

ABSTRAK

Organization Citizenship Behavior adalah perilaku karyawan yang melebihi peran yang diwajibkan oleh atasan, yang merupakan pilihan dari karyawan sendiri. Penelitian ini menjelaskan mengenai lima variabel yaitu stres kerja, lingkungan kerja, motivasi kerja, kepuasan kerja dan *organizational citizenship behavior*. Tujuan dari penelitian empiris ini untuk mengetahui pengaruh stres kerja, lingkungan kerja, motivasi kerja, kepuasan kerja terhadap *organizational citizenship behavior* pada karyawan PT. Samudera Krida Utama Surabaya. Penelitian ini menggunakan riset kuantitatif yaitu dengan menggunakan observasi melalui kuesioner terhadap 75 responden melalui teknik *sampling sensus*. Teknik analisa data yang digunakan adalah analisis regresi linear berganda dengan program aplikasi software IBM SPSS versi 22.00.

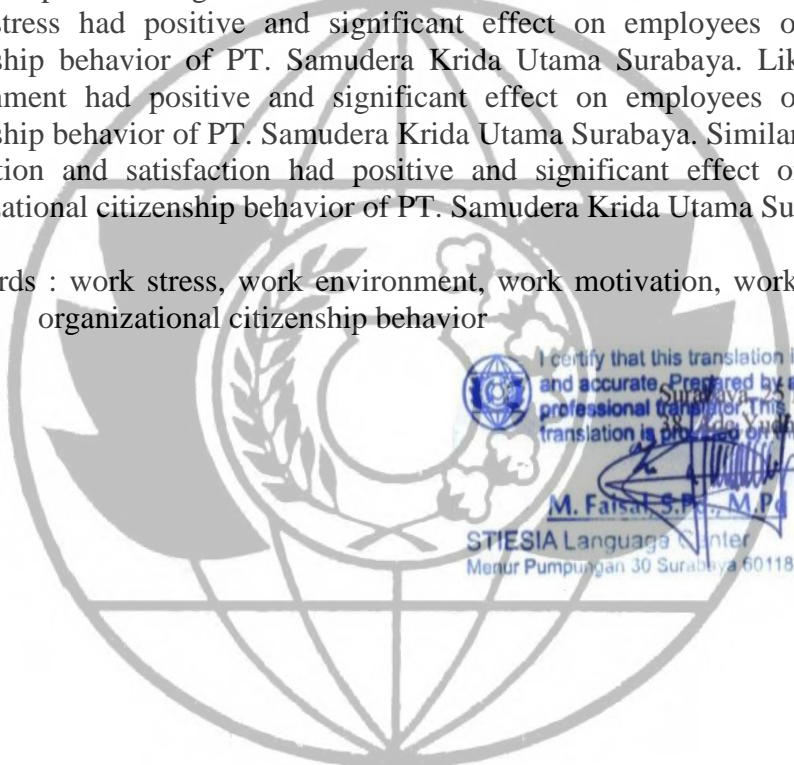
Hasil penelitian menunjukkan bahwa variabel stres kerja mempunyai pengaruh signifikan dengan arah positif terhadap *organizational citizenship behavior* karyawan PT. Samudera Krida Utama Surabaya, variabel Lingkungan kerja mempunyai pengaruh signifikan dengan arah positif terhadap *organizational citizenship behavior* karyawan PT. Samudera Krida Utama Surabaya, Motivasi kerja mempunyai pengaruh signifikan dengan arah positif terhadap *organizational citizenship behavior* PT. Samudera Krida Utama Surabaya, dan Kepuasan kerja mempunyai pengaruh signifikan dengan arah positif terhadap *organizational citizenship behavior* PT. Samudera Krida Utama.

Kata kunci: Stres Kerja, Lingkungan Kerja, Motivasi Kerja, Kepuasan Kerja, *Organizational Citizenship Behavior*.

ABSTRACT

Organizational citizenship behavior is employees' behavior which beyond responsibilities and is determined by their own choice. While, the research variables were work stress, work environment, work motivation, work satisfaction and organizational citizenship behavior. Meanwhile, this research aimed to find out the effect of work stress, its motivation and satisfaction on employees organizational citizenship behavior of PT. Samudera Krida Utama Surabaya. Moreover the research was quantitative. Through observation with questionnaires as its instrument, there were 75 respondents which taken as sample. In line with, the data collection technique used census. Additionally the data analysis technique used multiple linear regression with IBM SPSS 22. The research result concluded work stress had positive and significant effect on employees organizational citizenship behavior of PT. Samudera Krida Utama Surabaya. Likewise, work environment had positive and significant effect on employees organizational citizenship behavior of PT. Samudera Krida Utama Surabaya. Similarly, both work motivation and satisfaction had positive and significant effect on employees organizational citizenship behavior of PT. Samudera Krida Utama Surabaya.

Keywords : work stress, work environment, work motivation, work satisfaction, organizational citizenship behavior



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and accurate. Prepared by a
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