

ABSTRACT

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Testing The Effect Of Job Satisfaction Towards Organizational Citizenship Behavior (Research At Three Distributing Companies In Jakarta); Dr. Rostiana, M.Si., Psi; Undergraduate Program in Psychology, Tarumanagara University, (i-xi; 43 pages;R1-R3; Appendix 1-40)

OCB is a trending topic for research in industrial psychology nowdays. This kind of behavior gives much benefit for the organization and the employee themself. One factor that initiates OCB is job satisfaction. AS we know, job satisfaction is widely known as a basic need for every worker. Despite the benefit, there is still a pro and contra of correlation between the two variables. Previous research by Shokrkon & Naami (2009) found an effect between two variable, whereas Mehboob dan Bhutto (2012) didn't find the effect between them. Investigating from 118 sales person from three distributing companies in Jakarta, this research aims to find the effect of job satisfaction towards OCB. Result shows that there is no significant effect between job satisfaction and OCB. Some dimension is found to be a weak predictor. Further research is needed to find the root of the problem.

Keyword: job satisfaction, organizational citizenship behavior, sales person