

Pengaruh public service motivation (PSM) dan job satisfaction terhadap organizational citizenship behaviour (OCB) - studi kasus kantor pertanahan Kota Administrasi Jakarta Selatan = The effect of public service motivation (PSM) and job satisfaction on organizational citizenship behaviour (OCB) case study of Kantor Pertanahan Kota Administrasi Jakarta Selatan

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Abstrak

ABSTRAK

Penelitian ini membahas mengenai pengaruh public service motivation PSM dan job satisfaction terhadap organizational citizenship behaviour OCB di Kantor Pertanahan Kota Administrasi Jakarta Selatan. Penelitian dilakukan pada 108 responden dari total populasi 131 pegawai. Data yang terkumpul kemudian diolah menggunakan aplikasi SPSS versi 22.0. Hasil penelitian menunjukkan public service motivation berpengaruh secara langsung terhadap kepuasan kerja, kepuasan kerja berpengaruh secara langsung terhadap organizational citizenship behaviour dan public service motivation berpengaruh secara langsung terhadap organizational citizenship behaviour

ABSTRACT

This research discuss about The Effect of Public Service Motivation PSM and Job Satisfaction on Organizational Citizenship Behaviour OCB in Kantor Pertanahan Kota Administrasi Jakarta Selatan. The research conduct 108 respondent among 131 total population of employees. Data analysis is conducted using SPSS version 22.0 software. The results of this research shows that public service motivation have direct influence on job satisfaction, job satisfaction have direct influence on organizational citizenship behaviour and public service motivation have direct influence on organizational citizenship behaviour.