SUMMARY

RESA DWI LARASATI. The influence of Cohesiveness and Job Satisfaction on Organizational Citizenship Behavior (OCB) at PT Agricon. Supervised by NURMALA K PANDJAITAN and AJI HERMAWAN.

PT Agricon is one of the largest agrochemical or pesticide producers in Indonesia. To face competition among companies who is alike, PT Agricon need to have quality resources in order to produce a good performance. An organization would want the loyalty of its employees. Hence the extra role behavior of employees becomes a demand for the organization nowadays. One of the extra-role behaviors expected by the company is Organizational Citizenship Behavior (OCB).

This study aims to determine how the level of cohesiveness and job satisfaction in PT Agricon so that employees in it can apply OCB. By using purposive sampling technique as sample selection technique, questioner is distributed to 120 respondents. Structural Equation Model (SEM) analysis is used to analyze the effect of cohesiveness and job satisfaction on OCB. T-test and ANOVA to analyze the correlation of latent variable with respondent characteristic and mean score to analyze respondent perception on cohesiveness, job satisfaction and OCB.

The result of the mean score analysis showed that the cohesiveness level at PT Agricon was in high criterion with the average value of 3.48, the level of job satisfaction was in moderate criteria (3.39) and OCB was in high criterion (3.72). In addition, the result of SEM analysis shows that the cohesiveness in PT Agricon comes from the dimension of attraction to the group social with the loading factor of 0.98, the job satisfaction in terms of satisfaction with the work itself with the loading factor of 0.85 and OCB comes from the civic dimension of virtue with loading factor of 0.88. The results of this study indicate the cohesiveness and job satisfaction has a positive and significant influence on OCB of 0.26 which can be concluded that the closer the cohesiveness of the employee the higher the job satisfaction felt by employees so that high satisfaction will be involved in the application of OCB on the environment work.

Keywords: cohesiveness, job satisfaction, OCB