

ABSTRAK

Organizational Citizenship Behavior sudah menjadi konstruksi mayor dalam bidang psikologi dan manajemen. *Organizational Citizenship Behavior* berkontribusi secara tidak langsung dalam meningkatkan efektifitas organisasi dimana *Job Satisfaction*, *Organizational Commitment* menjadi prediktor untuk memunculkan perilaku *Organizational Citizenship Behavior*. Kerangka berfikir yang disebutkan, peneliti temukan dari fenomena masalah para pekerja organisasi terkait kenyamanan dengan rekan kerja atasan dan pekerjaan itu sendiri bisa diselesaikan dengan 5 dimensi dari *Organizational Citizenship Behavior* yang dimediasi oleh *Organizational Commitment*

Penelitian ini dilakukan di Kantor Pelayanan Pajak Genteng Surabaya. Penelitian ini bertujuan untuk mengetahui bahwa *Job Satisfaction* memiliki pengaruh terhadap *Organizational Citizenship Behavior* serta *Organizational Commitment* memiliki peran mediasi terhadap hubungan tersebut. Penelitian ini menggunakan pendekatan kuantitatif, sample pada penelitian ini adalah sebanyak 85 orang. Pada penelitian ini *Job Satisfaction* merupakan variabel independen, *Organizational Citizenship Behavior* sebagai variabel dependen serta *Organizational Commitment* sebagai variabel mediasi serta dikalkulasi dengan *Smart PLS*

Hasil penelitian ini membuktikan bahwa *Job Satisfaction* berpengaruh terhadap *Organizational Citizenship Behavior*, *Job Satisfaction* berpengaruh terhadap *Organizational Commitment* serta *Organizational Commitment* mampu memediasi hubungan antara *Job Satisfaction* terhadap *Organizational Citizenship Behavior*

ABSTRACT

Organizational Citizenship Behavior has been major construction in management and psychology. *Organizational Citizenship Behavior* indirectly contribute for organization effectiveness where *Job Satisfaction*, *Organizational Commitment* conduct as a predictor to emerge *Organizational Citizenship Behavior*. This framework founded because of the worker problem in *Job Satisfaction* aspect could be solved by consider the 5 dimension of *Organizational Citizenship Behavior*.

This research was done in Public Tax Office Genteng Surabaya. This research also have a purpose to show relationship between *Job Satisfaction* toward *Organizational Citizenship Behavior* and *Organizational Commitment* as mediation for conduct this relationship. This research use quantitative approach, 85 worker involved for this research. This research consider *Job Satisfaction* as independent variable, *Organizational Citizenship Behavior* as dependent variable and *Organizational Commitment* as a mediation variable. The data was calculated on *Smart PLS*.

The result showed that *Job Satisfaction* have a relationship between *Organizational Citizenship Behavior* and also *Job Satisfaction* have a relationship between *Organizational Commitment*, *Organizational Commitment* have a relationship between *Organizational Citizenship Behavior*, also *Organizational Commitment* mediate the relationship between *Job Satisfaction* and *Organizational Citizenship Behavior*.