

## ABSTRAK

Tujuan dari penelitian ini adalah menganalisis Pengaruh Kepuasan Kerja Budaya Organisasi dan Komitmen Organisasi terhadap perilaku *Organizational Citizenship Behavior* pada Karyawan PT. Union Tetap Jaya. Menggunakan sampel jenuh dengan jumlah 83 orang karyawan, analisisnya kuantitatif dengan menggunakan metode pengumpulan kuesioner. *Structural Equation Model (SEM)* digunakan sebagai metode analisis dan *Smart – PLS* digunakan sebagai alat analisis. Hasil penelitian, Kepuasan Kerja berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*, Budaya Organisasi berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*, dan Komitmen Organisasi berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*.

**Kata Kunci:** Kepuasan Kerja, Budaya Organisasi, Komitmen Organisasi, *Organizational Citizenship Behavior*.



## ***ABSTRACT***

The purpose of this study was to analyze the effect of job satisfaction, organizational culture, and organizational commitment on organizational citizenship behavior among employees of PT. Union Tetap Jaya. Using a saturated sample with a total of 83 employees, the analysis is quantitative using a questionnaire collection method. Structural Equation Model (SEM) is used as an analytical method and Smart – PLS is used as an analytical tool. The results of the study, Job Satisfaction has a positive and significant effect on Organizational Citizenship Behavior, Organizational Culture has a positive and significant effect on Organizational Citizenship Behavior, and Organizational Commitment has a positive and significant effect on Organizational Citizenship Behavior.

**Keywords:** *Job Satisfaction, Organizational Culture, Organizational Commitment, Organizational Citizenship Behavior*



UNIVERSITAS  
MERCU BUANA