

ABSTRAK

Organizational Citizenship Behavior (OCB) menjadi salah satu langkah terpenting dalam mencapai tujuan organisasi. Penelitian ini dilatar belakangi agar mengetahui seberapa besar pengaruh komitmen organisasi dan kepuasan kerja terhadap *Organizational Citizenship Behavior* (OCB) karyawan pada PT. Jenindo Prakarsa Purwakarta. Metode penelitian yang digunakan dalam penelitian ini adalah metode penelitian kuantitatif dengan pendekatan analisis deskriptif dan analisis verifikatif. Sampel yang digunakan adalah 50 karyawan PT. Jenindo Prakarsa Purwakarta. Hasil penelitian menunjukkan bahwa komitmen organisasi dan kepuasan kerja berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* (OCB) sebesar 70%. Komitmen organisasi berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* (OCB) sebesar 29.3%, sedangkan kepuasan kerja berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* (OCB) sebesar 40.7%. Hasil penelitian menunjukkan bahwa kepuasan kerja memiliki kontribusi yang lebih besar dibandingkan komitmen organisasi terhadap *Organizational Citizenship Behavior* (OCB). Hal ini berimplikasi pada pimpinan PT. Jenindo Prakarsa Purwakarta untuk meningkatkan kepuasan kerja agar *Organizational Citizenship Behavior* (OCB) meningkat. Batasan masalah dalam penelitian ini adalah sampel tidak dibedakan menjadi karyawan tetap dan karyawan kontrak. Perlu adanya penelitian lanjutan untuk variabel lain yang mempengaruhi *Organizational Citizenship Behavior* (OCB) untuk mengetahui keadaan sebenarnya.

Kata Kunci: Komitmen Organisasi, Kepuasan Kerja, *Organizational Citizenship Behavior* (OCB)

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 organizational commitment and job satisfaction have on the Organizational Citizenship Behavior (OCB) of employees at PT. Jenindo Prakarsa Purwakarta. The methodology that used in this study is a quantitative research method with descriptive analysis and verification analysis approaches. The sample used was 50 employees of PT. Jenindo Prakarsa Purwakarta. The results showed that job satisfaction and organizational commitment had a positive and significant effect on Organizational Citizenship Behavior (OCB) which is 70%. Organizational commitment has a positive and significant effect on Organizational Citizenship Behavior (OCB) which is 29.3% while job satisfaction has a positive and significant effect on Organizational Citizenship Behavior (OCB) which is 40.7%. The results showed that job satisfaction contributes more to Organizational Citizenship Behavior (OCB) than organizational commitment. This research has implications for The Head of PT. Jenindo Prakarsa Purwakarta, to develop employee job satisfaction in order to improve Organizational Citizenship Behavior (OCB) increases. The limitation of the research is focus on the sample, which is not differentiating between regular and contract employees. Further research is needed for order variables that influence Organizational Citizenship Behavior (OCB) to find out the actual situation.

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