

***THE INFLUENCE OF WORK MOTIVATION,
ORGANIZATIONAL COMMITMENT,
AND JOB SATISFACTION ON
ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) WITH
PERCEIVED ORGANIZATIONAL SUPPORT (POS)
AS AN INTERVENING VARIABLE
(A Case Study at PT. Meta Global Triasha)***

ABSTRACT

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This study aims to analyze the influence of work motivation, organizational commitment, and job satisfaction on Organizational Citizenship Behavior (OCB) with Perceived Organizational Support (POS) as an intervening variable among employees of PT. Meta Global Triasha. Based on the analysis using Partial Least Square–Structural Equation Modeling (PLS-SEM), the results indicate that work motivation, organizational commitment, job satisfaction, and Perceived Organizational Support (POS) have a positive effect on OCB. However, the indirect effect through POS is significant only in the relationship between job satisfaction and OCB, while the relationships between work motivation and organizational commitment with OCB are not strongly mediated by POS. These findings suggest that job satisfaction has a stronger emotional connection with perceived organizational support compared to motivation and commitment.

Keywords: *Work Motivation, Organizational Commitment, Job Satisfaction, Perceived Organizational Support (POS), Organizational Citizenship Behavior (OCB)*

**PENGARUH MOTIVASI KERJA, KOMITMEN ORGANISASI,
DAN KEPUASAN KERJA TERHADAP
ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB)
DENGAN *PERCEIVED ORGANIZATIONAL SUPPORT* (POS)
SEBAGAI VARIABEL *INTERVENING*
(Kasus Pada PT. Meta Global Triasha)**

ABSTRAK

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Penelitian ini bertujuan untuk menganalisis pengaruh motivasi kerja, komitmen organisasi, dan kepuasan kerja terhadap *Organizational Citizenship Behavior* (OCB) dengan *Perceived Organizational Support* (POS) sebagai variabel *intervening* pada karyawan PT. Meta Global Triasha. Berdasarkan hasil analisis menggunakan *Partial Least Square-Structural Equation Modeling* (PLS-SEM), ditemukan bahwa motivasi kerja, komitmen organisasi, kepuasan kerja, dan *Perceived Organizational Support* (POS) berpengaruh positif terhadap OCB, pengaruh tidak langsung melalui POS hanya signifikan pada hubungan antara kepuasan kerja dan OCB, sedangkan hubungan motivasi kerja dan komitmen organisasi terhadap OCB tidak dimediasi secara kuat oleh POS. Temuan ini mengindikasikan bahwa kepuasan kerja memiliki hubungan emosional yang lebih erat dengan persepsi dukungan organisasi dibandingkan motivasi dan komitmen.

Kata Kunci: Motivasi Kerja, Komitmen Organisasi, Kepuasan Kerja, *Perceived Organizational Support* (POS), *Organizational Citizenship Behavior* (OCB).