

# Effect of Perceived Organizational Support to Organizational Citizenship Behavior With Job Satisfaction and Organizational Commitment As Mediation

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## ABSTRACT

This study aims to determine the effect of perceived organizational support to organizational citizenship behavior, to know the effect of perceived organizational support to organizational citizenship behavior mediated by job satisfaction and organizational commitment on PT X. The population in this study are all employees of PT X. The samples of research are all employees so the total samples of research are 97 employees. Analysis model used in this research is Descriptive Analysis, and Partial Least Square (PLS) with SmartPLS program version 2.0 M3.

The results of the study found that 1) perceived organizational support has a significant positive effect to organizational citizenship behavior, 2) there is indirect influence of perceived organizational support to organizational citizenship behavior through employee job satisfaction, 3) there is indirect influence perceived organizational support toward organizational citizenship behavior through organizational commitment of employees. The indirect effect of perceived organizational support to organizational citizenship behavior through job satisfaction and organizational commitment is more effective than the direct influence of perceived organizational support to organizational citizenship behavior.

**Kata kunci:** *perceived organizational support, organizational citizenship behavior, job satisfaction, organizational commitment*