

ABSTRAK

Nurul Husna R Ismail, 2022. Pengaruh Motivasi Kerja, Kepuasan Kerja Dan Komitmen Organisasional Terhadap *Organizational Citizenship Behavior* Pada Karyawan PT. PLN (Persero) UP3 Ternate. Ketua Komisi: Nurlaila, S.E., M.Si. Anggota Komisi: Ikrima M. Mustafa, S.Sos., M.M.

Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh Motivasi Kerja, Kepuasan Kerja dan Komitmen Organisasional secara parsial maupun secara simultan terhadap *Organizational Citizenship Behavior* (OCB) karyawan PT. PLN (Persero) UP3 Ternate. Penelitian ini menggunakan pendekatan kuantitatif. Populasi yang digunakan dalam penelitian ini meliputi seluruh karyawan PT. PLN (Persero) UP3 Ternate sebanyak 50 orang. Teknik pengumpulan data dilakukan melalui observasi, wawancara serta pembagian kuesioner dimana pada pembagian kuesioner menggunakan teknik *probability sampling* dengan jenis *simple random sampling*. Adapun analisis data penelitian ini menggunakan bantuan SPSS versi 26 sebagai alat uji statistik

Hasil penelitian menunjukkan bahwa (1) Hasil Uji Parsial memperlihatkan nilai signifikansi Motivasi Kerja terhadap *Organizational Citizenship Behavior* (OCB) menunjukkan bahwa tidak terdapat pengaruh Motivasi Kerja terhadap *Organizational Citizenship Behavior* (OCB) karyawan di PT PLN (Persero) UP3 Ternate. Pada *Standardized Coefficients* beta (β) memperlihatkan pengaruh negatif. (2) Nilai signifikansi pengaruh Kepuasan Kerja terhadap *Organizational Citizenship Behavior* (OCB) memperlihatkan terdapat pengaruh Kepuasan Kerja terhadap *Organizational Citizenship Behavior* (OCB) karyawan di PT PLN (Persero) UP3 Ternate. Sedangkan pada *Standardized Coefficients* beta (β) memperlihatkan pengaruh positif. (3) Nilai signifikansi pengaruh Komitmen Organisasional terhadap *Organizational Citizenship Behavior* (OCB) menunjukkan bahwa terdapat pengaruh Komitmen Organisasional terhadap *Organizational Citizenship Behavior* (OCB) karyawan di PT PLN (Persero) UP3 Ternate. Sedangkan pada *Standardized Coefficients* beta (β) memperlihatkan pengaruh positif. (4) Berdasarkan hasil Uji Regresi Linear Berganda diketahui nilai signifikansi pengaruh variabel Motivasi Kerja, Kepuasan Kerja, dan Komitmen Organisasional secara simultan berpengaruh terhadap *Organizational Citizenship Behavior* (OCB) karyawan di PT PLN (Persero) UP3 Ternate dengan persentase pengaruh secara simultan sebesar 76,7%.

Kata Kunci: *Motivasi Kerja, Kepuasan Kerja, Komitmen Organisasional, Organizational Citizenship Behavior (OCB).*

ABSTRACT

Nurul Husna R Ismail, 2022. The Effect of Work Motivation, Job Satisfaction and Organizational Commitment on Organizational Citizenship Behavior on PT. PLN (Persero) UP3 Ternate Employees. Commission Chairman: Nurlaila, S.E., M.Sc. Commission Members: Ikrima M. Mustafa, S.Sos., M.M

This study aims to determine and analyze the effect of Work Motivation, Job Satisfaction and Organizational Commitment partially or simultaneously on the Organizational Citizenship Behavior (OCB) of PT. PLN (Persero) UP3 Ternate. This study uses a quantitative approach. The population used in this study includes all employees of PT. PLN (Persero) UP3 Ternate as many as 50 people. Data collection techniques were carried out through observation, interviews and distribution of questionnaires where the distribution of questionnaires used probability sampling technique with the type of simple random sampling. The data analysis of this research uses SPSS version 26 as a statistical test tool.

The results showed that (1) Partial Test results showed the significance value of Work Motivation on Organizational Citizenship Behavior (OCB) indicating that there was no influence of Work Motivation on Organizational Citizenship Behavior (OCB) of employees at PT PLN (Persero) UP3 Ternate. The Standardized Coefficients beta (β) shows a negative effect. (2) The significance value of the influence of Job Satisfaction on Organizational Citizenship Behavior (OCB) shows that there is an effect of Job Satisfaction on Organizational Citizenship Behavior (OCB) of employees at PT PLN (Persero) UP3 Ternate. While the Standardized Coefficients beta (β) shows a positive influence. (3) The significance value of the influence of Organizational Commitment on Organizational Citizenship Behavior (OCB) shows that there is an influence of Organizational Commitment on Organizational Citizenship Behavior (OCB) of employees at PT PLN (Persero) UP3 Ternate. While the Standardized Coefficients beta (β) shows a positive influence. (4) Based on the results of the Multiple Linear Regression Test, it is known that the significance value of the influence of the variables Work Motivation, Job Satisfaction, and Organizational Commitment simultaneously affects the Organizational Citizenship Behavior (OCB) of employees at PT PLN (Persero) UP3 Ternate with a simultaneous influence percentage of 76, 7%.

Keywords: *Work Motivation, Job Satisfaction, Organizational Commitment, Organizational Citizenship Behavior (OCB).*