

ABSTRACT

Organizational Citizenship Behavior (OCB) is one of the most essential steps to achieve organizational goals. This research was conducted to determine how much influence job satisfaction and organizational commitment have on the Organizational Citizenship Behavior (OCB) of employees at Sekolah Tinggi Teknologi Bandung Kampus Baleendah. The methodology that used in this study is a quantitative research method with descriptive analysis and verification analysis approaches. The sample used was 42 employees of Sekolah Tinggi Teknologi Bandung Kampus Baleendah. The results showed that job satisfaction and organizational commitment had a positive and significant effect on Organizational Citizenship Behavior (OCB) which is 62.70%. Job satisfaction has a positive and significant effect on Organizational Citizenship Behavior (OCB) which is 19.40%, while organizational commitment has a positive and significant effect on Organizational Citizenship Behavior (OCB) which is 43.30%. The results showed that organizational commitment contributes more to Organizational Citizenship Behavior (OCB) than job satisfaction. This research has implications for The Head of Sekolah Tinggi Teknologi Bandung Kampus Baleendah, to develop employee commitment in order to improve Organizational Citizenship Behavior (OCB) increases. The limitation of this research is focus on the sample, which is not differentiating between regular and contract employees. Further research is needed for other variables that influence Organizational Citizenship Behavior (OCB) to find out the actual situation.

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