

ABSTRAK

Tujuan penelitian ini adalah untuk mengetahui Pengaruh Komunikasi, Lingkungan Kerja, dan Kepuasan Kerja Terhadap Organizational Citizenship Behavior. Penelitian ini merupakan penelitian kuantitatif dengan jumlah sampel sebanyak 150 responden. Penelitian ini menggunakan teknik analisis data Structural Equation Modeling (SEM) dan pengolahan data menggunakan Partial Least Square (PLS). Teknik sampling yang digunakan yaitu non probability sampling dengan teknik purposive sampling. Dengan menggunakan pendekatan deskriptif kuantitatif. Hasil penelitian ini menunjukkan bahwa pengaruh komunikasi berpengaruh positif dan signifikan terhadap organizational citizenship behavior, lingkungan kerja berpengaruh positif dan signifikan terhadap organizational citizenship behavior, dan kepuasan kerja berpengaruh positif dan signifikan terhadap organizational citizenship behavior.

Kata Kunci: Komunikasi, Lingkungan Kerja, Kepuasan Kerja, dan *Organizational Citizenship Behavior*



ABSTRACT

The purpose of this study was to determine the effect of communication, work environment, and job satisfaction on Organizational Citizenship Behavior. This research is a quantitative research with a sample size of 150 respondents. This study uses data analysis techniques Structural Equation Modeling (SEM) and data processing using Partial Least Square (PLS). The sampling technique used is non-probability sampling with purposive sampling technique. By using a quantitative descriptive approach. The results of this study indicate that the influence of communication has a positive and significant effect on organizational citizenship behavior, the work environment has a positive and significant effect on organizational citizenship behavior, and job satisfaction has a positive and significant effect on organizational citizenship behavior.

Keywords: Communication, Work Environment, Job Satisfaction, and Organizational Citizenship Behavior

