

ABSTRACT

This study aims to determine the influence between Motivation and Perceived Organizational Support on Organizational Citizenship Behavior in Employees of the Secretariat General of the DPR RI Mediated by Job Satisfaction. The population in this study consists of 104 Civil Servants in the Bureau of Building and Housing Management of the Secretariat General of the Indonesian House of Representatives (DPR RI). The study uses a saturated sampling method or cencus, thus the entire population is used as the research sample. Data analysis in this study utilizes Structural Equation Modeling (SEM) technique. The results indicate that Motivation has a positive and significant influence on job satisfaction. Perceived Organizational Support has a positive and significant influence on Job Satisfaction. Motivation has a positive and significant influence on Organizational Citizenship Behavior. Perceived Organizational Support has a positive and significant influence on Organizational Citizenship Behavior. Job Satisfaction has a positive and significant influence on Organizational Citizenship Behavior. Motivation has a positive and significant influence on Organizational Citizenship Behavior mediated by Job Satisfaction. Perceived Organizational Support has a positive and significant influence on Organizational Citizenship Behavior mediated by Job Satisfaction. This study contributes novelty as the first research to measure the level of OCB among employees in the Secretariat General of the Indonesian House of Representatives.

Keywords: *Motivation, Perceived Organizational Support, Organizational Citizenship Behavior and Job Satisfaction.*

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh antara Motivasi, dan *Perceived Organizational Support* terhadap *Organizational Citizenship Behavior* pada pegawai Sekretariat Jenderal DPR RI dimediasi Kepuasan Kerja. Populasi dalam penelitian ini adalah Pegawai Aparatur Sipil Negara di Lingkungan Biro Pengelolaan Bangunan dan Wisma Sekretariat Jenderal DPR RI yang berjumlah 104 orang. Penelitian ini menggunakan metode sampling jenuh atau sensus, sehingga seluruh populasi dijadikan sampel penelitian. Analisis data dalam penelitian ini menggunakan teknik analisis *Structural Equation Modeling* (SEM). Hasil penelitian menunjukkan bahwa Motivasi berpengaruh positif dan signifikan terhadap kepuasan kerja. *Perceived Organizational Support* berpengaruh positif dan signifikan terhadap Kepuasan Kerja. Motivasi berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*. *Perceived Organizational Support* berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*. Kepuasan Kerja berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*. Motivasi berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* yang dimediasi Kepuasan Kerja. *Perceived Organizational Support* berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* yang dimediasi oleh Kepuasan Kerja. Penelitian ini memberikan keterbaruan sebagai penelitian pertama yang mengukur tingkat OCB pegawai di lingkungan Sekretariat Jenderal DPR RI.

Kata kunci : *Motivasi, Perceived Organizational Support, Organizational Citizenship Behavior dan Kepuasan Kerja.*

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