

ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui seberapa besar Pengaruh Motivasi Kerja, Kepuasan Kerja, dan Komitmen Organisasi terhadap Kinerja Karyawan dengan *Organizational Citizenship Behavior* sebagai Variabel Intervening pada PT. Anugerah Agung Citratama Padang. Metode analisis data menggunakan kuesioner, dengan sampel sebanyak 45 responden. Metode analisis data yang digunakan adalah analisis regresi berganda dan analisis jalur (*path analysis*).

Hasil uji koefisien determinasi *Adjusted R (Square)* sebesar 0,872 yang berarti kontribusi variabel independen Motivasi Kerja, Kepuasan Kerja dan Komitmen Organisasi dan *Organizational Citizenship Behavior* terhadap variabel dependen Kinerja Karyawan sebesar 87,2% dan sisanya 12,8% dipengaruhi oleh variabel lain di luar penelitian ini. Berdasarkan hasil penelitian menunjukkan bahwa. Motivasi Kerja, Kepuasan Kerja, dan Komitmen organisasi berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*. Motivasi Kerja, Komitmen organisasi, dan *Organizational Citizenship Behavior* berpengaruh positif dan signifikan terhadap kinerja karyawan. Namun Kepuasan Kerja tidak berpengaruh positif dan signifikan terhadap Kinerja Karyawan. Hasil Analisis jalur menunjukkan bahwa *Organizational Citizenship Behavior* tidak dapat memediasi variabel Motivasi Kerja, Komitmen Organisasi, dan Kinerja Karyawan, tetapi *Organizational Citizenship Behavior* memediasi Kepuasan Kerja dan Kinerja Karyawan.

Hasil penelitian ini diharapkan manajemen perusahaan dapat meningkatkan Motivasi Kerja, Kepuasan Kerja, dan Komitmen Organisasi dengan *Organizational Citizenship Behavior* untuk meningkatkan kinerja karyawan pada PT. Anugerah Agung Citratama Padang dengan melalui masing-masing indikator.

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

ABSTRACT

The purpose of this study was to determine how big the influence of work motivation, job satisfaction, and organizational commitment on employee performance with organizational citizenship behavior as an intervening variable at PT. Anugerah Agung Citratama Padang. Methods of data analysis using a questionnaire, with a sample of 45 respondents. The data analysis method used is multiple regression analysis and path analysis.

The results of the Adjusted R (Square) determination coefficient test are 0.872 which means the contribution of the independent variables of Work Motivation, Job Satisfaction and Organizational Commitment and Organizational Citizenship Behavior to the dependent variable of Employee Performance is 87.2% and the remaining 12.8% is influenced by other variables outside this research. Based on the results of the study showed that. Work Motivation, Job Satisfaction, and Organizational Commitment have a positive and significant effect on Organizational Citizenship Behavior. Work Motivation, Organizational Commitment, and Organizational Citizenship Behavior have a positive and significant effect on employee performance. However, job satisfaction has no positive and significant effect on employee performance. The results of the path analysis show that Organizational Citizenship Behavior cannot mediate the variables of Work Motivation, Organizational Commitment, and Employee Performance, but Organizational Citizenship Behavior mediates Job Satisfaction and Employee Performance.

The results of this study are expected that the company's management can increase work motivation, job satisfaction, and organizational commitment with Organizational Citizenship Behavior to improve employee performance at PT. Anugerah Agung Citratama Padang by going through each indicator.

Keywords: Work Motivation, Job Satisfaction, Organizational Commitment, Organizational Citizenship Behavior, and Employee Performance