

**PENGARUH BUDAYA ORGANISASI, LINGKUNGAN KERJA,
DAN *EMPLOYEE ENGAGEMENT* TERHADAP *ORGANIZATIONAL
CITIZENSHIP BEHAVIOR* PADA KARYAWAN
CDC COFFEE & EATERY**

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Abstrak

Penelitian kuantitatif ini bertujuan untuk mengetahui pengaruh dari Budaya Organisasi, Lingkungan Kerja, dan *Employee Engagement* terhadap *Organizational Citizenship Behavior* (OCB) pada Karyawan CdC Coffee & Eatery. Penelitian ini menggunakan metode dengan pendekatan kuantitatif dengan pengumpulan data dengan kuesioner menggunakan skala Likert yang disebar kepada 48 karyawan. Analisis data dilakukan dengan uji validitas, reabilitas, *R-Square*, uji analisis jalur, dan uji T yang diproses menggunakan perangkat SmartPLS 4.1. Hasil penelitian menunjukkan bahwa: (1) Budaya Organisasi memiliki pengaruh terhadap OCB, (2) Lingkungan Kerja tidak berpengaruh terhadap OCB, dan (3) *Employee Engagement* berpengaruh terhadap OCB. Penelitian ini menyimpulkan 2 dari 3 faktor berpengaruh terhadap OCB karyawan CdC Coffee & Eatery. Oleh karena itu, disarankan agar perusahaan meningkatkan lingkungan kerja mereka agar memperkuat OCB pada karyawan.

Kata kunci: Budaya Organisasi, *Employee Engagement*, Lingkungan Kerja, *Organizational Citizenship Behavior* (OCB)

THE INFLUENCE OF ORGANIZATIONAL CULTURE, WORK ENVIRONMENT, AND EMPLOYEE ENGAGEMENT ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR OF CDC COFFEE & EATERY EMPLOYEES

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Abstract

This quantitative study aims to determine the influence of Organizational Culture, Work Environment, and Employee Engagement on Organizational Citizenship Behavior (OCB) of CdC Coffee & Eatery employees. This study used a quantitative approach, collecting data using a Likert-scale questionnaire distributed to 48 employees. Data analysis was conducted using validity and reliability tests, R-Square tests, path analysis tests, and T-tests, processed using SmartPLS 4.1. The results showed that: (1) Organizational Culture influences OCB, (2) Work Environment has no effect on OCB, and (3) Employee Engagement influences OCB. This study concluded that two of the three factors influence OCB of CdC Coffee & Eatery employees. Therefore, it is recommended that companies improve their work environments to strengthen OCB among employees.

Keywords: *Organizational Culture, Employee Engagement, Work Environment, Organizational Citizenship Behavior (OCB)*