

ABSTRAK

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PENGARUH DUKUNGAN ORGANISASI, KEPUASAN KERJA DAN KOMITMEN ORGANISASI TERHADAP ORGANIZATIONAL CITIZENSHIP BEHAVIOR PADA KARYAWAN PELAKSANA RS XYZ.

Tujuan dari penelitian ini untuk mengetahui pengaruh 1) dukungan organisasi terhadap kepuasan kerja, 2) dukungan organisasi terhadap komitmen organisasi, 3) dukungan organisasi terhadap *Organizational Citizenship Behavior* (OCB), 4) kepuasan kerja terhadap komitmen organisasi, 5) kepuasan kerja dengan *Organizational Citizenship Behavior* (OCB), 6) komitmen organisasi terhadap *Organizational Citizenship Behavior* (OCB). Penelitian ini dilakukan di RS XYZ di DKI Jakarta dengan seluruh karyawan pelaksana sebagai responden penelitian. Metode yang digunakan dalam penelitian ini adalah metode kuantitatif, pengumpulan data melalui kuesioner secara online. Teknik pengambilan sampling menggunakan teknik non-probability sampling yaitu karyawan pelaksana RS XYZ dengan masa kerja lebih dari 6 bulan sampai 2 tahun. Jumlah sampel untuk pengumpulan data kuesioner diberikan kepada 140 responden. Analisis data dilakukan menggunakan *software* SmartPLS 3. Hasil yang diperoleh dari penelitian ini 1) dukungan organisasi memiliki pengaruh positif terhadap kepuasan kerja, 2) dukungan organisasi memiliki pengaruh positif terhadap komitmen organisasi, 3) dukungan organisasi memiliki pengaruh negatif terhadap *Organizational Citizenship Behavior* (OCB), 4) kepuasan kerja memiliki pengaruh positif terhadap komitmen organisasi, 5) kepuasan kerja memiliki pengaruh negatif terhadap *Organizational Citizenship Behavior* (OCB), 6) komitmen organisasi memiliki pengaruh positif terhadap *Organizational Citizenship Behavior* (OCB). Penelitian ini memiliki manfaat dalam merumuskan kebijakan bagi perusahaan yang berkaitan dengan dukungan organisasi, kepuasan kerja dan komitmen organisasi guna meningkatkan *Organizational Citizenship Behavior* (OCB). Selain itu, dapat juga menjadi referensi pemahaman akan pentingnya dukungan organisasi, kepuasan kerja, komitmen organisasi serta *Organizational Citizenship Behavior* (OCB).

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

ABSTRACT

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THE EFFECT OF PERCEIVED ORGANIZATIONAL SUPPORT, JOB SATISFACTION AND ORGANIZATIONAL COMMITMENT TO ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) ON EMPLOYEE IN RS XYZ

The purpose of this study was to determine the effect of 1) perceived organizational support on job satisfaction, 2) perceived organizational support on organizational commitment, 3) perceived organizational support on Organizational Citizenship Behavior (OCB). 4) job satisfaction on organizational commitment, 5) job satisfaction on Organizational Citizenship Behavior (OCB), 6) organizational commitment on Organizational Citizenship Behavior (OCB). This study took place at XYZ Hospital using executing employee as the research respondents. The method used in this study is a quantitative method, collecting data through online questionnaire. The data collection technique used a non-probability sampling technique, where the respondents were executing employees with more than five month of service at XYZ Hospital. The number of samples for questionnaire data collection was given to 140 respondents. Data analyzing uses SmartPLS 3 software. The results obtained from this study 1) perceived organizational support positively affect job satisfaction 2) perceived organizational support positively affects organizational commitment, 3) perceived organizational support negatively affects Organizational Citizenship Behavior (OCB), 4) job satisfaction positively affect organizational commitment, 5) job satisfaction negatively affect Organizational Citizenship Behavior (OCB), 6) organizational commitment positively affects Organizational Citizenship Behavior (OCB). This research has benefits in formulating policies for companies related to perceived organizational support, job satisfaction and organizational commitment to increase Organizational Citizenship Behavior (OCB). In addition, it can also be a reference for understanding the importance of perceived organizational support, job satisfaction, organizational commitment, and Organizational Citizenship Behavior (OCB) within the company.

Keywords: *perceived organizational support, job satisfaction, organizational commitment, Organizational Citizenship Behavior (OCB)*