

**PENGARUH KEPUASAN KERJA, KOMITMEN ORGANISASI, DAN  
KNOWLEDGE SHARING TERHADAP ORGANIZATIONAL CITIZENSHIP  
BEHAVIOR (STUDI EMPIRIS PADA KARYAWAN HOTEL DI-KOTA  
CILEGON)**

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**Abstrak**

Penelitian ini bertujuan untuk mengetahui pengaruh kepuasan kerja, komitmen organisasi, dan *knowledge sharing* terhadap *organizational citizenship behavior* pada karyawan tetap hotel di Kota Cilegon. Pengambilan sampel yang dilakukan menggunakan teknik *purposive sampling*, dengan jumlah responden sebanyak 41 karyawan. Pengumpulan data primer dilakukan dengan menggunakan kuesioner yang telah disebar dan telah diuji validitas dan reliabilitasnya. Analisis data dalam penelitian ini dengan menggunakan uji analisis regresi linier berganda. Hasil dari penelitian ini menunjukkan bahwa terdapat pengaruh signifikan secara simultan kepuasan kerja, komitmen organisasi, dan *knowledge sharing* terhadap *organizational citizenship behavior* dengan nilai signifikansi sebesar 0,000. Terdapat pengaruh yang signifikan kepuasan kerja terhadap *organizational citizenship behavior* dengan nilai signifikansi sebesar 0,007. Tidak terdapat pengaruh signifikan komitmen organisasi terhadap *organizational citizenship behavior* dengan nilai signifikansi sebesar 0,118. Tidak terdapat pengaruh signifikan *knowledge sharing* terhadap *organizational citizenship behavior* dengan nilai signifikansi sebesar 0,587.

**Kata Kunci:** *Organizational Citizenship Behavior, Kepuasan Kerja, Komitmen Organisasi, Knowledge Sharing.*

  
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**THE EFFECT OF JOB SATISFACTION, ORGANIZATIONAL  
COMMITMENT, AND KNOWLEDGE SHARING ON ORGANIZATIONAL  
CITIZENSHIP BEHAVIOR (EMPIRICAL RESEARCH AT HOTEL  
EMPLOYEES IN CILEGON CITY)**

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***Abstract***

*This study aims to determine the effect of job satisfaction, organizational commitment, and knowledge sharing on organizational citizenship behavior in hotel employees in Cilegon City. Sampling was done using purposive sampling technique, with the number of respondents as many as 41 employees. Primary data collection was carried out using a questionnaire that had been distributed and had been tested for validity and reliability. Data analysis in this study using multiple linear regression analysis test. The results of this study indicate that there is a simultaneous significant effect of job satisfaction, organizational commitment, and knowledge sharing on organizational citizenship behavior with a significance value of 0.000. There is a significant effect of job satisfaction on organizational citizenship behavior with a significance value of 0.007. There is no significant effect of organizational commitment on organizational citizenship behavior with a significance value of 0.118. There is no significant effect of knowledge sharing on organizational citizenship behavior with a significance value of 0.587.*

***Keywords:*** *Organizational Citizenship Behavior, Job Satisfaction, Organizational Commitment, Knowledge Sharing.*