

**THE INFLUENCE OF WORKLOAD AND WORK
ENVIRONMENT ON ORGANIZATIONAL CITIZENSHIP
BEHAVIOR THROUGH EMPLOYEE JOB SATISFACTION AS
AN INTERVENING VARIABLE**

*(Study at the North Jakarta Administrative City Office of
Manpower, Transmigration, and Energy)*

By Luthfan Fayi Anzika

Abstract

This research is a quantitative study with the aim of knowing the direct and indirect effects of workload and work environment on organizational citizenship behavior through job satisfaction as an intervening variable. The study used a sample of 50 employees at the North Jakarta Administrative City Manpower, Transmigration and Energy Sub-agency using a saturated sampling technique. The analysis technique used in this study is descriptive analysis technique and inferential analysis using the SmartPLS 3.0 application. Testing the hypothesis obtained the results (1) workload has a positive and significant effect on organizational citizenship behavior. (2) the work environment has a positive and significant effect on organizational citizenship behavior. (3) workload has a positive and significant effect on job satisfaction. (4) the work environment has a positive and significant effect on job satisfaction. (5) job satisfaction has a positive and significant effect on organizational citizenship behavior. (6) workload has a positive and significant effect on organizational citizenship behavior through job satisfaction. (7) the work environment has a positive and significant effect on organizational citizenship behavior through job satisfaction.

KeyWords: *workload, work environment, organizational citizenship behavior, job satisfaction.*

**PENGARUH BEBAN KERJA DAN LINGKUNGAN KERJA
TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR*
MELALUI KEPUASAN KERJA PEGAWAI SEBAGAI
VARIABEL INTERVENING
(Studi Pada Suku Dinas Tenaga Kerja, Transmigrasi, Dan Energi
Kota Administrasi Jakarta Utara)**

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Abstrak

Penelitian ini merupakan penelitian kuantitatif dengan tujuan mengetahui pengaruh langsung dan pengaruh tidak langsung antara beban kerja dan lingkungan kerja terhadap *organizational citizenship behavior* melalui kepuasan kerja sebagai variabel intervening. Penelitian menggunakan sampel sebanyak 50 pegawai di Suku Dinas Tenaga Kerja, Transmigrasi, Dan Energi Kota Administrasi Jakarta Utara. Teknik analisis yang digunakan dalam penelitian ini adalah teknik analisis deskriptif dan analisis inferensial menggunakan aplikasi SmartPLS 3.0. Pengujian hipotesis memperoleh hasil (1) beban kerja berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. (2) lingkungan kerja berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. (3) beban kerja berpengaruh positif dan signifikan terhadap kepuasan kerja. (4) lingkungan kerja berpengaruh positif dan signifikan terhadap kepuasan kerja. (5) kepuasan kerja berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. (6) beban kerja berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* melalui kepuasan kerja. (7) lingkungan kerja berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* melalui kepuasan kerja.

Kata Kunci: beban kerja, lingkungan kerja, *organizational citizenship behavior*, kepuasan kerja.