

## ABSTRAK

Bonita Mayruli, 18101155310524, Manajemen, 2022. **“PENGARUH BUDAYA ORGANISASI DAN KOMITMEN ORGANISASI TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* (OCB) DENGAN KEPUASAN KERJA SEBAGAI VARIABEL *INTERVENING* PADA KANTOR BPJS KETENAGAKERJAAN DI KOTA PADANG”**. Dibawah bimbingan Ibu Vivi Nila Sari, SE., MM dan Ibu Olandari Mulyadi SE., MM.

Penelitian ini bertujuan untuk menguji seberapa besar Pengaruh Budaya Organisasi Dan Komitmen Organisasi Terhadap *Organizational Citizenship Behavior* (OCB) Dengan Kepuasan Kerja Sebagai Variabel Intervening Pada Kantor BPJS Ketenagakerjaan Di Kota Padang. Metode pengumpulan data melalui survey dan pengumpulan kuesioner, dengan sampel 40 responden dari karyawan BPJS Ketenagakerjaan Kota Padang. Metode analisis yang digunakan adalah *SMART PLS 3.0*.

Hasil penelitian yang didapatkan berdasarkan *koefisien path* atau *inner model* diperoleh Budaya Organisasi berpengaruh positif dan signifikan terhadap Kepuasan Kerja, maka  $H_1$  pada penelitian ini diterima, Komitmen Organisasi berpengaruh positif dan signifikan terhadap Kepuasan Kerja, maka  $H_2$  pada penelitian ini diterima, Budaya Organisasi berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*, maka  $H_3$  pada penelitian ini diterima, Komitmen Organisasi berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*, maka  $H_4$  pada penelitian ini diterima.

**Kata kunci : Budaya Organisasi, Komitmen Organisasi, *Organizational Citizenship Behavior*, Kepuasan Kerja.**

## **ABSTRACT**

*Bonita Mayruli, 18101155310524, Management, 2022. “INFLUENCE OF ORGANIZATIONAL CULTURE AND ORGANIZATIONAL COMMITMENT ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) WITH JOB SATISFACTION AS INTERVENING VARIABLE AT THE OFFICE OF BPJS EMPLOYEE MANAGEMENT”. Under the guidance of Mrs. Vivi Nila Sari, SE., MM and Mrs. Olandari Mulyadi SE., MM.*

*This study aims to examine how much influence Organizational Culture and Organizational Commitment have on Organizational Citizenship Behavior (OCB) with Job Satisfaction as an Intervening Variabel at the BPJS Employment Office in Padang City. The method of data collection is through surveys and questionnaires, with a sample of 40 respondents from BPJS Employment employees in Padang City. The analytical method used is SMART PLS 3.0*

*The results obtained based on the path coefficient or inner model obtained that Organizational Culture has a positive and significant effect on Job Satisfaction, then H1 in this study is accepted, Organizational Commitment has a positive and significant effect on Job Satisfaction, then H2 in this study is accepted, Organizational Culture has a positive and significant effect on job satisfaction. significant effect on Organizational Citizenship Behavior, then H3 in this study is accepted, Organizational Commitment has a positive and significant effect on Organizational Citizenship Behavior, then H4 in this study is accepted.*

**Keywords:** *Organizational Culture, Organizational Commitment, Organizational Citizenship Behavior, Job Satisfaction.*