

PENGARUH *JOB SATISFACTION* DAN *ORGANIZATIONAL COMMITMENT*
TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* DENGAN
ATTITUDE TOWARD CHANGE SEBAGAI VARIABEL INTERVENING

ABSTRAK

Organizational citizenship behavior (OCB) merupakan variabel dalam meningkatkan kinerja serta produktivitas dalam organisasi, pegawai yang mempunyai tingkat OCB yang tinggi akan berdampak pada kinerja yang baik, OCB merupakan variabel penentu peningkatan produktivitas organisasi dalam ilmu manajemen sumber daya manusia. Penelitian ini berfungsi menguji sejauh mana variabel *attitude toward change* dalam mediasi pengaruh antara *job satisfaction* dan *organizational commitment* terhadap *organizational citizenship behavior*. Sampel pada penelitian ini merupakan pegawai yang berstatus Aparatur Sipil Negara (ASN) di Dinas Pertanian Kabupaten Dharmasraya, berjumlah 122 orang, kuesioner yang kembali dan dinyatakan lengkap untuk dijadikan sebagai data yang bisa diolah berjumlah 100 kuesioner. Pengumpulan data yaitu data primer, penelitian ini dianalisis dengan metode *SEM-PLS* menggunakan perangkat *software smartPLS 3.2.8*. Hasil penelitian ini menemukan variabel *job satisfaction* tidak berpengaruh terhadap *organizational citizenship behavior*, sedangkan *organizational commitment* memiliki pengaruh negatif secara signifikan. Pengaruh *job satisfaction* dan *organizational commitment* terhadap variabel *attitude toward change* berdampak positif dan signifikan. Variabel *attitude toward change* mampu memediasi antara *job satisfaction* dengan *organizational citizenship behavior* secara signifikan dengan tipe *indirect only mediation*, sedangkan dalam memediasi hubungan *organizational commitment* dengan *organizational citizenship behavior* berdampak positif dan signifikan dengan tipe *competitif mediation*.

Kata kunci : *Job satisfaction, Organizational commitment, Attitude toward change* dan *Organizational citizenship behavior*.

*THE EFFECT OF JOB SATISFACTION AND ORGANIZATIONAL
COMMITMENT TO ORGANIZATIONAL CITIZENSHIP BEHAVIOR WITH
ATTITUDE TOWARD CHANGE AS AN INTERVENING VARIABLE*

ABSTRACT

Organizational citizenship behavior (OCB) is a variable in improving performance and improvement in the organization, employees who have high OCB levels will improve on good performance, OCB is a determinant variable in increasing productivity in human resource management organizations. This study discusses the effect of variable where attitude toward change in mediation between job satisfaction and organizational commitment to organizational citizenship behavior. The sample in this study were employee with the status of the State Civil Apparatus (ASN) in the Agriculture Department of the Dharmasraya Regency, collecting 122 people, the questionnaire were returned and fully verified for use as data that could be processed with 100 questionnaire. Data collection is primary data, this research was conducted by SEM-PLS method using smartPLS 3.2.8 software. The results of this study found that job satisfaction did not influence organizational citizenship behavior, whereas organizational commitment had a significant negative effect. The effect of job satisfaction and organizational commitment on the attitude toward change has a positive and significant impact. The attitude toward change is able to mediate between job satisfaction with organizational citizenship behavior by indirect type mediation only, while in mediating the relationship between organizational commitment and organizational citizenship behavior has positive and significant effect with type competitive mediation.

Kata kunci : *job satisfaction, organizational commitment, attitude toward change and organizational citizenship behavior.*