

**PENGARUH KEPEMIMPINAN TRANSFORMASIONAL,
KOMITMEN ORGANISASI DAN KEPUASAN KERJA
TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR*
(STUDI: PT PRIMA CAHAYA INDOBEVERAGE)**

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Abstrak

Tujuan dari penelitian ini adalah untuk mengetahui pengaruh kepemimpinan transformasional, komitmen organisasional dan kepuasan kerja terhadap *organizational citizenship behavior*.

Penelitian dilakukan di PT Prima Cahaya Indobeverage, sampel diambil dengan menggunakan teknik acak sederhana. Penelitian menyimpulkan bahwa terdapat pengaruh langsung antara (1) kepemimpinan transformasional dan kepuasan kerja sebesar 10,11% (2) komitmen organisasional dan kepuasan kerja sebesar 3,46% (3) komitmen organisasional dan *organizational citizenship behavior* sebesar 2,72% (4) kepuasan kerja dan *organizational citizenship behavior* sebesar 37,21%.

Terdapat pula pengaruh tidak langsung antara kepemimpinan transformasional dan *organizational citizenship behavior* sebesar 21,79%.

Kata kunci: Kepemimpinan Transformasional, Komitmen Organisasi, Kepuasan Kerja, *Organizational Citizenship Behavior*.

***THE EFFECT OF TRANSFORMATIONAL LEADERSHIP,
ORGANIZATIONAL COMMITMENT AND JOB SATISFACTION
OF THE ORGANIZATIONAL CITIZENSHIP BEHAVIOR
(STUDY: PT PRIMA CAHAYA INDOBEVERAGE)***

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Abstract

The purpose of this study was to determine the effect of transformational leadership, organizational commitment and job satisfaction of the organizational citizenship behavior.

The research conducted in PT Prima Cahaya Indobeverage, the samples were taken by using simple random technique. The research concludes that there is a direct effect between (1) transformational leadership and job satisfaction by 10,11% (2) organizational commitment and job satisfaction by 3,46% (3) organizational commitment and organizational citizenship behavior by 2,72% (4) job satisfaction and organizational citizenship behavior by 37,21%.

There is also an indirect effect between transformational leadership and organizational citizenship behavior by 21,79%.

Keyword: *Transformational Leadership, Organizational Commitment, Job Satisfaction, Organizational Citizenship Behavior.*