

ABSTRACT

Employees play important role in running the company; almost all of the companies deem their respective employees as a part of competitive advantage. A company would highly expect to have employees with best behaviours as well as the ability to finish the entrusted tasks in excess of what is actually required. To put it simply, employees who display extra-role behaviors, which often called as Organizational Citizenship Behavior (OCB). Without the existence of OCB, the company would be brittle and thus is in high risk to lose in the tight competition. The aim of this research is to determine the effect of organizational justice, job satisfaction, and organizational commitment in both direct and indirect manners as well as their simultaneous effect altogether on OCB.

Population in this research were the employees of PT PLN Persero Distribusi Jawa Tengah dan DIY who meet the three criteria namely the permanent employees, non-management employees, and those whose working period is more than one year. The Sampling technique used in this research is Probability Sampling with Proportional Random Sampling method. The data were analyzed using Path Analysis feature through SPSS. Data analysis technique used consist of the value of index, validity and reliability test, classic assumption test, hypothesis testing by the determinant coefficient, F-test and T-test.

The result of this research shows that organizational justice, job satisfaction, and organizational commitment have significant and positive effect on OCB, partially and simultaneously. Organizational Commitment has the biggest direct effects. The coefficient of determination shows that OCB of the employees in PT PLN Persero Distribusi Jawa Tengah dan DIY is 67,01% affected by organizational justice, job satisfaction, and organizational commitment. The other 32,99% is determined by other variables and error. Based on path analysis it is found out that job satisfaction and organizational commitment both hold a good role and significant as a mediator of organizational justice on OCB.

Keywords : *Organizational Citizenship Behavior (OCB), Organizational Justice, Job Satisfaction, Organizational Commitment.*