

## ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui seberapa besar Pengaruh komitmen organisasi dan kepuasan kerja terhadap kinerja karyawan dengan *Organizational Citizenship Behavior* Sebagai Variabel Intervening Pada PT. Bina Pratama Sakato Jaya. Metode analisis data menggunakan kuesioner, dengan sampel 85 responden. Dalam penelitian ini menggunakan alat analisis *structural equation modeling* (SEM) dengan menggunakan program *partial least square* (PLS) merupakan pendekatan berbasis komponen untuk pengujian model persamaan structural atau biasa disebut SEM hasil pengujian data dengan menggunakan alat bantu program *smartpls*. Hasil penelitian ini menunjukkan bahwa (1) Komitmen Organisasi berpengaruh positif dan tidak signifikan terhadap *Organizational Citizenship Behavior*. (2) Kepuasan kerja berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*. (3) Komitmen Organisasi berpengaruh positif dan signifikan terhadap Kinerja karyawan. (4) Kepuasan kerja berpengaruh positif dan tidak signifikan terhadap Kinerja karyawan. (5) *Organizational Citizenship Behavior* berpengaruh positif dan signifikan terhadap Kinerja karyawan. (6) Komitmen Organisasi berpengaruh positif dan tidak signifikan terhadap Kinerja Karyawan melalui *Organizational Citizenship Behavior*. (7) Kepuasan kerja berpengaruh positif dan signifikan terhadap Kinerja karyawan melalui *Organizational Citizenship Behavior*.

**Kata Kunci : Komitmen Organisasi, Kepuasan Kerja, Kinerja Karyawan, *Organizational Citizenship Behavior***

## **ABSTRACT**

*The purpose of this study is to find out how much influence organizational commitment and job satisfaction have on employee performance with Organizational Citizenship Behavior as an Intervening Variable in PT. Bina Pratama Sakato Jaya. The data analysis method uses a questionnaire, with a sample of 85 respondents. In this research, using structural equation modeling (SEM) analysis tools using the partial least square (PLS) program is a component-based approach to testing structural equation models or commonly called SEM data testing results using smartpls program tools. The results of this study show that (1) Organizational Commitment has a positive and insignificant effect on Organizational Citizenship Behavior. (2) Job satisfaction has a positive and significant effect on Organizational Citizenship Behavior. (3) Organizational Commitment has a positive and significant effect on employee performance. (4) Job satisfaction has an effect and is insignificant to employee performance. (5) Organizational Citizenship Behavior has a positive and significant effect on employee performance. (6) Organizational Commitment has a positive and insignificant effect on Employee Performance through Organizational Citizenship Behavior. (7) Job satisfaction has a positive and significant effect on employee performance through Organizational Citizenship Behavior.*

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