

ABSTRAK

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Pengaruh Kepuasan Kerja, Beban Kerja, dan Stres Kerja terhadap *Organizational Citizenship Behavior* (OCB) pada Pegawai Aparatur Sipil Negara Kementerian Perdagangan.

(xv + 170 halaman; 29 tabel; 1 gambar; 8 lampiran)

Penelitian ini memiliki tujuan menganalisis hubungan antara kepuasan kerja, beban kerja, dan stres kerja terhadap *Organizational Citizenship Behavior* (OCB) pada pegawai aparatur sipil negara Kementerian Perdagangan. Target populasi dalam penelitian ini adalah seluruh pegawai ASN Kementerian Perdagangan yang aktif bekerja di kantor pusat Kementerian Perdagangan. Teknik penarikan sampling menggunakan *convenience* sampling, dengan jumlah sampel yang digunakan dalam penelitian sebanyak 330 pegawai ASN Kementerian Perdagangan. Pengumpulan data dilakukan dengan kuesioner lalu hasilnya dianalisis menggunakan *SmartPLS* yaitu perangkat lunak untuk membuat *Structural Equation Modeling* (SEM) dengan berbasis pada *Partial Least Square* (PLS). Hasil penelitian menunjukkan kepuasan kerja memiliki pengaruh positif dan signifikan terhadap OCB, kemudian beban kerja memiliki pengaruh negatif dan tidak signifikan terhadap OCB, sementara stres kerja memiliki pengaruh negatif dan signifikan terhadap OCB.

Referensi : 40 (1997-2021)

Kata Kunci : kepuasan kerja, beban kerja, stres kerja, *organizational citizenship behavior* (ocb), pegawai aparatur sipil negara.

ABSTRACT

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The Effect of Job Satisfaction, Workload, and Work Stress on Organizational Citizenship Behavior (OCB) in State Civil Servants of the Ministry of Trade.

(xv + 170 pages; 29 tables; 1 picture; 8 appendix)

This study has the aim of analyzing the relationship between job satisfaction, workload, and work stress on Organizational Citizenship Behavior (OCB) in state civil servants at the Ministry of Trade. The target population in this study are all state civil servants of the Ministry of Trade who are actively working at the Ministry of Trade's head office. The sampling technique used was convenience sampling, with the number of samples used in the study as many as 330 state civil servants of the Ministry of Trade. Data was collected using a questionnaire and the results were analyzed using SmartPLS, which is software for making Structural Equation Modeling (SEM) based on Partial Least Square (PLS). The results showed that job satisfaction had a positive and significant effect on OCB, then workload had a negative and insignificant effect on OCB, while work stress had a negative and significant effect on OCB.

Reference : 40 (1997-2021)

Keywords : job satisfaction, workload, work stress, organizational citizenship behavior (ocb), state civil servants.