

**PENGARUH LINGKUNGAN KERJA FISIK, KOMITMEN ORGANISASI
DAN IKLIM ORGANISASI TERHADAP ORGANIZATIONAL
CITIZENSHIP BEHAVIOUR PADA
KOPERASI MEGA UTAMA**

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ABSTRAK

Perilaku karyawan yang bersedia melakukan pekerjaan diluar tugas yang diwajibkan kepadanya merupakan salah satu bentuk perilaku Organizational Citizenship Behavior (OCB). Penelitian ini bertujuan untuk mengetahui pengaruh lingkungan kerja fisik, komitmen organisasi dan iklim organisasi terhadap *organizational citizenship behavior* pada Koperasi Mega Utama.

Populasi penelitian adalah semua karyawan Koperasi Mega Utama yang berjumlah 34 orang karyawan. Penentuan sampel dengan teknik *sampling jenuh* maka jumlah sampel sebanyak 34 orang karyawan. Metode pengumpulan data dengan observasi, wawancara, kuesioner dan dokumentasi. Teknik analisis data yang digunakan adalah analisis regresi linear berganda.

Hasil pengujian menunjukkan bahwa lingkungan kerja fisik berpengaruh positif dan signifikan terhadap *organizational citizenship behaviour*. Hal ini berarti peningkatan lingkungan kerja fisik akan diikuti dengan peningkatan *organizational citizenship behaviour*. Komitmen organisasi berpengaruh positif dan signifikan terhadap *organizational citizenship behaviour*. Hal ini berarti semakin baik komitmen organisasi maka akan semakin baik *organizational citizenship behaviour*. Iklim organisasi berpengaruh positif dan signifikan terhadap *organizational citizenship behaviour*. Hal ini berarti semakin iklim organisasi maka akan semakin tinggi *organizational citizenship behaviour*.

Kata Kunci: lingkungan kerja fisik, komitmen organisasi, iklim organisasi, *organizational citizenship behaviour*

**THE EFFECT OF PHYSICAL WORK ENVIRONMENT, ORGANIZATIONAL
COMMITMENT AND ORGANIZATIONAL CLIMATE ON
ORGANIZATIONAL CITIZENSHIP BEHAVIOR IN
MEGA MAIN COOPERATIVES**

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ABSTRACT

The behavior of employees who are willing to do work outside of the duties assigned to them is a form of Organizational Citizenship Behavior (OCB). This study aims to determine the effect of the physical work environment, organizational commitment and organizational climate on organizational citizenship behavior in the Mega Utama Cooperative.

The research population is all employees of the Mega Utama Cooperative, totaling 34 employees. Determination of the sample with saturated sampling technique, the number of samples is 34 employees. Methods of data collection by observation, interviews, questionnaires and documentation. The data analysis technique used is multiple linear regression analysis.

The test results show that the physical work environment has a positive and significant effect on organizational citizenship behavior. This means that an increase in the physical work environment will be followed by an increase in organizational citizenship behavior. Organizational commitment has a positive and significant effect on organizational citizenship behavior. This means that the better organizational commitment, the better organizational citizenship behavior. Organizational climate has a positive and significant effect on organizational citizenship behavior. This means that the more organizational climate, the higher organizational citizenship behavior.

Keywords: *physical work environment, organizational commitment, organizational climate, organizational citizenship behavior*