

## **ABSTRAK**

Penelitian ini berawal dari adanya permasalahan pada organizational citizenship behavior yang dipengaruhi oleh komitmen organisasional dan budaya organisasi pada karyawan di PT. Pos Indonesia Cilaki Bandung. Metode yang digunakan adalah metode deskriptif dan verifikatif dengan jumlah sampel penelitian sebanyak 50 responden. Teknik pengumpulan data yang digunakan adalah observasi, wawancara, dan menyebarkan kuesioner. Metode analisis data yang digunakan adalah method successive interval, regresi linear berganda, korelasi berganda, dan koefisien determinasi.

Hasil penelitian ini menunjukkan bahwa komitmen organisasional, budaya organisasi dan organizational citizenship behavior berada dalam kategori kurang baik. Komitmen organisasional memberikan pengaruh terhadap organizational citizenship behavior sebesar 14,4%, sedangkan budaya organisasi memberikan pengaruh terhadap organizational citizenship behavior sebesar 68,3%. Selain itu pengujian secara simultan komitmen organisasional dan budaya organisasi terhadap organizational citizenship behavior sebesar 82,7%, dan sisanya 17,3% dipengaruhi oleh faktor lain yang tidak diteliti.

**Kata Kunci: Komitmen Organisasional, Budaya Organisasi, dan Organizational Citizenship Behavior**

## ABSTRACT

*The research began with problems in organizational citizenship behavior which were influenced by organizational commitment and organizational culture in employees at PT. Pos Indonesia Cilaki Bandung. The method used was a descriptive and verification method with a research sample of 50 respondents. The data collection techniques used were observation, interviews, and distributing questionnaires. The data analysis methods used are the successive interval method, multiple linear regression, multiple correlation, and coefficient of determination.*

*The results of this research indicate that organizational commitment, organizational culture and organizational citizenship behavior are in the poor category. Organizational commitment has an influence on organizational citizenship behavior by 14,4%, while organizational culture has an influence on organizational citizenship behavior by 68,3%. Apart from that, simultaneous testing of organizational commitment and organizational culture on organizational citizenship behavior was 82,7%, and the remaining 17,3% was influenced by other factors that were not studied.*

***Keywords: Organizational Commitment, Organizational Culture, and Organizational Citizenship Behavior***