

ABSTRACT

**INFLUENCE OF INTERPERSONAL COMMUNICATION
ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR
THROUGH ORGANIZATIONAL COMMITMENT
(SURVEY ON EMPLOYEES OF THE TECHNICIANS AIR MINUM TIRTA
SUKAPURA TASIKMALAYA REGENCY)**

By:

Sugih Hidayatuloh

183402157

Under the guidance of:

Gusti Tia Ardiani

Indi Ramadhani

The objective of this research was to determine and analyze interpersonal communication, organizational citizenship behavior (OCB), organizational commitment and the influence of interpersonal communication on OCB through organizational commitment at Perumda Air minum Tirta Sukapura, Tasikmalaya Regency. Population in this study as many as 31 employees of the technician. Sampling technique using the census technique. This study uses data collection methods in the form of observation, interviews, and questionnaires. Data analysis tool used in this study is the regression of the mediating variable using the product of coefficient. Based on the results of the study, it is known that interpersonal communication is included in the good classification, OCB is included in the very good classification, and organizational commitment is included in the very good classification. Based on the results of the analysis, partially interpersonal communication has a positive and significant effect on OCB and interpersonal communication partially has a positive and significant effect on organizational commitment at Perumda Air minum Tirta Sukapura, Tasikmalaya Regency. Based on the results of the Sobel test analysis, it is known that organizational commitment can mediate the causal relationship between interpersonal communication and OCB in employees of Perumda Air minum Tirta Sukapura, Tasikmalaya Regency.

Keywords: Interpersonal Communication, Organizational Citizenship Behavior, Organizational Commitment.

ABSTRAK

**PENGARUH KOMUNIKASI INTERPERSONAL
TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR*
MELALUI KOMITMEN ORGANISASIONAL
(SURVEI PADA KARYAWAN BAGIAN TEKNISI PERUMDA AIR
MINUM TIRTA SUKAPURA KABUPATEN TASIKMALAYA)**

Oleh:

Sugih Hidayatuloh

183402157

Dibawah bimbingan:

Gusti Tia Ardiani

Indi Ramadhani

Tujuan penelitian ini adalah untuk mengetahui dan menganalisis komunikasi interpersonal, *organizational citizenship behavior*, komitmen organisasional dan pengaruh komunikasi interpersonal terhadap *organizational citizenship behavior* melalui komitmen organisasional di Perumda Air Minum Tirta Sukapura Kabupaten Tasikmalaya. Populasi pada penelitian ini sebanyak 31 orang karyawan bagian teknis. Teknik pengambilan sampel dengan menggunakan Teknik sensus. Penelitian ini menggunakan metode pengumpulan data berupa observasi, wawancara, dan kuesioner. Alat analisis data yang digunakan dalam penelitian ini adalah regresi variabel mediasi dengan metode *product of coefficient*. Berdasarkan hasil penelitian diketahui bahwa komunikasi interpersonal termasuk dalam klasifikasi baik, *organizational citizenship behavior* termasuk dalam klasifikasi sangat baik, dan komitmen organisasional termasuk dalam klasifikasi sangat baik. Berdasarkan hasil analisis, secara parsial komunikasi interpersonal berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* dan komunikasi interpersonal secara parsial berpengaruh positif dan signifikan terhadap komitmen organisasional di Perumda Air Minum Tirta Sukapura Kabupaten Tasikmalaya. Hasil analisis uji sobel diketahui bahwa komitmen organisasional dapat memediasi hubungan kausal antara komunikasi interpersonal dengan *organizational citizenship behavior* pada karyawan Perumda Air Minum Tirta Sukapura Kabupaten Tasikmalaya.

**Kata kunci: Komunikasi Interpersonal, *Organizational Citizenship Behavior*,
Komitmen Organisasional.**