

## ABSTRACT

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**Correlation between job satisfaction, organizational citizenship behavior, and productivity (Sandy Kartasasmita, M.Psi); Undergraduate Program in Psychology, Tarumanagara University. (58 pages + P1-P5 + L1-L47).**

The purpose of this research is to know correlation between job satisfaction, organizational citizenship behavior, and productivity. Organizational citizenship behavior in this research using theory from Dennis W. Organ (In Rogelberg, 2007), job satisfaction is using theory from Mullinge and Muller (In Zamralita, 2001), and productivity theory is taken from Robbins and Judge (2007). Research method that being used is correlation study that using quantitative method. Data acquisition technique that being used by researcher is convenience sampling technique and judgment sampling technique. The research result using pearson correlation show  $r(95)=.231$ ,  $p(.024)<.05$ . The conclusion of this research according to the result is there a significant correlation between OCB and job satisfaction, but there is no significant correlation between OCB and productivity ( $r = .094$ , and  $p (.365) > .05$ ), nor does between job satisfaction and productivity ( $r = -.169$  and  $p (.102) > .05$ ).

Keywords: Job satisfaction, Organizational citizenship behavior, productivity