

ABSTRAK

PENINGKATAN *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* MELALUI BUDAYA ORGANISASI, *EMPLOYEE'S ENGAGEMENT* DAN LINGKUNGAN KERJA DENGAN KOMITMEN ORGANISASI SEBAGAI INTERVENING

Penelitian ini mengetahui peningkatan *organizational citizenship behavior* melalui budaya organisasi, *employee's engagement* dan lingkungan kerja dengan komitmen organisasi sebagai variabel intervening. Hasil penelitian menunjukkan bahwa masing-masing budaya organisasi, *employee's engagement* dan lingkungan kerja berpengaruh positif dan signifikan terhadap komitmen organisasi; masing-masing budaya organisasi, *employee's engagement*, lingkungan kerja dan komitmen organisasi berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*; masing-masing budaya organisasi, *employee's engagement*, lingkungan kerja, dan komitmen organisasi berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* melalui komitmen organisasi. Selanjutnya, penelitian ini memberikan implikasi pada organisasi Posyandu Lansia agar budaya organisasi, *employee's engagement*, lingkungan kerja dan komitmen organisasi lebih ditingkatkan lagi.

Kata kunci: peningkatan, *organizational citizenship behavior* budaya organisasi, *employee's engagement*, lingkungan kerja, komitmen organisasi



ABSTRACT

IMPROVEMENT OF ORGANIZATIONAL CITIZENSHIP BEHAVIOR THROUGH ORGANIZATIONAL CULTURE, EMPLOYEE'S ENGAGEMENT AND WORK ENVIRONMENT WITH ORGANIZATIONAL COMMITMENTS AS INTERVENING

This study found an increase in organizational citizenship behavior through organizational culture, employee's engagement and work environment with organizational commitment as an intervening variable. The results showed that each organizational culture, employee's engagement and work environment had a positive and significant effect on organizational commitment; each organizational culture, employee's engagement, work environment and organizational commitment have a positive and significant effect on organizational citizenship behavior; each organizational culture, employee's engagement, work environment, and positive and significant influence on organizational citizenship behavior through organizational commitment. Furthermore, this research has implications for organizations so that organizational culture, employee's engagement, work environment and organizational commitment are further enhanced.

Keywords: *improvement, organizational citizenship behavior, organizational culture, employee's engagement, work environment, organizational commitment*

