

**PENGARUH KEPUASAN KERJA DAN *JOB INSECURITY* TERHADAP
ORGANIZATIONAL CITIZENSHIP BEHAVIOR PADA KARYAWAN
PT. DIRGANTARA INDONESIA (PERSERO) DI KOTA BANDUNG**

SKRIPSI

Diajukan untuk Memenuhi Salah Satu Syarat
Menempuh Gelar Sarjana Pendidikan



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**PROGRAM STUDI PENDIDIKAN BISNIS
FAKULTAS PENDIDIKAN EKONOMI DAN BISNIS
UNIVERSITAS PENDIDIKAN INDONESIA
2022**

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Sebuah skripsi yang diajukan untuk memenuhi salah satu syarat memperoleh gelar
Sarjana Pendidikan pada Fakultas Pendidikan Ekonomi dan Bisnis

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Agustus 2022

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**PENGARUH KEPUASAN KERJA DAN *JOB INSECURITY* TERHADAP
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PT. DIRGANTARA INDONESIA (PERSERO) DI KOTA BANDUNG**

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PERNYATAAN KEASLIAN ISI SKRIPSI

Dengan ini menyatakan bahwa skripsi dengan judul “**Pengaruh Kepuasan dan *Job Insecurity* terhadap *Organizational Citizenship Behavior* pada Karyawan PT. Dirgantara Indonesia (Persero) di Kota Bandung**” beserta seluruh isinya adalah benar-benar karya sendiri dan tidak melakukan penjiplakan atau pengutipan dengan cara-cara yang tidak sesuai dengan etika keilmuan yang berlaku dalam masyarakat keilmuan.

Atas pernyataan ini, penulis siap menanggung risiko ataupun sanksi yang dijatuhkan apabila kemudian adanya pelanggaran terhadap etika keilmuan dalam karya saya ini, atau ada klaim dari pihak lain terhadap keaslian skripsi ini.

Bandung, Agustus 2022
Yang Membuat Pernyataan

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ABSTRAK

Faradila Anjani (1800363), “**Pengaruh Kepuasan Kerja dan *Job Insecurity* terhadap *Organizational Citizenship Behavior* pada Karyawan PT. Dirgantara Indonesia (Persero) di Kota Bandung**”. Di bawah bimbingan Prof. Dr. H. Hari Mulyadi, M.Si dan Masharyono, AP., S.Pd., M.M.

Perilaku *organizational citizenship behavior* pada karyawan sangat dibutuhkan oleh berbagai jenis perusahaan, termasuk perusahaan Badan Usaha Milik Negara (BUMN). PT. Dirgantara Indonesia merupakan salah satu BUMN yang ada di Indonesia, dan perilaku *organizational citizenship behavior* bisa menjadi salah satu hal yang harus diperhatikan oleh perusahaan demi tercapainya tujuan perusahaan. Tujuan dari penelitian ini yaitu untuk memperoleh (1) gambaran tingkat kepuasan kerja karyawan, (2) gambaran tingkat *job insecurity*, (3) gambaran tingkat *organizational citizenship behavior*, (4) pengaruh kepuasan kerja terhadap *organizational citizenship behavior*, dan (5) pengaruh *job insecurity* terhadap *organizational citizenship behavior*. Penelitian ini menggunakan metode kuantitatif. Adapun teknik sampel yang digunakan yaitu *simple random sampling* yang berjumlah 106 orang. Teknik analisis data yaitu menggunakan regresi linear berganda dengan menggunakan *software* komputer SPSS 26.0 *for Windows*. Hasil penelitian dapat diketahui bahwa (1) kepuasan kerja berada pada kategori tinggi, (2) *job insecurity* ada pada kategori tinggi, (3) *organizational citizenship behavior* berada pada kategori tinggi, (4) kepuasan kerja memiliki pengaruh terhadap *organizational citizenship behavior*, dan (5) *job insecurity* memiliki pengaruh terhadap *organizational citizenship behavior*. Berdasarkan hasil penelitian ini, perusahaan disarankan untuk meningkatkan kepuasan kerja karyawan dalam aspek peluang promosi yang baik. Perusahaan dalam menurunkan tingkat *job insecurity* bisa dengan memberikan rasa aman dan kepastian akan keberlangsungan kerja karyawannya. Sehingga diharapkan kepuasan kerja dan *job insecurity* bisa dijadikan perhatian oleh perusahaan untuk meningkatkan *organizational citizenship behavior*.

Kata kunci: **Kepuasan Kerja, *Job Insecurity*, *Organizational Citizenship Behavior***

ABSTRACT

Faradila Anjani (1800363), “*The Influence of Job Satisfaction and Job Insecurity on Organizational Citizenship Behavior on Employees of PT. Dirgantara Indonesia (Persero) in Bandung City*”. Under the guidance of Prof. Dr. H. Hari Mulyadi, M.Si. and Masharyono, AP., S.Pd., M.M.

Organizational citizenship behavior in employees is needed by various types of companies, including State-Owned Enterprises (SOE). PT. Dirgantara Indonesia is one of the SOEs in Indonesia, and organizational citizenship behavior can be one of the things that companies must pay attention to achieve company goals. The purpose of this study is to obtain (1) an overview the level of employee job satisfaction, (2) an overview the level of job insecurity, (3) an overview the level of organizational citizenship behavior, (4) the influence of job satisfaction on organizational citizenship behavior, and (5) the influence of job insecurity on organizational citizenship behavior. This study uses a quantitative method. The sample technique used is simple random sampling, totaling 106 people. The data analysis technique is use multiple linear regression using computer software SPSS 26.0 for Windows. The results of the study can be seen that (1) job satisfaction is in the high category, (2) job insecurity is in the high category, (3) organizational citizenship behavior is in the high category, (4) job satisfaction has an influence on the organizational. citizenship behavior, and (5) job insecurity has an influence on organizational citizenship behavior. Based on the results of this study, the company is advised to increase employee job satisfaction in terms of good promotion opportunities. The company in reducing the level of job insecurity, can provide a sense of security and certainty for the continuity of the work of their employees. So it is expected that job satisfaction and job insecurity can be notice by company to improve organizational citizenship behavior.

Keywords: Job Satisfaction, Job Insecurity, Organizational Citizenship Behavior

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Puji serta syukur penulis panjatkan kepada Allah SWT yang senantiasa melimpahkan rahmat dan karunia-Nya sehingga penulis dapat menyelesaikan skripsi ini yang berjudul **“Pengaruh Kepuasan Kerja dan *Job Insecurity* terhadap *Organizational Citizenship Behavior* pada Karyawan PT. Dirgantara Indonesia (Persero) di Kota Bandung”**.

Tujuan dari skripsi ini yaitu memperoleh temuan mengenai gambaran tingkat kepuasan kerja, tingkat *job insecurity*, gambaran *organizational citizenship behavior*, pengaruh kepuasan kerja terhadap *organizational citizenship behavior*, dan pengaruh *job insecurity* terhadap *organizational citizenship behavior*. Selama penulis menyusun skripsi ini, tidak sedikit hambatan dan rintangan yang penulis alami. Namun berkat ridho dari Allah SWT, bantuan, kerjasama, dan bimbingan dari berbagai pihak akhirnya penulis dapat menyelesaikan skripsi ini dengan baik.

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