

ABSTRACT

This research aims to identify and analyze the impact of job satisfaction on Organizational Citizenship Behavior, considering work engagement as an intervening variable, at PT Nusaindo Intermedia. The study population includes all employees at the branch. The sample used consists of 89 respondents.

Data collection was conducted through the distribution of questionnaires to the sample chosen using the census method. The questionnaires were measured using a five-point Likert Scale. The research hypotheses were tested using SEM (Structural Equation Modeling) method, a multivariate statistical analysis method, with the assistance of SmartPLS software version 3.2.9.

Statistical analysis results show that the job satisfaction variable has a positive and significant impact on Organizational Citizenship Behavior. Additionally, it was found that work engagement can mediate the relationship between job satisfaction and Organizational Citizenship Behavior.

Keywords: Job satisfaction, work engagement, Organizational Citizenship Behavior