

**ORGANIZATIONAL COMMITMENT AS A MEDIATOR ON THE
RELATIONSHIP BETWEEN TRANSFORMATIONAL
LEADERSHIP AND OCB AT PT. ANINDITA
MULTINAGA IN SURABAYA**



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WIDYA MANDALA CATHOLIC UNIVERSITY SURABAYA
2016**

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THESIS S-1

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To fulfill the requirements for the management bachelor degree

International Business Management Program

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BUSINESS FACULTY

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APPROVAL PAGE

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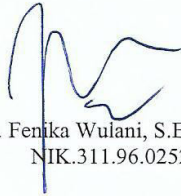
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FOREWORDS

The author gives thanks to Jesus Christ for all of the wisdom and knowledge so that the author can finish the thesis well. This thesis was written to fulfill the one of the requirements for graduation from the Business Faculty of Widya Mandala Catholic University Surabaya to get the Bachelor Degree of Economy. Furthermore, through this thesis hopefully that it encourages other International Business Management program students to develop more interest in organizational citizenship behavior also the author hopes that this thesis will be beneficial to PT. Anindita Multiniaga to improve their business especially in the human resource management.

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The author aware that this thesis is far from perfect and will completely open to critics and suggestions. Hopefully, this thesis will be useful for the readers.

Surabaya, August 30th, 2016

Author,

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ABSTRAK

Pengembangan industry mempengaruhi pada para pebisnis untuk dapat memaksimalkan potensi bisnis mereka. Perkembangan lingkungan bisnis akan terwujud jika akan didukung oleh kualitas dan sumber daya manusia yang kompetitif, maka mereka dapat memperoleh pekerjaan yang diharapkan.

Perilaku yang menjadi permintaan dari organisasi tidak hanya terbatas pada peraturan perusahaan dan peran perilaku sesuai dengan deskripsi pekerjaan, tetapi juga bekerja dengan tindakan ekstra atau disebut *Organizational Citizenship Behavior(OCB)*.

Penelitian ini memiliki tujuan untuk mengetahui apakah *OCB* dipengaruhi oleh kepemimpinan transformasional dan apakah pengaruh tersebut dimediasi oleh komitmen organisasi di Pt. Anindita Multinaga. Penelitian ini didasarkan pada kuisioner yang telah diisi dan dikirimkan oleh 132 karyawan PT. Anindita Multinaga. Hasil penelitian ini menunjukkan bahwa kepemimpinan transformasional berpengaruh terhadap *OCB* dan komitmen organisasi memediasi kedua variabel tersebut. Dengan demikian, Hipotesis 1,2, dan 3 didukung.

Keywords: perilaku kewarganegaraan organisasi, transformasi kepemimpinan, komitmen organisasi, mediasi parsial

ABSTRACT

Industrial development affects on businesses people to be able maximizing the potential of their businesses. The development of business environment will be realized if it will be supported by quality and competitive human resources, then it can obtaining the expected work. Behavior that becomes the demand of today's organizations is not only limited on company rules and in-role behavior according with the job description, but also work extra-role action or called Organizational Citizenship Behavior (OCB).

The purpose of this study was to determine whether the OCB is affected by transformational leadership and whether these effects are mediated by organizational commitment at PT. Anindita Multiniaga. The study was based on questionnaires completed and submitted by 132 employees of PT. Anindita Multiniaga. The result indicates that transformational leadership affected OCB and organizational commitment mediates these two variables. Thus, Hypothesis 1, 2, and 3 are supported.

Keywords: organizational citizenship behavior, transformational leadership, organizational commitment, partial mediation