

ABSTRAK

PERAN MEDIASI KOMITMEN ORGANISASI PADA PENGARUH KEPUASAN KERJA TERHADAP OCB (*ORGANIZATIONAL CITIZENSHIP BEHAVIOR*) KARYAWAN PT CIPTA AGUNG MANIS

Cahya Kurniadi

Penelitian ini bertujuan untuk mengetahui pengaruh kepuasan kerja terhadap *Organizational Citizenship Behavior* (OCB) karyawan, pengaruh kepuasan kerja terhadap komitmen organisasi karyawan, pengaruh komitmen organisasi terhadap *Organizational Citizenship Behavior* (OCB) karyawan, dan mediasi komitmen organisasi pada pengaruh kepuasan kerja terhadap *Organizational Citizenship Behavior* (OCB) karyawan PT Cipta Agung Manis.

Penelitian ini menggunakan pendekatan kuantitatif. Populasi dari penelitian ini 340 orang dengan pengambilan sampel melalui metode *stratified random sampling* diperoleh jumlah sampel 180 orang. Data yang dikumpulkan melalui kuisioner yang telah diuji validitas dan reliabilitasnya. Teknik analisis data yang digunakan menggunakan regresi berganda dan perhitungan mediasi melalui analisis jalur serta uji sobel.

Hasil penelitian ini mendukung semua hipotesis yang diajukan dimana kepuasan kerja berpengaruh positif terhadap *Organizational Citizenship Behavior*, kepuasan kerja berpengaruh positif terhadap komitmen organisasi, komitmen organisasi berpengaruh positif terhadap *Organizational Citizenship Behavior* serta peran komitmen organisasi mampu memediasi pengaruh kepuasan kerja terhadap *Organizational Citizenship Behavior*. Saran pada penelitian ini yaitu para pemimpin sebaiknya lebih melakukan pendekatan dengan baik pada karyawan PT Cipta Agung Manis, peningkatan motivasi dari sisi pemberian penghargaan atau kompensasi bagi karyawan lebih ditingkatkan atas hasil prestasi yang telah di capai, karyawan melihat kondisi pada pekerjaannya dengan memunculkan rasa sportifitas yang lebih tinggi lagi.

Kata kunci: **Kepuasan Kerja, Komitmen Organisasi, dan *Organizational Citizenship Behavior*.**

ABSTRACT

THE MEDIATION EFFECT OF ORGANIZATIONAL COMMITMENT ON INFUENCE OF JOB SATISFACTION ON EMPLOYEE ORGANIZATIONAL CHITIZENSHIP BEHAVIOR PT CIPTA AGUNG MANIS

Cahya Kurniadi Widya Laksana

This study aims to determine the influence of job satisfaction on employee Organizational Citizenship Behavior, the influence of job satisfaction on employee organizational commitment, the influence of organizational commitment on employee Organizational Citizenship Behavior, and the effect of mediation organizational commitment on the influence job satisfaction to Organizational Citizenship Behavior of Cipta Agung Manis employee.

The research was used quantitative approach. The population of this study were 340 employee while the sample taken through stratified random sampling models were gaining 180 respondent. The data were collected through validity and reliability questionnaire. Multiple regression was used to analyze data and the mediation effect were used path analyze and sobel test.

The result support all purposed the hypotheses where Job satisfaction has a positive effect on organizational citizenship behavior (OCB) , Job satisfaction has a positive effect on organizational commitment, organizational commitment has a positive effect on organizational citizenship behavior and organizational commitment mediates the effect job satisfaction on organizational citizenship behavior. Suggestion in this research was that the leaders did good approach to Cipta Agung Manis employee, increasing of motivation as side giving a compensation to employee had a great achievement, the employee looked the condition of their works that showing high sportmanship.

***Keywords: Job Satisfaction, Organizational Commitment, Organizational
Citizenship Behavior***