

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh dari empat variabel yaitu komitmen organisasi, kepuasan kerja, budaya kerja terhadap *organizational citizenship behavior*. Hipotesis dalam penelitian ini komitmen organisasi, kepuasan kerja, budaya kerja berpengaruh terhadap *organizational citizenship behavior* secara parsial. Objek penelitian ini adalah karyawan PT. Bumi Gasindo Raya Jember yang memiliki jumlah populasi 76 responden menggunakan teknik sensus. Teknik pengumpulan data menggunakan observasi, wawancara dan kuesioner. Analisis yang digunakan meliputi uji validitas, uji reliabilitas, uji asumsi klasik (uji normalitas, uji multikolinearitas, uji heteroskedastisitas), analisis regresi linear berganda dan uji hipotesis (uji t, koefisien determinasi). Hasil uji Komitmen Organisasi mempunyai nilai signifikansi hitung sebesar 0.029 dan lebih kecil dari 0,05 dan t hitung (2.228) > t tabel (1.6663) yang berarti bahwa hipotesis Komitmen Organisasi mempunyai pengaruh signifikan terhadap *Organizational Citizenship Behavior* diterima. Hal ini juga menunjukkan bahwa Komitmen Organisasi mempengaruhi *Organizational Citizenship Behavior* yang berarti semakin baik Komitmen Organisasi akan berdampak pada semakin baiknya *Organizational Citizenship Behavior*. Hasil uji Kepuasan Kerja mempunyai nilai signifikansi sebesar 0.041 dan lebih besar dari 0,05 dan t hitung (2.083) > t tabel (1.6663) yang berarti bahwa hipotesis Kepuasan Kerja mempunyai pengaruh signifikan terhadap *Organizational Citizenship Behavior* diterima. Hal ini juga menunjukkan bahwa Kepuasan Kerja mempengaruhi *Organizational Citizenship Behavior* yang berarti semakin baik Kepuasan Kerja akan berdampak pada semakin baiknya *Organizational Citizenship Behavior*. Hasil uji Budaya Kerja mempunyai nilai signifikansi hitung sebesar 0.000 dan lebih kecil dari 0.05 dan t hitung (4.285) > t tabel (1.6663) yang berarti bahwa hipotesis Budaya Kerja mempunyai pengaruh signifikan terhadap *Organizational Citizenship Behavior* diterima. Hal ini juga menunjukkan bahwa Budaya Kerja mempengaruhi *Organizational Citizenship Behavior* yang berarti semakin baik Budaya Kerja akan berdampak pada semakin baiknya *Organizational Citizenship Behavior*.

Kata kunci: komitmen organisasi, kepuasan kerja, budaya kerja dan *organizational citizenship behavior*

ABSTRACT

This study aims to determine the effect of four variables, namely organizational commitment, job satisfaction, work culture on organizational citizenship behavior. The hypothesis in this study is organizational commitment, job satisfaction, work culture partially influence organizational citizenship behavior. The object of this research is the employees of PT. Bumi Gasindo Raya Jember which has a population of 76 respondents using census techniques. Data collection techniques using observation, interviews and questionnaires. The analysis used includes validity test, reliability test, classic assumption test (normality test, multicollinearity test, heteroscedasticity test), multiple linear regression analysis and hypothesis test (t test, coefficient of determination). The results showed that organizational commitment, job satisfaction, work culture partially had a significant effect on organizational citizenship behavior. The results of the Organizational Commitment test have a calculated significance value of 0.029 and less than 0.05 and $t(2.228) > t \text{ table}(1.6663)$ which means that the Organizational Commitment hypothesis has a significant effect on Organizational Citizenship Behavior is accepted. This also shows that Organizational Commitment affects Organizational Citizenship Behavior, which means that the better Organizational Commitment will have an impact on the better Organizational Citizenship Behavior. The results of the Job Satisfaction test have a significance value of 0.041 and greater than 0.05 and $t \text{ count}(2.083) > t \text{ table}(1.6663)$, which means that the Job Satisfaction hypothesis has a significant effect on Organizational Citizenship Behavior is accepted. This also shows that Job Satisfaction affects Organizational Citizenship Behavior, which means that the better Job Satisfaction will have an impact on the better the Organizational Citizenship Behavior. The results of the Work Culture test have a significance value of 0.000 and less than 0.05 and $t(4.285) > t \text{ table}(1.6663)$, which means that the Work Culture hypothesis has a significant influence on the Organizational Citizenship Behavior is accepted. This also shows that Work Culture influences Organizational Citizenship Behavior, which means that the better Work Culture will have an impact on the better Organizational Citizenship Behavior.

Keywords: *organizational commitment, job satisfaction, work culture and organizational citizenship behavior*

