

ABSTRAK

Penelitian ini bertujuan untuk menguji seberapa besar pengaruh Pengaruh Komitmen Organisasi, Kepuasan Kerja Dan Budaya Organisasi Terhadap *Organizational Citizenship Behavior* (OCB) Karyawan Koperasi Telkomsel (Kisel) Padang. Metode pengumpulan data melalui survei dan mengedarkan kuisisioner, dengan sampel 97 responden. Teknik pengambilan sampel yaitu menggunakan *non probability* sampling dengan *purposive* sampling. Metode analisis yang digunakan adalah analisis korelasi dan regresi linear berganda menggunakan SPSS 21.

Hasil penelitian yang didapatkan berdasarkan Uji Parsial (Uji t) diperoleh Komitmen Organisasi, Kepuasan Kerja Dan Budaya Organisasi secara parsial berpengaruh signifikan terhadap *Organizational Citizenship Behavior* (OCB), kemudian berdasarkan Uji Simultan (Uji F) diperoleh Komitmen Organisasi, Kepuasan Kerja Dan Budaya Organisasi secara bersama- sama berpengaruh signifikan terhadap *Organizational Citizenship Behavior* (OCB).

Kontibusi Komitmen Organisasi, Kepuasan Kerja Dan Budaya Organisasi terhadap *Organizational Citizenship Behavior* (OCB) sebesar 60,1% sedangkan sisanya adalah sebesar 39,1% dipengaruhi oleh variabel lain di luar penelitian ini.

Kata Kunci : Komitmen Organisasi, Kepuasan Kerja, Budaya Organisasi, *Organizational Citizenship Behavior* (OCB)

ABSTRACT

This study aims to examine how much influence the influence of Organizational Commitment, Job Satisfaction and Organizational Culture on Organizational Citizenship Behavior (OCB) Employees of Telkomsel Cooperative (Kisel) Padang. Methods of data collection through surveys and distributing questionnaires, with a sample of 97 respondents. The sampling technique is using non probability sampling with purposive sampling. The analytical method used is correlation analysis and multiple linear regression using SPSS 21.

The research results obtained based on Partial Test (t Test) obtained Organizational Commitment, Job Satisfaction and Organizational Culture partially significant effect on Organizational Citizenship Behavior (OCB), then based on Simultaneous Test (F Test) obtained Organizational Commitment, Job Satisfaction and Organizational Culture together has a significant effect on Organizational Citizenship Behavior (OCB).

Contribution of Organizational Commitment, Job Satisfaction and Organizational Culture to Organizational Citizenship Behavior (OCB) is 60.1% while the rest is 39.1% influenced by other variables outside this study.

Keywords: *Organizational Commitment, Job Satisfaction, Organizational Culture, Organizational Citizenship Behavior (OCB)*