

PENGARUH KOMITMEN ORGANISASIONAL TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* DI HOTEL GUNAWANGSA MANYAR SURABAYA

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Abstrak: Penelitian ini difokuskan pada Komitmen Organisasional yang mempunyai tiga dimensi yaitu, Komitmen Afektif, Komitmen Berkelanjutan dan Komitmen Normatif dimana penelitian ini digunakan untuk mengetahui pengaruh Komitmen Organisasional terhadap *Organizational Citizenship Behavior* di Hotel Gunawangsa Manyar Surabaya. Responden dalam penelitian ini adalah semua karyawan dari Hotel Gunawangsa Manyar Surabaya dengan menggunakan teknik sensus dengan populasi. Hasil penelitian yang diperoleh menunjukkan bahwa Komitmen Organisasional berpengaruh kepada *Organizational Citizenship Behavior*. Komitmen Afektif dan Komitmen Berkelanjutan berpengaruh terhadap *Organizational Citizenship Behavior*, sedangkan Komitmen Normatif memiliki pengaruh positif namun tidak signifikan terhadap *Organizational Citizenship Behavior* di Hotel Gunawangsa Manyar Surabaya.

Kata Kunci : Komitmen Organisasional, Komitmen Afektif, Komitmen Berkelanjutan, Komitmen Normatif, *Organizational Citizenship Behavior*.

Abstract: This research focuses on Organizational Commitment which has three dimensions consist of, Affective Commitment, Continuance Commitment and Normative Commitment where this research is used to know the influence of Organizational Commitment to Organizational Citizenship Behavior at Hotel Gunawangsa Manyar Surabaya. The respondents in this study were all employees of Hotel Gunawangsa Manyar Surabaya by using census technique with population. The result of the analysis shows that Organizational Commitment has an effect on Organizational Citizenship Behavior. Affective Commitment and Continuance Commitment have an effect on Organizational Citizenship Behavior, while Normative Commitment has an effect positive but not significant on Organizational Citizenship Behavior at Gunawangsa Manyar Hotel Surabaya.

Keywords : Organizational Commitment, Affective Commitment, Continuance Commitment, Normative Commitment, Organizational Citizenship Behavior.

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