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ELECTRONIC THESIS AND DISSERTATION UNSYIAH

TITLE

PENGARUH KOMITMEN ORGANISASI, ORGANIZATIONAL CITIZENSHIP BEHAVIOR DAN KEPUASAN KERJA TERHADAP KINERJA KARYAWAN DAN IMPLIKASINYA PADA KINERJA PT. BANK ACEH SYARIAH KANTOR PUSAT OPERASIONAL

ABSTRACT

ABSTRAK

Abstrak Karya Akhir diserahkan kepada Panitia Komisi Ujian untuk mendapatkan Gelar Magister Manajemen pada Program Pascasarjana Universitas Syiah Kuala

PENGARUH KOMITMEN ORGANISASI, ORGANIZATIONAL CITIZENSHIP BEHAVIOR DAN KEPUASAN KERJA TERHADAP KINERJA KARYAWAN DAN IMPLIKASINYA PADA KINERJA PT. BANK ACEH SYARIAH KANTOR PUSAT OPERASIONAL

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Tujuan penelitian ini adalah untuk mengetahui kondisi komitmen organisasi, organizational citizenship behavior, kepuasan kerja, dan kinerja karyawan, pengaruh komitmen organisasi terhadap kinerja organisasi, pengaruh organizational citizenship behavior terhadap kinerja organisasi, pengaruh kepuasan kerja terhadap kinerja organisasi, pengaruh komitmen organisasi terhadap kinerja karyawan, pengaruh organizational citizenship behavior terhadap kinerja karyawan, pengaruh kepuasan kerja terhadap kinerja karyawan, pengaruh kinerja karyawan terhadap kinerja organisasi, pengaruh tidak langsung komitmen organisasi terhadap kinerja organisasi melalui kinerja karyawan, pengaruh tidak langsung organizational citizenship behavior terhadap kinerja organisasi melalui kinerja karyawan, pengaruh tidak langsung kepuasan kerja terhadap kinerja organisasi melalui kinerja karyawan. Lokasi penelitian dilakukan pada PT. Bank Aceh Syariah Kantor Pusat Operasional, dengan jumlah responden sebanyak 155 karyawan. Hasil penelitian menunjukkan bahwa komitmen organisasi, organizational citizenship behavior, kepuasan kerja berpengaruh terhadap kinerja karyawan PT. Bank Aceh Syariah Kantor Pusat Operasional. Kemudian hasil penelitian juga menunjukkan bahwa komitmen organisasi, organizational citizenship behavior, kepuasan kerja berpengaruh terhadap kinerja Organisasi. Hasil penelitian membuktikan bahwa kinerja karyawan mempunyai pengaruh terhadap peningkatan kinerja organisasi PT. Bank Aceh Syariah Kantor Pusat Operasional. Sedangkan hasil pengujian mediasi menunjukkan bahwa terdapat pengaruh tidak langsung komitmen organisasi, organizational citizenship behavior, dan kepuasan kerja terhadap kinerja organisasi melalui kinerja karyawan PT. Bank Aceh Syariah Kantor Pusat Operasional.

Kata kunci : Komitmen Organisasi, Organizational Citizenship Behavior, Kepuasan Kerja, Kinerja Karyawan dan Kinerja Organisasi.

ABSTRACT

Abstract of Final Paper Submitted to The Examination Committee in partial fulfilment of the requirements for the degree of Master of Management on Graduate Program of Syiah Kuala University

THE EFFECT OF ORGANIZATIONAL COMMITMENT, ORGANIZATIONAL CITIZENSHIP BEHAVIOR AND WORK SATISFACTION ON EMPLOYEE PERFORMANCE AND ITS IMPLICATIONS TO PERFORMANCE OF PT. BANK ACEH SYARIAH OPERATIONAL HEAD OFFICE



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The purpose of this study was to determine the condition of organizational commitment, organizational citizenship behavior, job satisfaction, and employee performance, the influence of organizational commitment on organizational performance, the influence of organizational citizenship behavior on organizational performance, the influence of job satisfaction on organizational performance, the influence of organizational commitment on employee performance, the influence of organizational citizenship behavior on employee performance, influence of job satisfaction on employee performance, influence of employee performance on organizational performance, indirect influence of organizational commitment on organizational performance through employee performance, indirect influence of organizational citizenship behavior on organizational performance through employee performance, to test and analyze the indirect effect of job satisfaction on organizational performance through employee performance. The location of the study was conducted at PT. Bank Aceh Syariah Operational Head Office, with 155 respondents. The results showed that organizational commitment, organizational citizenship behavior, job satisfaction had an effect on the performance of employees of PT. Bank Aceh Syariah Operational Head Office. Then the results of the study also show that organizational commitment, organizational citizenship behavior, job satisfaction affect the performance of employees of PT. Bank Aceh Syariah Operational Head Office. The results of the study prove that employee performance has an influence on improving the organizational performance of PT. Bank Aceh Syariah Operational Head Office. While the results of mediation testing indicate that there are indirect effects of organizational citizenship behavior, leadership style and job satisfaction on organizational performance through the performance of employees of PT. Bank Aceh Syariah Operational Head Office.

Keywords : Organizational Commitment, Organizational Citizenship Behavior, Job Satisfaction, Employee Performance and Organizational Performance