

ABSTRAK

Perilaku *Organizational Citizenship Behavior (OCB)* dapat diartikan sebagai perilaku karyawan yang melebihi uraian tugas normal, senang membantu orang lain, dan menjadi sukarelawan untuk tugas-tugas ekstra tanpa mengharapkan imbalan atau penghargaan dari perusahaan. *Organizational Citizenship Behavior (OCB)* dapat dipengaruhi oleh beberapa faktor seperti kepuasan kerja dan komitmen organisasi. Penelitian ini dilakukan untuk mengetahui Pengaruh Kepuasan Kerja dan Komitmen Organisasi terhadap *Organizational Citizenship Behavior (OCB)* baik secara simultan maupun parsial pada karyawan CV. Kartika 3 Sumedang. Populasi dalam penelitian ini yaitu sebanyak 38 orang karyawan, teknik pengambilan sampel dalam penelitian ini menggunakan sampel jenuh. Penelitian ini menggunakan metode deskriptif dan verifikatif. Berdasarkan data menggunakan analisis regresi linier berganda, analisis korelasi berganda dan analisis koefisien determinasi diperoleh hasil, kepuasan kerja dan komitmen organisasi berpengaruh sebesar sebesar 81% terhadap *Organizational Citizenship Behavior (OCB)*. Hal ini menunjukkan bahwa secara simultan pengaruh kepuasan kerja, komitmen organisasi terhadap *Organizational Citizenship Behavior (OCB)* sebesar 81% sedangkan sisanya 19 % dipengaruhi oleh variabel lain yang tidak diteliti oleh peneliti. Secara parsial bersarnya pengaruh kepuasan kerja 42% dan komitmen organisasi sebesar 39%.

Kata Kunci : Kepuasan kerja, Komitmen organisasi, *Organizational Citizenship Behavior (OCB)*.

ABSTRACT

Organizational Citizenship Behavior (OCB) behavior can be interpreted as employee behavior that exceeds normal job descriptions, likes to help other people, and volunteers for extra tasks without expecting rewards or rewards from the company. Organizational Citizenship Behavior (OCB) can be influenced by several factors such as job satisfaction and organizational commitment. This research was conducted to determine the Effect of Job Satisfaction and Organizational Commitment on Organizational Citizenship Behavior (OCB) both simultaneously and partially on CV employees. Kartika 3 Sumedang. The population in this study were 38 employees, the sampling technique in this study used saturated samples. This research uses deskriptif and verification methods. Based on the data using multiple linear regression analysis, analysis of multiple correlation and coefficient of determination analysis obtained results, job satisfaction and organizational commitment has an effect of 81% on Organizational Citizenship Behavior (OCB). This shows that simultaneously the influence of job satisfaction, organizational commitment to Organizational Citizenship Behavior (OCB) is 81% while the remaining 19% is influenced by other variables not examined by researchers. Partially, the effect of job satisfaction is 42% and organizational commitment is 39%.

Keywords : Work satisfaction, Organizational commitment, Organizational Citizenship Behavior (OCB).