

ABSTRAK

Penelitian ini bertujuan untuk menganalisis Peran *Good Corporate Governance* dan *Knowledge Management* terhadap *Organizational Citizenship Behavior* yang Dimediasi oleh Kepuasan Kerja pada PT. Kereta Api Indonesia (Persero) Daerah Operasi V Purwokerto . Desain Penelitian: menggunakan sampel klausal dengan jumlah 109 karyawan, analisis dilakukan secara kuantitatif dengan metode pengumpulan kuesioner. *Structural Equation Model* (SEM) digunakan sebagai metode analisis dan Smart – PLS digunakan sebagai alat analisis. Penelitian ini membuktikan bahwa *Good corporate governance* berpengaruh positif signifikan 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*, *Good corporate governance* mampu mempengaruhi *organizational citizenship behavior*, *Knowledge management* mampu mempengaruhi *organizational citizenship behavior*.

Kata Kunci: *Good Corporate Governance*, *Knowledge Management*, *Organizational Citizenship Behavior*, Kepuasan Kerja.



Abstract

This study aims to analyze the Role of Good Corporate Governance and Knowledge Management on Organizational Citizenship Behavior Mediated by Job Satisfaction at PT. Kereta Api Indonesia (Persero) Operational Area V Purwokerto . Research design: using a sample of clauses with a total of 109 employees, the analysis was carried out quantitatively by collecting questionnaires. Structural Equation Model (SEM) is used as an analysis method and Smart – PLS is used as an analysis tool. This study proves that good corporate governance has a significant positive 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, Good corporate governance is able to influence organizational citizenship behavior, Knowledge management is able to influence organizational citizenship behaviour.

Keywords: Good Corporate Governance, Knowledge Management, Organizational Citizenship Behavior, Job Satisfaction.

