

## ABSTRAK

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Judul : PENGARUH *PERCEIVED ORGANIZATIONAL SUPPORT* TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* MELALUI KEPUASAN KERJA DAN KOMITMEN ORGANISASI SEBAGAI VARIABEL MEDIASI

Penelitian ini mengkaji pengaruh *perceived organizational support* terhadap *organizational citizenship behavior* melalui kepuasan kerja dan komitmen organisasi sebagai variabel mediasi. Sampel dalam penelitian ini adalah 150 orang pegawai Sekretariat Daerah Kabupaten Aceh Utara. Alat analisis yang digunakan adalah metode regresi berbasis *covariance* yaitu *Structural Equation Model* (SEM) Amos untuk pengembangan model dan pengujian hipotesis penelitian. Hasil penelitian menunjukkan bahwa *Perceived Organizational Support* (POS) berpengaruh positif dan signifikan terhadap Kepuasan Kerja Pegawai, dan terhadap Komitmen Pegawai. *Perceived Organizational Support* (POS) berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* (OCB) Pegawai. Kepuasan Kerja berpengaruh positif dan signifikan terhadap Komitmen Pegawai dan terhadap *Organizational Citizenship Behavior* (OCB) Pegawai. Komitmen Organisasi berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* (OCB) Pegawai. Hasil penelitian juga ditemukan bahwa Kepuasan Kerja dan Komitmen Organisasi dapat berperan sebagai variabel mediasi dalam hubungan tidak langsung antara *Perceived Organizational Support* (POS) dengan *Organizational Citizenship Behavior* (OCB).

**Kata Kunci :** *Perceived Organizational Support, Organizational Citizenship Behavior, Kepuasan Kerja, Komitmen Organisasi*

## **ABSTRACT**

*Name* : RIDHO PANGESTU  
*Study Program* : Graduate Program in Management Science  
*Title* : **THE EFFECT OF PERCEIVED ORGANIZATIONAL SUPPORT ON ORGANIZATIONAL CITIZENSHIP BEHAVIOUR THROUGH JOB SATISFACTION AND ORGANIZATIONAL COMMITMENT AS MEDIATION VARIABLES**

*This study examines the influence of perceived organizational support on organizational citizenship behaviour through job satisfaction and organizational commitment as mediating variables. The sample for this research consists of 150 employees from the Regional Secretariat of North Aceh Regency. The analytical tool employed is the covariance-based regression method, specifically the Structural Equation Model (SEM) through Amos for model development and hypothesis testing. The research findings indicate that Perceived Organizational Support (POS) positively and significantly affects employee job satisfaction and organizational commitment. Additionally, POS positively and significantly affect employee Organizational Citizenship Behaviour (OCB). Job satisfaction positively and significantly affects organizational commitment and employee Organizational Citizenship Behaviour (OCB). Organizational commitment positively and significantly affects employee Organizational Citizenship Behaviour (OCB). The study also reveals that job satisfaction and organizational commitment can mediate the indirect relationship between perceived organizational support (POS) and Organizational Citizenship Behaviour (OCB).*

**Keywords : Perceived Organizational Support, Organizational Citizenship Behaviour, Job Satisfaction, Organizational Commitment**