

ABSTRACT

Human resources is one of the important factors in an organizational. The company that have employees or human resources who can perform tasks beyond job demands are also known as extra-role's behavior, extra-role behavior known as organizational citizenship behavior (OCB). This research discusses about organizational citizenship behavior (OCB) on employees of Satria Muda Sucore Agency. The purpose of this research to analyze the dominant factors that influence on organizational citizenship behavior (OCB) of employees at Satria Muda Sucore Agency. Factors affecting organizational citizenship behavior (OCB) are altruism, conscientiousness, sportsmanship, courtesy and civic virtue.

The type of research used is descriptive with quantitative method. The respondents were 66 employees of Satria Muda Sucore Agency. The sampling technique using propability sampling with simple random sampling type and using factor analysis method.

The results of research showed that organizational citizenship behavior (OCB) is in the high category. This research formed five factors that are tolerance factor, help behavior factor, compliance factor, participation factor and loyalty factor. Tolerance factor is the most dominant factor of organizational citizenship behavior (OCB).

Keywords: organizational citizenship behavior (OCB), factor analysis, human resource