ABSTRAK

Ramdah, Pengaruh Kepuasan Kerja Terhadap *Organizational Citizenship Behavior* Melalui Komitmen *Organisasional* Karyawan Hotel Swiss-Belinn Airport Jakarta Barat. (dibimbing oleh Rina Anindita).

Tujuan penelitian ini untuk mengeahui bagaimana Kepuasan Kerja terhadap *Organizational Citizenship Behavior* melalui Komitmen *Organisasional* karyawan Hotel Swiss-Belinn Airport Jakarta Barat. Sampel dalam penelitian ini 50 orang dengan mengunakan teknik *path analiysis* pengumpulan data dengan menggunakan kuesioner, dan menggunakan skala *likert*.

Hasil penelitian penelitian ini didapatkan bahwa Kepuasan Kerja berpengaruh positif dan tidak signifikan secara langsung terhadap *Organizational Citizenship Behavior,* Kepuasan Kerja berpengaruh positif dan signifikan terhadap Komitmen *Organisasional,* dan Komitmen *Organisasional* berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior.*

Kata Kunci : Kepuasan Kerja, Komitmen *Organisasional*, Dan *Organizational Citizenship Behavior.*

ABSTRACT

Ramdah, *The Effect of Job Satisfaction on Organizational Citizenship Behavior through Organizational Commitment of Employees of Swiss-Belinn Airport in West Jakarta. (supervised by Rina Anindita).*

The purpose of this study is to find out how Job Satisfaction with Organizational Citizenship Behavior through the Organizational Commitment of employees of the Hotel Swiss-Belinn Airport in West Jakarta. The sample in this study were 50 people using the path analysis technique of data collection using a questionnaire, and using a Likert scale.

The results of this study found that Job Satisfaction had a positive and not significant direct effect on Organizational Citizenship Behavior, Job Satisfaction had a positive and significant effect on Organizational Commitment, and Organizational Commitment had a positive and significant effect on Organizational Citizenship Behavior.

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