

## **Pengaruh Komitmen Organisasional, Kepuasan Kerja dan *Organizational Citizenship Behavior* Terhadap Kinerja pegawai di Bank Bjb Cabang Balaraja**

### **ABSTRAK**

Organisasi yang sukses memerlukan pekerja yang mau mengerjakan melebihi tugas mereka seperti biasa dan mengusahakan kinerja melebihi dari seperti yang diharapkan. Organisasi menginginkan dan perlu pekerja yang mau melakukan hal hal yang tidak terdapat dalam *job description*. Organisasi berkepentingan dengan berkembangnya sumber daya manusia yang memiliki *Organizational Citizenship Behaviour*. Kondisi yang terjadi pada Bank bjb Balaraja berdampak pada kinerja karyawan yang dilihat dari target kerja penyaluran kredit. Tujuan penelitian untuk mengetahui pengaruh komitmen organisasional, kepuasan kerja dan *organizational citizenship behavior* terhadap kinerja di Bank Bjb Cabang Balaraja. Metode penelitian yang digunakan yaitu metode deskriptif verifikatif dengan teknik pengumpulan data melalui penyebaran kuesioner. Kuesioner disebarakan kepada seluruh karyawan Bjb Cabang Balaraja.

Hasil penelitian menunjukkan bahwa Komitmen organisasional berpengaruh terhadap kinerja di Bank Bjb Cabang Balaraja. Berdasarkan hasil analisis deskriptif dinilai cukup baik. Kepuasan kerja berpengaruh terhadap kinerja di Bank Bjb Cabang Balaraja. Hasil analisis deskriptif kepuasan kerja karyawan Bank BJB cabang Balaraja dinilai baik. *Organizational Citizenship Behavior* terhadap kinerja di Bank Bjb Cabang Balaraja dinilai cukup baik.

Berdasarkan hasil uji Model Regresi (uji F) menunjukkan bahwa variabel independen yang dilakukan dalam penelitian secara simultan berpengaruh secara signifikan terhadap kinerja. Nilai Adjusted R2 sebesar 0, menunjukkan bahwa variabel kinerja dipengaruhi oleh Komitmen Organisasional, Kepuasan Kerja dan *Organizational Citizenship Behavior* sebesar 54,1%, sedangkan sisanya dipengaruhi oleh variabel lain yang tidak diteliti.. Hal ini menunjukkan bahwa apabila Komitmen Organisasional, Kepuasan Kerja dan *Organizational Citizenship Behavior* diterapkan secara bersama-sama maka akan meningkatkan kinerja karyawan

Kata kunci: Komitmen Organisasional, Kepuasan Kerja, *Organizational Citizenship Behavior* Kinerja

***The Effect of Organizational Commitment, Job Satisfaction and Organizational Citizenship Behavior on Employee Performance at Bank Bjb, Balaraja Branch***

**ABSTRACT**

*Successful organizations need workers who are willing to work beyond their duties as usual and strive for performance that exceeds expectations. Organizations want and need workers who want to do things that are not in the job description. Organizations have an interest in developing human resources that have Organizational Citizenship Behavior. The conditions that occur in the Bank bjb Balaraja have an impact on employee performance seen from the work target of lending. The purpose of the study was to determine the effect of organizational commitment, job satisfaction and organizational citizenship behavior on performance at Bank Bjb, Balaraja Branch. The research method used is descriptive method verification with data collection techniques through questionnaires. The questionnaire was distributed to all Bjb Branch employees in Balaraja.*

*The results of the study indicate that organizational commitment has an effect on performance at Bank Bjb, Balaraja Branch. Based on the results of the descriptive analysis it was considered quite good . Job satisfaction had an effect on the performance at Bank Bjb, Balaraja Branch. The results of the descriptive analysis of the job satisfaction of Balaraja branch BJB Bank employees are considered good. Organizational Citizenship Behavior for performance at Bank Bjb Balaraja Branch is considered quite good.*

*Organizational Commitment, Job Satisfaction and Organizational Citizenship Behavior jointly influence the performance of employees at Bank Bjb, Balaraja Branch. This shows that if Organizational Commitment, Job Satisfaction and Organizational Citizenship Behavior are applied together it will improve employee performance.*

*Keywords: Organizational Commitment, Job Satisfaction, Organizational Citizenship Behavior Performance.*