

ABSTRAK

Penelitian ini bertujuan untuk menganalisis dan menguji mengenai Pengaruh *Work Engagement* Dan *Knowledge Sharing* Terhadap *Organizational Citizenship Behavior* (OCB) Dengan Dimediasi Kepuasan Kerja Pada PT. Polindo Utama. Desain penelitian yang digunakan dalam penelitian ini adalah desain penelitian kausal. Populasi yang digunakan dalam penelitian ini adalah seluruh karyawan tetap PT. Polindo Utama. Sampel yang digunakan adalah 70 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 *Work Engagement* berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*. *Knowledge Sharing* tidak berpengaruh terhadap *Organizational Citizenship Behavior*. *Work Engagement* berpengaruh positif dan signifikan terhadap Kepuasan Kerja. *Knowledge Sharing* berpengaruh positif dan signifikan terhadap Kepuasan Kerja. Kepuasan Kerja berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*. Kepuasan Kerja mampu memediasi pengaruh *Work Engagement* terhadap *Organizational Citizenship Behavior*. Kepuasan Kerja tidak mampu memediasi pengaruh *Knowledge Sharing* terhadap *Organizational Citizenship Behavior*.

Kata Kunci: *Work Engagement*, *Knowledge Sharing*, *Organizational Citizenship Behavior* (OCB), Kepuasan Kerja.

ABSTRACT

This study aims to analyze and test the effect of Work Engagement and Knowledge Sharing on Organizational Citizenship Behavior (OCB) mediated by job satisfaction at PT. Polindo Utama. The research design used in this study is a causal research design. The population used in this study were all permanent employees of PT. Polindo Utama. The sample used is 70 employees. The determination of the sample used in this study was carried out using the saturated sample method. The data collection method uses a survey method, with a research instrument in the form of a questionnaire. This research method uses the Partial Least Square (PLS) data analysis method using SmartPLS 3.0 software. This study proves that Work Engagement has a positive and significant effect on Organizational Citizenship Behavior. Knowledge Sharing has no effect on Organizational Citizenship Behavior. Work Engagement has a positive and significant effect on Job Satisfaction. Knowledge Sharing has a positive and significant effect on Job Satisfaction. Job Satisfaction has a positive and significant effect on Organizational Citizenship Behavior. Job Satisfaction is able to mediate the effect of Work Engagement on Organizational Citizenship Behavior. Job Satisfaction is not able to mediate the effect of Knowledge Sharing on Organizational Citizenship Behavior.

Keywords: *Work Engagement, Knowledge Sharing, Organizational Citizenship Behavior (OCB), Job Satisfaction.*

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