

## ABSTRAK

*Organizational Citizenship Behavior* (OCB) merupakan hal penting yang perlu dimiliki oleh pegawai untuk meningkatkan efektivitas dan efisiensi kinerja suatu organisasi atau instansi. *Organizational Citizenship Behavior* (OCB) tentunya dipengaruhi oleh beberapa faktor, dua diantaranya adalah Kepuasan Kerja dan Komitmen Organisasi. Penelitian ini dilakukan untuk menjelaskan pengaruh kepuasan kerja dan komitmen organisasi terhadap *Organizational Citizenship Behavior* (OCB) pada ASN di Direktorat Lalu Lintas dan Angkutan Kereta Api. Penelitian ini bersifat kuantitatif, dengan teknik analisis regresi linear berganda menggunakan SPSS 25. Pengambilan sampel yang dengan teknik sampel jenuh sebanyak 107 pegawai Direktorat Lalu Lintas dan Angkutan Kereta Api sebagai responden. Hasil penelitian menunjukkan bahwa kepuasan kerja berpengaruh positif dan signifikan terhadap OCB dan komitmen organisasi berpengaruh positif dan signifikan terhadap OCB, serta secara simultan kepuasan kerja dan komitmen organisasi berpengaruh positif terhadap OCB sebagian besar variasi dari variabel *Organizational Citizenship Behavior* dapat dijelaskan oleh variasi dari dua variabel kepuasan kerja dan komitmen organisasi.

Kata kunci : komitmen organisasi, kepuasan kerja, *Organizational Citizenship Behavior*

## **ABSTRACT**

*Organizational Citizenship Behavior (OCB) is an important thing that needs to be owned by employees to increase the effectiveness and efficiency of the performance of an organization or agency. Organizational Citizenship Behavior (OCB) is certainly influenced by several factors, two of which are Job Satisfaction and Organizational Commitment. This study was conducted to explain the effect of job satisfaction and organizational commitment on Organizational Citizenship Behavior (OCB) in ASN at the Directorate of Railway Traffic and Transportation. This research is quantitative, with multiple linear regression analysis techniques using SPSS 25. Sampling using saturated sample technique as many as 107 employees of the Directorate of Railway Traffic and Transportation as respondents. The results showed that job satisfaction has a positive and significant effect on OCB and organizational commitment has a positive and significant effect on OCB, and simultaneously job satisfaction and organizational commitment have a positive effect on OCB where most of the variation in the Organizational Citizenship Behavior variable can be explained by variations in the two variables of job satisfaction and organizational commitment.*

*Keywords : organizational commitment, job satisfaction, Organizational Citizenship Behavior*