

ABSTRACT

Job satisfaction is one of the point that can support the increase of OCB among staffs in a certain company. Good citizen tends to perform OCB so he will be recognized as a good citizen. Performing OCB is important to form good citizen so that it will indicate company improvement positively. If an employee performs OCB highly, it will affect the company success. To be able to perform OCB, this research includes organizational commitment. This also uses double regression analysis to find out job satisfaction toward OCB which is moderated by organizational commitment. This research applies census method in which all items in population. The population includes permanent employee of CRU in Standard Chartered Bank. The employees are taken in this research as respondents were 35 people. Based on data analysis, it shows that variable of job satisfaction toward OCB indicates 0,294 on scoring parameter of job satisfaction coefficient. After organizational commitment has been scored, the parameter of the influence of job satisfaction toward OCB increases to 0,480 which suggests that job satisfaction will increase positively if OCB also increases as much as 48,0%. The role of organizational commitment will be able to increase job satisfaction toward OCB as much as 18,6%. The number of that percentage proves that organizational commitment variable which has been moderated will strengthen the influence of job satisfaction toward OCB.

Key words: Job satisfaction, Organizational Citizenship Behavior (OCB), organizational commitment.