

**THE EFFECT OF PERCEIVED ORGANIZATIONAL  
SUPPORT, JOB SATISFACTION AND  
ORGANIZATIONAL COMMITMENT ON  
ORGANIZATIONAL CITIZENSHIP BEHAVIOR AT A  
FAMILY COMPANY IN CV. SUMBA SUBUR  
SURABAYA**



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**INTERNATIONAL BUSINESS MANAGEMENT STUDY PROGRAM  
FACULTY OF BUSINESS  
WIDYA MANDALA CATHOLIC UNIVERSITY  
SURABAYA  
2019**

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SURABAYA**

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APPROVAL PAGE

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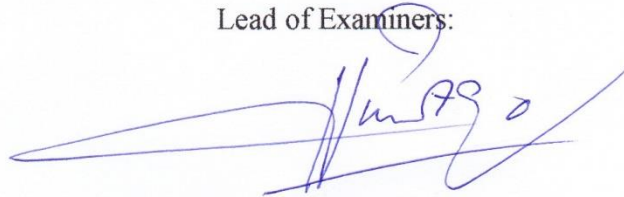
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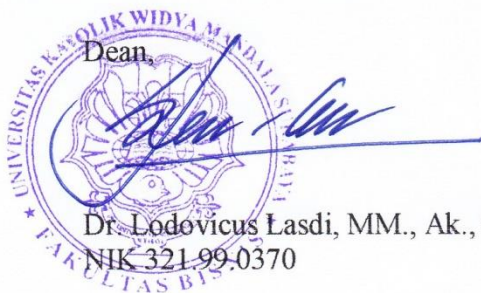
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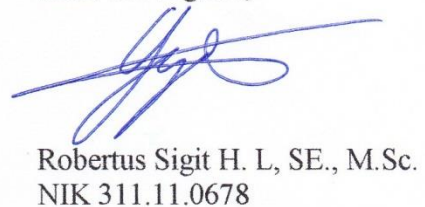
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## FOREWORDS

Praise and thanksgiving to the Lord Jesus Christ for all of his help and guidance during the final task of this thesis. The final report of this paper is organized as a graduation requirement that must be met to obtain a degree in Economics at the faculty of Business Management Department of Widya Mandala Catholic University in Surabaya. The final preparation of the final report will not work properly without the help, guidance, and support from various parties. Therefore, the writers would like to thank:

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Surabaya, 9 January 2019  
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(Maria Meizhel N)

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## ABSTRAK

Tujuan dari penelitian ini adalah untuk meningkatkan pengetahuan kita tentang hubungan antara *Perceived Organizational Support*, *Job Satisfaction*, dan *Organizational Commitment*, *Organizational Citizenship Behavior*. Dengan demikian, penelitian ini berkontribusi untuk meningkatkan pengetahuan kita tentang Pengaruh *Perceived Organizational Support*, *Job Satisfaction*, dan *Organizational Commitment* Terhadap *Organizational Citizenship Behavior* di sebuah perusahaan keluarga di CV. Sumba Subur Surabaya.

Penelitian ini adalah penelitian *explanatory*. Responden dalam penelitian ini adalah seluruh karyawan di CV. Sumba Subur Surabaya, dengan sampel sebanyak 150 responden. Data yang digunakan dalam penelitian ini adalah data primer. Data dalam penelitian ini dikumpulkan dengan menyebarkan kuesioner. Analisis data adalah Structural Equation Modeling (SEM) menggunakan program LISREL.

Hasil penelitian ini dapat disimpulkan sebagai berikut: (1) *Perceived Organizational Support* berpengaruh positif terhadap *Job Satisfaction*. (2) *Perceived Organizational Support* berpengaruh positif terhadap *Organizational Citizenship Behavior*. (3) *Perceived Organizational Support* berpengaruh positif terhadap *Organizational Commitment*. (4) *Job Satisfaction* berpengaruh positif terhadap *Organizational Citizenship Behavior*. (5) *Job Satisfaction* berpengaruh positif terhadap *Organizational Commitment* (6) *Organizational Commitment* berpengaruh positif terhadap *Organizational Citizenship Behavior* di CV. Sumba Subur Surabaya.

**Kata Kunci:** *Perceived Organizational Support, Job Satisfaction, Organizational Commitment, Organizational Citizenship behavior*

**The Effect of Perceived Organizational Support, Job Satisfaction and  
Organizational Commitment on Organizational Citizenship Behavior at a  
Family Company in CV. Sumba Subur Surabaya**

**ABSTRACT**

The purpose of this study was to improve our knowledge of connections between perceived organizational support, job satisfaction, citizenship behavior and organizational commitment. Thus, this study contributes to improving our knowledge of the effect of perceived organizational support, job satisfaction and organizational commitment on organizational citizenship behavior at a family company in CV. Sumba Subur Surabaya.

This research is an explanatory research. Respondents in this study are all employees in CV. Sumba Subur Surabaya, while samples taken as many as 150 respondents. The data used in this study are primary data. Data in this study were collected by distributing questionnaires. The data analysis technique used in this research is Structural Equation Modeling (SEM) using the LISREL program.

The results of this study can be concluded as: (1) Perceived Organizational Support is positively effect to Job Satisfaction. (2) Perceived Organizational Support is positively effect to Organizational Citizenship Behavior. (3) Perceived Organizational Support is positively effect to Organizational Commitment. (4) Job Satisfaction is positively effect to Organizational Citizenship Behavior. (5) Job Satisfaction is positively effect to Organizational Commitment (6) Organizational Commitment is positively effect to Organizational Citizenship Behavior in CV. Sumba Subur Surabaya.

**Keywords:** Perceived Organizational Support, Job Satisfaction, Organizational Commitment, Organizational Citizenship behavior