

***ORGANIZATIONAL TRUST AND JOB SATISFACTION AS PREDICTORS  
OF ORGANIZATIONAL CITIZENSHIP BEHAVIOR***

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***ABSTRACT***

*Organization have long been interested in the role of management on how employees think and feel about their jobs and organization, as well as what employees are willing to dedicate to the organization. Getting employees to go beyond the call of duty by participating in an extra-role performance will lead to more productivity and more effective work. This study focuses on examining organizational trust and job satisfaction as predictors of organizational citizenship behavior (OCB). Data were collected from 146 employees in Cilegon, Indonesia. This study found that organizational trust and job satisfaction can predict OCB simultaneously ( $p < 0.05$ ) with an effective contribution of 28.9%. Organizational trust contributed 7.2% while job satisfaction was 21.7%.*

***Keywords:*** *organizational citizenship behavior (OCB); organizational trust; job satisfaction*

***ORGANIZATIONAL TRUST DAN KEPUASAN KERJA SEBAGAI  
PREDIKTOR ORGANIZATIONAL CITIZENSHIP BEHAVIOR  
KARYAWAN***

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**ABSTRAK**

Organisasi telah lama tertarik pada peran manajemen dalam mengelola pikiran dan perasaan karyawan terhadap organisasi dan pekerjaannya, serta pengaruh kedua hal tersebut terhadap kinerja karyawan. Membuat karyawan bekerja melampaui tugasnya melalui perilaku *extra-role* akan meningkatkan produktivitas dan efektivitas kinerja organisasi. Studi ini menguji *organizational trust* dan kepuasan kerja sebagai prediktor *organizational citizenship behavior* (OCB). Data dikumpulkan dari 146 karyawan di Cilegon, Indonesia. Studi ini menemukan bahwa *organizational trust* dan kepuasan kerja dapat memprediksi OCB secara bersamaan ( $p < 0.05$ ) dengan kontribusi efektif sebesar 28.9%. *Organizational trust* berkontribusi sebesar 7.2%, sementara kepuasan kerja 21.7%.

**Kata kunci:** *organizational citizenship behavior* (OCB); *organizational trust*; kepuasan kerja