

ABSTRAK

Penelitian ini bertujuan untuk mengetahui Pengaruh Kepuasan Kerja dan Komitmen Organisasi terhadap *Organizational Citizenship Behavior* (OCB) dalam meningkatkan Kinerja Karyawan pada karyawan tetap divisi operasional Hotel Santika Premiere Hayam Wuruk Jakarta.

Teknik pengumpulan data menggunakan kuesioner dan menggunakan 20 Indikator pernyataan dengan menggunakan skala likert 1-6. Sampel yang dipakai dalam penelitian ini sebanyak 109 responden karyawan tetap Hotel Santika Premiere Hayam Wuruk Jakarta yang telah bekerja lebih dari 1 tahun dan telah memenuhi kriteria yang dipakai penelitian. Analisis data dalam penelitian ini menggunakan *Structural Equation Modelling* (SEM) dengan *software* AMOS 22.

Berdasarkan hasil penelitian dapat disimpulkan sebagai berikut : 1) Kepuasan Kerja terbukti berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* (OCB) 2) Komitmen Organisasi terbukti berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* (OCB) 3) Kepuasan Kerja terbukti berpengaruh terhadap Kinerja Karyawan secara negatif 4) Komitmen Organisasi terbukti berpengaruh terhadap Kinerja Karyawan secara negatif 5) *Organizational Citizenship Behavior* (OCB) terbukti berpengaruh positif dan signifikan terhadap Kinerja Karyawan.

Kata Kunci : Kepuasan Kerja, Komitmen Organisasi, *Organizational Citizenship Behavior* (OCB), Kinerja Karyawan.

ABSTRACT

This study aims to determine the Effect of Job Satisfaction and Organizational Commitment on Organizational Citizenship Behavior (OCB) in improving employee performance in permanent employees of the operational division of the Santika Premiere Hayam Wuruk Hotel Jakarta.

Data collection techniques using questionnaires and using 20 statement indicators using the Likert scale 1-6. The sample used in this study was 109 respondents of permanent employees of the Hotel Santika Premiere Hayam Wuruk Jakarta who had worked for more than 1 year and had met the criteria used in the study. Data analysis in this study uses Structural Equation Modeling (SEM) with AMOS 22 software.

Based on the results of the study it can be concluded as follows: 1) Job Satisfaction is proven to have a positive and significant effect on Organizational Citizenship Behavior (OCB) 2) Organizational Commitment is proven to have a positive and significant effect on Organizational Citizenship Behavior (OCB) 3) Job Satisfaction is proven to have an effect on Employee Performance negative 4) Organizational Commitment is proven to have a negative effect on Employee Performance 5) Organizational Citizenship Behavior (OCB) is proven to have a positive and significant effect on Employee Performance.

Keywords: Job Satisfaction, Organizational Commitment, Organizational Citizenship Behavior (OCB), Employee Performance