

## ABSTRAK

### **PENGARUH *EMPLOYEE ENGAGEMENT* TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB)* DENGAN *JOB SATISFACTION* SEBAGAI VARIABEL MEDIASI PADA SMA AL KAUTSAR, GAJAH MADA DAN PERINTIS 2 BANDAR LAMPUNG**

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SMA Al Kautsar, SMA Gajah Mada dan SMA Perintis 2 adalah beberapa sekolah swasta yang berada di Bandar Lampung. Permasalahan pada ketiga objek penelitian adalah kurangnya perilaku kewarganegaraan organisasi yang ditandai dengan guru yang tidak *engaged* dan ketidakpuasan pada pekerjaan. Pentingnya perilaku kewarganegaraan organisasi sudah disadari oleh para pimpinan dari ketiga objek penelitian, bahwa guru yang memiliki *OCB* baik akan bersedia melampaui ekspektasi peran secara sukarela. Tujuan dari penelitian ini adalah untuk mengetahui pengaruh yang terdapat pada variabel *employee engagement* terhadap *OCB* melalui kepuasan kerja sebagai variabel *intervening* pada sekolah swasta (SMA Al Kautsar, SMA Gajah Mada dan SMA Perintis 2) di Bandar Lampung.

Penelitian ini adalah penelitian kuantitatif dan dianalisis menggunakan analisis *Structural Equation Modelling (SEM)*. Data yang digunakan didalam penelitian ini didapat dari hasil pengujian kuesioner 125 guru pada SMA Al Kautsar, SMA Gajah Mada dan SMA Perintis 2. Hasil yang didapat dari penelitian ini adalah *employee engagement* berpengaruh positif terhadap *OCB*, *employee engagement* berpengaruh positif terhadap *job satisfaction*, *job satisfaction* berpengaruh positif terhadap *OCB* dan *employee engagement* berpengaruh positif terhadap *OCB* melalui *job satisfaction*.

Implikasi dari penelitian ini adalah diharapkan Kepala Sekolah dari SMA Al Kautsar, SMA Gajah Mada dan SMA Perintis 2 dapat memberi sikap positif terhadap setiap kontribusi yang diberikan oleh guru. Sekolah juga diharapkan dapat menerapkan berbagai kebijakan yang membantu karyawan mewujudkan *organizational citizenship behavior (OCB)*. Ketika *OCB* guru sudah tinggi, maka guru akan mengerjakan tugas melebihi tugas pokoknya atau peran formal yang telah ditetapkan tanpa adanya permintaan dan *reward* secara formal dari organisasi.

Kata kunci: ***Employee Engagement, Job Satisfaction, Organizational Citizenship Behavior (OCB)***

**ABSTRACT**  
**THE RELATIONSHIP BETWEEN *EMPLOYEE ENGAGEMENT***  
**AND *ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB)***  
**WITH *JOB SATISFACTION* AS MEDIATOR VARIABLE**  
**IN AL KAUTSAR, GAJAH MADA AND PERINTIS 2**  
**HIGH SCHOOLS BANDAR LAMPUNG**

**By:**

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Al Kautsar High School, Gajah Mada High School and Perintis 2 High School are some of the private schools located in Bandar Lampung. The problem with the three research objects is the lack of organizational citizenship behavior which is characterized by teachers who are not engaged and dissatisfaction with their job. The importance of organizational citizenship behavior has been realized by the principal, that teachers who have good OCB will be willing to exceed role expectations voluntarily. The purpose of this study was to determine the effect of the employee engagement variable on OCB through job satisfaction as an intervening variable in private schools (Al Kautsar High School, Gajah Mada High School and Perintis 2 High School) in Bandar Lampung.

This research was conducted using a quantitative approach and analyzed using Structural Equation Modeling (SEM) analysis. The data used in this study were obtained from the results of the questionnaire testing of 125 teachers at Al Kautsar High School, Gajah Mada High School and Perintis 2 High School. The results obtained from this study are employee engagement has a positive effect on OCB through job satisfaction.

The implication of this research is that it is hoped that the principals of Al Kautsar High School, Gajah Mada High School and Perintis 2 High School can give a positive attitude towards every contribution made by the teachers. Schools are also expected to implement various policies that help employees realize organizational citizenship behavior (OCB). When the teacher's OCB is high, the teacher will work on tasks that exceed their main tasks or formal roles that have been set without any formal requests and rewards from the organization.

**Keywords: *Employee Engagement, Job Satisfaction, Organizational Citizenship Behavior (OCB)***