3.0. Penelitian ini membuktikan bahwa *good corporate governance* tidak berpengaruh terhadap *organizational citizenship behavior*. *Knowledge management* berpengaruh positif signifikan terhadap *organizational citizenship behavior*. *Good corporate governance* berpengaruh positif signifikan terhadap kepuasan kerja. *Knowledge management* berpengaruh positif signifikan terhadap kepuasan kerja. Kepuasan kerja berpengaruh positif signifikan terhadap *organizational citizenship behavior*. Kepuasan kerja tidak mampu memediasi pengaruh *good corporate governance* terhadap *organizational citizenship behavior*. Kepuasan kerja mampu memediasi pengaruh *knowledge management* terhadap *organizational citizenship behavior*.

Kata Kunci : *Good Corporate Governance* (GCG), *Knowledge Management*, *Organizational Citizenship Behavior*, dan Kepuasan Kerja



ABSTRACT

This study aims to analyze and test the effect of the principle of Good Corporate Governance (GCG) and Knowledge Management on Organizational Citizenship Behavior with medical job satisfaction. The research design used in this study is a causal research design. The population used in this study was all employees of PT. Amara Cisadane. The sample used is 60 employees. Determination of the sample used in this study was carried out with the type of saturated sample method. Methods of data collection using survey methods, with the research instrument is a questionnaire. This research method uses the Partial Least Square (PLS) data analysis method using SmartPLS 3.0 software. This study proves that good corporate governance has no effect on organizational citizenship behavior. Knowledge management has a significant positive effect on organizational citizenship behavior. Good corporate governance has a significant positive effect on job satisfaction. Knowledge management has a significant positive effect on job satisfaction. Job satisfaction has a significant positive effect on organizational citizenship behavior. Job satisfaction is not able to mediate the influence of good corporate governance on organizational citizenship behavior. Job satisfaction is able to mediate the influence of knowledge management on organizational citizenship behavior.

Keywords: Good Corporate Governance (GCG), Knowledge Management, Organizational Citizenship Behavior, and Job Satisfaction

