

## ABSTRAK

Penelitian ini bertujuan untuk menganalisis model peningkatan OCB (*Organizational Citizenship Behaviour*) melalui proses *staffing*, orientasi kerja dan kepuasan kerja sebagai variabel intervening. Populasi yang digunakan dalam penelitian ini adalah karyawan PT. DIKA. Dengan tehnik pengambilan sampel yaitu sensus artinya sampel diambil dengan keseluruhan jumlah karyawan. Dengan menggunakan instrumen penelitian berupa kuesioner. Analisis data menggunakan SPSS 16.0. hasil penelitian ini menunjukkan bahwa *staffing*, orientasi kerja dan kepuasan kerja mempunyai pengaruh positif signifikan terhadap OCB (*Organizational Citizenship Behaviour*). *staffing* dan orientasi kerja mempunyai pengaruh positif signifikan terhadap kepuasan kerja. Kepuasan kerja mempunyai peran penting sebagai variabel intervening terhadap OCB (*Organizational Citizenship Behaviour*). Dalam kepuasan kerja yang dimiliki karyawan dapat mendorong perilaku OCB (*Organizational Citizenship Behaviour*).

**Kata Kunci** : *Staffing*, Orientasi Kerja, Kepuasan Kerja, dan OCB (*Organizational Citizenship Behaviour*)

## **ABSTRACT**

*This study aims to analyze the model of increasing OCB (Organizational Citizenship Behavior) through staffing processes, work orientation and job satisfaction as intervening variables. The population used in this study were employees of PT. DIKA. With sampling techniques namely census means the sample is taken with the total number of employees. With the research instrument in the form of a questionnaire. Data analysis using SPSS 16.0. The results of this study indicate that staffing, work orientation and job satisfaction have a significant positive effect on OCB (Organizational Citizenship Behavior). staffing and work orientation have a significant positive effect on job satisfaction. Job satisfaction has an important role as an intervening variable on OCB (Organizational Citizenship Behavior). In the satisfaction of work that employees have can encourage OCB (Organizational Citizenship Behavior) behavior.*

*Keywords: Staffing, Work Orientation, Job Satisfaction, and OCB (Organizational Citizenship Behavior)*