

ABSTRACT

Organizational citizenship behavior (OCB) improved organization efficiency and effectiveness by contributed to resources transformation and innovation (Williams & Anderson,1991). The purpose of this research is to test the influence of job satisfaction to improvement of organizational citizenship behavior through organizational commitment as the intervening variable. The usage of these variables, for instance Morrison William&Anderson (1991) ; Schappe (1998) ; Morrison (2007) ; Bolon (1997) ; Mubasyir Hasanbari Dana (2007), Moorman, et.al (1993) ; Siti Faizah (2008), discovered the affect of job satisfaction and commitment organizational to organizational citizenship behavior. The usage of these variables is able to solve the arising problems within PT TELKOM DIVRE IV Semarang employee's.

Path analysis was run by an SPSS 12 for data analysis. The results of the analysis showed that job satisfaction and organizational commitment contributes positive influence which is significant influence to Organizational Citizenship Behaviour (OCB). The results of the sobel test showed that there is an intervening influence in relationship of job satisfaction to OCB, which is through the intervening variable organizational commitment.

This empirical discovery indicated that in order to raise the lower employees OCB, management should focus on job satisfaction and organizational commitment. Theoretical implications and suggestions for future research have been elaborated at the end of this study.

Keywords : job satisfaction, organizational commitment, organizational citizenship behavior (OCB)