

ABSTRACT

Human Resources are the most important asset in a company to get success of an organization/ company. therefore, to achieve the company's success, employees are not only required to perform work in accordance with the job description, but also required to have the ability beyond the job description called Organizational Citizenship Behavior (OCB). One of the factors that influence the incidence of OCB is job satisfaction.

This study aims to analyze the effect of job satisfaction on OCB of employees in PT PLN (Persero) APJ Bandung. The method used in this research is quantitative method with a descriptive study. Respondents in this study were employee of PT PLN (Persero) APJ Bandung with 66 populations. The sampling was done with probability sampling technique.

The results showed that the responses of respondents to job satisfaction in good categories with a score of 68.4%. And the responses of respondents to the OCB in good categories with a score of 69.2%. The conclusion of this research is job satisfaction have significant effect to OCB with score 74,6%. These results can be interpreted that with increased job satisfaction within the company will have an effect to increase OCB on employees.

Keywords: Job satisfaction, Organizational Citizenship Behavior (OCB), and Human Resources.