

Impact Job Satisfaction and Commitmen Organization to Organizational Citizenship Behavior (OCB) at Associate PT X Jakarta

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Abstract

This study is to know an impact job satisfaction and commitment organization to Organizational Citizenship Behaviour (OCB) in assosiate PT X Jakarta and how to find the right intervension in order with study result. Organizational Citizenship Behaviour (OCB) is Individual behavior that is discretionary, not directly or explicitly recognized by the formal reward system, and in the aggregate promotes the efficient and effective functioning of the organization. Job satisfaction evaluate and show someone for the feeling, like or dislike, satisfact or not in a work. Organizational Commitment is the degree to which employees believe in and accept organizational goals and desire to remain with the organization. Sample used are 162 employees which is permanent staff from PT. X Jakarta. This research using stratified random sampling method, stratify based on permanent employees characteristic. Research using liniear regression method, with significant results as big as 69,8%. From the results, sample are got intervention using OCB training method with increasing score between pra test and post test results. This mean there is significant impact from people model with OCB training.

Key words : Organizational Citizenship Behavior (OCB), Organizational Commitment, Job Satisfaction.