

## ABSTRAK

*Secara garis besar tujuan penelitian ini adalah: 1) menganalisis kepuasan kerja, transformational leadership, personality, dan komitmen organisasi serta pengaruhnya terhadap organizational citizenship behavior, 2) menguji hipotesis hubungan kepuasan kerja, transformational leadership, dan personality terhadap organizational citizenship behavior secara langsung, atau secara tidak langsung melalui komitmen organisasi, 3) mengetahui variabel-variabel yang memiliki pengaruh rendah dan pengaruh tinggi untuk dapat ditingkatkan dan dipertahankan demi kelangsungan organisasi. Unit analisis dalam penelitian ini adalah 296 karyawan dengan level jabatan staff dan supervisor dengan tingkat Pendidikan minimal Diploma pada PT Wika Realty. Unit observasi adalah 200 karyawan dari level staff sampai level supervisor. Penelitian dilakukan dengan unit deskriptif dengan pendekatan kuantitatif dengan data primer dari kuesioner (likert scale, 1-5). Teknik pengambilan sampel dilakukan dengan menggunakan rumus slovin dengan, didapatkan hasil sampel penelitian adalah 200 karyawan. Pengolahan data penelitian dilakukan dengan menggunakan metode Structural Equity Modelling pada system LISREL versi 8.80. Hasil analisis menunjukkan bahwa masing-masing hipotesis memiliki  $t\text{-value} > t\text{-table}$ , sehingga hipotesis diterima: 1) Kepuasan kerja berpengaruh secara positif dan significant terhadap organizational citizenship behavior (OCB); 2) Transformational leadership berpengaruh secara positif dan significant terhadap OCB; 3) Personality berpengaruh secara positif dan significant terhadap OCB; 4) Komitmen organisasi berpengaruh secara positif dan significant terhadap OCB; 5) Kepuasan kerja berpengaruh secara positif dan significant terhadap komitmen organisasi; 6) Transformational leadership berpengaruh secara positif dan significant terhadap komitmen organisasi; 7) Personality berpengaruh secara positif dan significant terhadap komitmen organisasi; 8) Kepuasan kerja berpengaruh secara positif dan significant terhadap OCB melalui komitmen organisasi; 9) Transformational leadership berpengaruh secara positif dan significant terhadap OCB melalui komitmen organisasi; 10) Personality berpengaruh secara positif dan significant terhadap OCB melalui komitmen organisasi. Dari hasil tersebut di atas dapat diketahui bahwa variabel yang dominan berpengaruh terhadap komitmen organisasi dan OCB adalah personality dan kepuasan kerja, dan yang paling rendah adalah transformational leadership.*

**Kata kunci:** *Kepuasan Kerja, Transformational Leadership, Personality, Komitmen Organisasi, Organizational Citizenship Behavior*

## **ABSTRACT**

*Generally the purposes of this research are: 1) Analyze the effect of job satisfaction, transformational leadership, personality and organizational commitment to organizational citizenship behavior, 2) Testing the hypothesis of the relation of job satisfaction, transformational leadership, and personality to the organizational citizenship behavior directly and indirectly mediated by organizational commitment, 3) Define the most dominant and the least variable which can be maintained and improvement for the organizational continuity. Unit analysis in this research are 296 employees with position of staff and supervisor and minimum diploma degree at PT. Wika Realty. Unit observed are 200 employees with position of staff and supervisor, minimum education diploma degree. Research conducted with descriptive unit, quantitative approach using primary data which obtained by questionnaire (Likert scale, 1-5). Sample was calculated with slovin formula with result 200 respondent. Data analyzes with structural equation modelling using LISREL system version 8.80. Analysis result show that each hypothesis are accepted by having  $t\text{-value} > t\text{-table}$ : 1) Job Satisfaction has positive and significant effect to organizational citizenship behavior; 2) Transformational leadership has positive and significant effect to OCB; 3) Personality has positive and significant effect to OCB; 4) Organizational commitment has positive and significant effect to OCB; 5) Job satisfaction has positive and significant effect to organizational commitment; 6) Transformational leadership has positive and significant effect to organizational commitment; 7) Personality has positive and significant effect to organizational commitment; 8) Job satisfaction has positive and significant effect to OCB mediated by organizational commitment; 9) Transformational leadership has positive and significant effect to OCB mediated by organizational commitment; 10) Personality has positive and significant effect to OCB mediated by organizational commitment. Based on the result above shows that the most dominant variable to organizational commitment and OCB are personality and job satisfaction, and the least dominant is transformational leadership.*

*Keywords: Job Satisfaction, Transformational Leadership, Personality, Organizational Commitment, Organizational Citizenship Behavior*