

**PENGARUH KEPUASAN KERJA DAN IKLIM ORGANISASI
TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* (OCB)**

SKRIPSI

Diajukan Kepada Universitas Islam Negeri Sunan Ampel Surabaya untuk
Memenuhi Salah Satu Persyaratan dalam Menyelesaikan Program Strata
Satu (S1) Psikologi (S.Psi)



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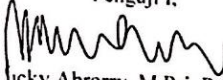
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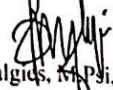


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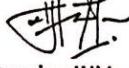
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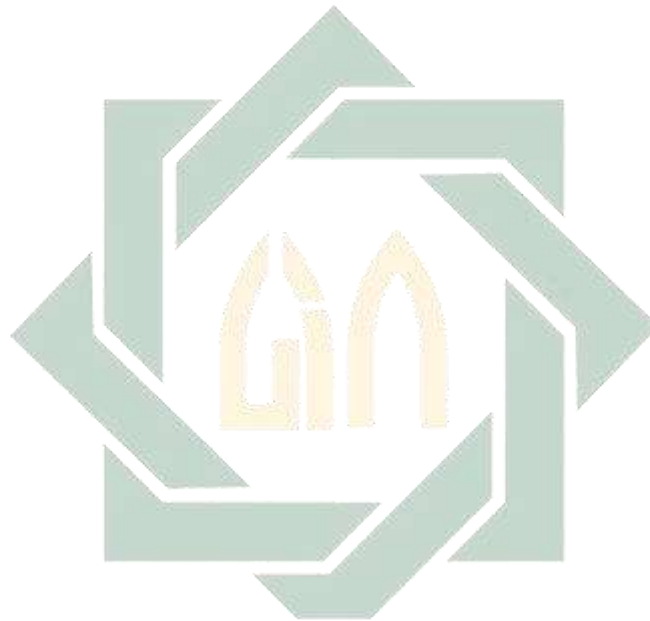
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INTISARI

Penelitian ini bertujuan untuk menganalisis pengaruh kepuasan kerja dan iklim organisasi terhadap *organizational citizenship behavior* karyawan Biro Perjalanan Umroh. Penelitian ini menggunakan pendekatan kuantitatif korelasional dengan menggunakan seluruh jumlah populasinya sebagai sampel penelitian. Subjek penelitian berjumlah 43 karyawan Biro Perjalanan Umroh. Metode pengumpulan data menggunakan kuesioner dengan tiga instrument penelitian, yaitu skala kepuasan kerja, skala iklim organisasi, dan skala *organizational citizenship behavior*. Analisis data menggunakan uji regresi linier berganda dengan bantuan SPSS 25 *for windows*. Hasil penelitian menunjukkan bahwa terdapat pengaruh positif kepuasan kerja terhadap *organizational citizenship behavior* dengan nilai koefisien sebesar $0.00 < 0.05$ yang berarti semakin tinggi kepuasan kerja maka semakin tinggi *organizational citizenship behavior*. Hasil penelitian juga menunjukkan bahwa iklim organisasi berpengaruh positif terhadap *organizational citizenship behavior* dengan nilai koefisien sebesar $0.00 < 0.05$ yang berarti semakin tinggi iklim organisasi yang dirasakan semakin tinggi pula *organizational citizenship behavior* yang dimiliki. kedua variabel bebas yaitu kepuasan kerja dan iklim organisasi secara bersama berpengaruh terhadap variabel terikat yaitu *organizational citizenship behavior* dengan nilai koefisien sebesar $0.00 < 0.05$. Namun, terdapat kekurangan pada penelitian ini yaitu sampel yang didapatkan kecil sehingga dibutuhkan perluasan agar data yang diperoleh lebih representatif.

Kata kunci: kepuasan kerja, iklim organisasi, *organizational citizenship behavior*

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ABSTRACT

This study aims to analyze the influence of job satisfaction and organizational climate on the organizational citizenship behavior (OCB) of umrah travel agency employees. The research uses a quantitative correlational approach with the entire population of 43 employees as the research sample. Data collection was conducted using questionnaires with three research instruments: the job satisfaction scale, the organizational climate scale, and the organizational citizenship behavior scale. Data analysis was carried out using multiple linear regression tests with the help of SPSS 25 for Windows. The results show a positive influence of job satisfaction on organizational citizenship behavior, with a coefficient value of $0.00 < 0.05$, indicating that higher job satisfaction leads to higher organizational citizenship behavior. The findings also reveal that organizational climate positively affects organizational citizenship behavior, with a coefficient value of $0.00 < 0.05$, meaning that a more positive organizational climate results in higher organizational citizenship behavior. Furthermore, the two independent variables, job satisfaction and organizational climate, jointly influence the dependent variable, organizational citizenship behavior, with a coefficient value of $0.00 < 0.05$. However, this study has a limitation due to the small sample size, which may reduce the representativeness of the findings. Future research should expand the sample size to obtain more comprehensive and representative data.

Keyword: *job satisfaction, organizational climate, organizational citizenship behavior*

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