

PERAN MEDIASI *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* PADA PENGARUH KEPUASAN KERJA TERHADAP KINERJA KARYAWAN

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ABSTRAK

Tujuan dari riset ini adalah untuk mengevaluasi peran *organizational citizenship behavior* (OCB) dalam memediasi hubungan antara kepuasan kerja dan kinerja karyawan. Penelitian ini dilakukan di PT Bonafit Bamaraja Marine dengan melibatkan seluruh populasi sebanyak 34 orang sebagai sampel (teknik sampling jenuh). Penggalan informasi dilakukan via kuesioner, yang kemudian diolah menggunakan aplikasi SmartPLS versi 4 dengan metode *Partial Least Squares Structural Equation Modeling* (PLS-SEM). Hasil pengujian membuktikan adanya pengaruh positif dari kepuasan kerja terhadap OCB dan performa karyawan. Di samping itu, OCB secara langsung meningkatkan kinerja dan terbukti berperan sebagai mediator yang memperkuat pengaruh kepuasan kerja terhadap kinerja karyawan di PT Bonafit Bamaraja Marine. Sebagai implikasi praktis, perusahaan disarankan untuk mendongkrak kinerja karyawan dengan cara mengoptimalkan OCB melalui skema apresiasi (penghargaan) dan lingkungan kerja yang kolaboratif. Sementara itu, bagi akademisi selanjutnya, diharapkan dapat memperluas fokus penelitian dengan mengintegrasikan faktor lain seperti gaya kepemimpinan maupun budaya perusahaan.

Kata kunci: kepuasan kerja, *organizational citizenship behavior*, kinerja karyawan.

**THE MEDIATING ROLE OF ORGANIZATIONAL CITIZENSHIP
BEHAVIOR ON THE EFFECT OF JOB SATISFACTION ON EMPLOYEE
PERFORMANCE**

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ABSTRACT

This study aims to evaluate the role of organizational citizenship behavior (OCB) in mediating the relationship between job satisfaction and employee performance. The research was conducted at PT Bonafit Bamaraja Marine, utilizing a saturated sampling technique where the entire population of 34 employees was selected as the sample. Data were collected through questionnaires and subsequently analyzed using the Partial Least Squares Structural Equation Modeling (PLS-SEM) method via SmartPLS 4 software. The findings demonstrate that job satisfaction has a positive effect on both OCB and employee performance. Furthermore, OCB directly enhances performance and is proven to act as a mediator that strengthens the impact of job satisfaction on employee performance at PT Bonafit Bamaraja Marine. As a practical implication, it is recommended that the company boost employee performance by optimizing OCB through reward systems and a collaborative work environment. Meanwhile, future researchers are encouraged to broaden the scope of this study by integrating additional variables, such as leadership style or organizational culture.

Keywords: *job satisfaction, organizational citizenship behavior, employee performance.*

