

ABSTRAK

Fakultas Ekonomi Dan Bisnis
Program Studi S-1 Manajemen
2021

Delvia Ersa Putri

120.2017.301

**Pengaruh Kepuasan Kerja dan Loyalitas Kerja Terhadap Organizational
Citizenship Behavior (OCB) Serta Tinjauannya Dari Sudut Pandang Islam
(Studi Paa Karyawan Gen Y Dan Gen Z Wilayah Jabodetabek)**

Uraian Abstrak

Penelitian ini dilakukan dengan tujuan untuk menganalisis pengaruh kepuasan kerja dan loyalitas kerja terhadap *organizational citizenship behavior*. Penelitian ini *explanatory research*. Populasi penelitian adalah karyawan gen y dan gen z wilayah Jabodetabek dengan jumlah sampel 113 responden. Data dikumpulkan dengan menggunakan instrumen kuesioner. Analisis data menggunakan *Metode Partial Least Square Structural Equation Modelling*. Hasil penelitian menunjukkan bahwa kepuasan kerja dan loyalitas kerja memiliki kesesuaian (*fit*) yang besar ($GoF=0,503$) untuk dijadikan model yang dapat memprediksi ($Q^2= 0,662$) pengaruh *organizational citizenship behavior*. Kepuasan kerja berpengaruh positif ($p\text{-value} = 0,390$) dan tidak signifikan ($p\text{-value} > 0,05$). Loyalitas kerja berpengaruh positif dan signifikan ($p\text{-value} < 0,001$). Dalam pandangan Islam, sikap kepuasan kerja dijanjikan oleh Allah nikmat yang akan ditambah terus menerus ketika bersyukur. Sikap loyalitas kerja perlu diterapkan sebagaimana Allah memerintahkan hamba Nya untuk taat terhadap peraturan yang ada.

Kata Kunci : Kepuasan Kerja, Loyalitas Kerja, *Organizational Citizenship Behavior*

ABSTRACT

Faculty of Economic And Business

Study Program S-1 Management

2021

Delvia Ersya Putri

120.2017.301

The Influence of Job Satisfaction and Work Loyalty on Organizational Citizenship Behavior and Its Review from an Islamic Perspective (Case Study of gen y and gen z employees in the Jabodetabek area)

Abstract

This research was conducted to analyze the influence of job satisfaction and work loyalty on organizational citizenship behavior. The research was designed as explanatory research. The study population was the gen y and gen z employees in the Jabodetabek area with a sample size of 113 respondents. Data were collected using a questionnaire instrument. Data analysis using Partial Least Square Structural Equation Modeling method. The results showed that job satisfaction and work loyalty has a great fit ($Gof=0,503$) to be a model that can predict ($Q^2=0,662$) the effect of organizational citizenship behavior. Job satisfaction has a positive effect ($p\text{-value} = 0,390$) and not significant ($p\text{-value}>0,05$) Work loyalty has a positive and significant effect ($p\text{-value}<0,001$). In the view of Islam, the attitude of job satisfaction is promised by Allah favors that will be added continuously when grateful. The attitude of work loyalty needs to be applied as Allah commands His servants to obey the existing regulations.

Keywords : *job satisfaction, work loyalty, organizational citizenship behavior*