

## **ABSTRACT**

*This study aims to analyze the role of Job Satisfaction and Work Life Balance through Organizational Commitment on Organizational Citizenship Behavior (OCB). The population of this study were employees of the Company at PT FLTU located in DKI Jakarta, with a saturated sample size with a total of 81 employees. The data analysis method uses Structural Equation Model-Partial Least Square (SEM-PLS). The results found that job satisfaction has a positive influence on Organizational Citizenship Behavior (OCB). Work Life Balance has an impact on encouraging an increase in Organizational Citizenship Behavior (OCB). Organizational Commitment is also able to encourage the emergence of Organizational Citizenship Behavior (OCB). Job satisfaction and Work Life Balance are also able to encourage Organizational Commitment. However, job satisfaction and work life balance also have a positive influence on employee Organizational Citizenship Behavior (OCB) through organizational commitment.*

*Keywords: Job Satisfaction, Work Life Balance, Organizational Commitment, Organizational Citizenship Behavior (OCB)*



## ABSTRAK

Penelitian ini bertujuan untuk menganalisis peran Kepuasan Kerja dan *Work Life Balance* melalui Komitmen Organisasi terhadap *Organizational Citizenship Behavior (OCB)*. Populasi dari penelitian ini adalah karyawan Perusahaan di PT FLTU yang berlokasi di DKI Jakarta, dengan jumlah sampel jenuh dengan total karyawan sebanyak 81 orang pekerja. Metode analisis data menggunakan *Structural Equation Model-Partial Least Square (SEM-PLS)*. Hasil penelitian menemukan bahwa kepuasan kerja memiliki pengaruh positif terhadap *Organizational Citizenship Behavior (OCB)*. *Work Life Balance* berdampak mendorong peningkatan *Organizational Citizenship Behavior (OCB)*. Komitmen organisasi juga mampu mendorong timbulnya *Organizational Citizenship Behavior (OCB)*. Kepuasan kerja dan *Work Life Balance* juga mampu mendorong timbulnya Komitmen Organisasi. Namun demikian, Kepuasan kerja dan *Work Life Balance* juga memiliki pengaruh positif terhadap *Organizational Citizenship Behavior (OCB)* karyawan melalui komitmen organisasi.

Kata Kunci: Kepuasan kerja, *Work Life Balance*, Komitmen Organisasi, *Organizational Citizenship Behavior (OCB)*

