

**PENGARUH BUDAYA ORGANISASI, KOMITMEN
ORGANISASI, DAN KEPUASAN KERJA TERHADAP
ORGANIZATIONAL CITIZENSHIP BEHAVIOR PNS
DI LEMBAGA SANDI NEGARA**

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Abstrak

Tujuan penelitian ini adalah untuk mengetahui dan menganalisis pengaruh Budaya Organisasi, Komitmen Organisasi, dan Kepuasan Kerja terhadap *Organizational Citizenship Behavior* PNS di Lembaga Sandi. Penelitian ini dilakukan di Lembaga Sandi Negara pada bulan April–Juli 2016. Penelitian ini merupakan penelitian deskriptif dan dianalisis dengan menggunakan analisis Partial Least Square (PLS). Teknik sampling yang digunakan adalah *Propotionate Stratified Sampling* dan berdasarkan hasil rumus Slovin, penulis melakukan penyebaran kuesioner penelitian terhadap 91 responden sebagai sampel dari total populasi sebanyak 964 orang pegawai.

Hasil penelitian ini menyimpulkan bahwa (i) Budaya Organisasi berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*, (ii) Komitmen Organisasi berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*, dan (iii) Kepuasan Kerja berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*. Variabel Budaya Organisasi, Komitmen Organisasi, dan Kepuasan Kerja mampu menjelaskan lebih dari setengah faktor-faktor dari variabel *Organizational Citizenship Behavior* dan sisanya dipengaruhi oleh faktor-faktor lain di luar yang diteliti.

Kata Kunci : *Organizational Citizenship Behavior*, Budaya Organisasi, Komitmen Organisasi, dan Kepuasan Kerja.

**EFFECT OF ORGANIZATIONAL CULTURE,
ORGANIZATIONAL COMMITMENT, AND JOB
SATISFATCION ON ORGNIZATIONAL CITIZENSHIP
BEHAVIOR OF CIVIL SERVANTS
OF NATIONAL CRYPTO AGENCY**

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Abstract

The purpose of this study was to determine and analyze the effect of Organizational Culture, Organizational Commitment, and Job Satisfaction on Orgnizational Citizenship Behavior of civil servants in National Crypto Agency. This research was conducted in the National Crypto Agency in April-July 2016. This research is descriptive and analyzed using Partial Least Square (PLS). The sampling technique used is propotionate Stratified Sampling and based on the formula Slovin, the author conducted research questionnaires to 91 respondents in the sample of the total population of more than 964 employees.

The results of this study concluded that (i) the organizational culture positive and significant effect on Orgnizational Citizenship Behavior, (ii) Organizational Commitment positive and significant impact on Orgnizational Citizenship Behavior, and (iii) Job Satisfaction positive and significant impact on Orgnizational Citizenship Behavior. Varaibel Organizational Culture, Organizational Commitment and Job Satisfaction able to explain more than half of the variable factors Orgnizational Citizenship Behavior and the rest influenced by other factors outside the investigation.

Keywords : Organizational Citizenship Behavior, Organizational Culture, Organizational Commitment, and Job Satisfaction.