

ABSTRACT

Organizational citizenship behavior (OCB) is the participation / contribution of individuals who exceed the demands of the role in the workplace and rewarded by the achievement of task performance. The main factors that influence the size of OCB are job satisfaction, paternalistic leadership, and organizational culture. The research problem in this research is how to build a model to improve OCB in Tegal City Resort Police. The sample in this study amounted to 150 respondents, where the respondent is the police personnel of Tegal City Police. The analysis tool used is Structural Equation Modeling (SEM) in AMOS 22 program.

From the results of the analysis of the research model tested concluded that the model meets the criteria of goodness of fit. Of the five hypotheses studied, all hypotheses are acceptable. Paternalistic leadership has a positive and significant impact on job satisfaction and OCB personnel. Organizational culture has a positive and significant impact on job satisfaction and OCB personnel. Job satisfaction positively and significantly influences the OCB personnel.

In an effort to improve OCB personnel, organizational culture aspects are more effective than through paternalistic leadership.

Keywords: *Organizational Citizenship Behavior (OCB), Paternalistic Leadership, Organizational Culture, Job Satisfaction, performance.*