

ABSTRAK

Oki Ramawati NIM 7193510005. Pengaruh Komitmen Afektif, Knowledge Sharing Dan Iklim Organisasi Terhadap *Organizational Citizenship Behavior* (OCB) Pada Karyawan PT. Bank Sumut Kantor Pusat Medan.

Penelitian ini bertujuan untuk mengetahui pengaruh Komitmen Afektif, *Knowledge Sharing* Dan Iklim Organisasi terhadap *Organization Citizenship Behavior* Pada Karyawan PT. Bank Sumut Kantor Pusat Medan. Penelitian ini menggunakan metode asosiasif dengan pendekatan kuantitatif, populasi dalam penelitian ini adalah seluruh karyawan tetap PT. Bank Sumut Kantor Pusat Medan sebanyak 754 responden. Teknik pengambilan sampel yang digunakan dalam penelitian ini adalah *Stratified Random Sampling* yaitu berjumlah 261 responden. Teknik pengumpulan data melalui kuisioner atau angket yang telah diuji validitas dan reliabilitasnya. Metode analisis data yang digunakan dalam penelitian ini adalah uji validitas dan reabilitas, uji asumsi klasik, uji analisis regresi linier berganda, uji hipotesis uji-t, uji-f, uji koefisien determinasi dengan menggunakan *SPSS Versi 25.0 For Windows*.

Hasil penelitian pada uji parsial menunjukkan bahwa Komitmen Afektif berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* pada Karyawan PT. Bank Sumut Kantor Pusat Medan dibuktikan dengan $t_{hitung} (8,666) > t_{tabel} (1,969)$. *Knowledge Sharing* berpengaruh dan signifikan terhadap *Organizational Citizenship Behavior* pada Karyawan Bank Sumut Kantor Pusat Medan dibuktikan dengan $t_{hitung} (3,799) > t_{tabel} (1,969)$. Iklim Organisasi berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* pada Karyawan PT. Bank Sumut Kantor Pusat Medan dibuktikan dengan $t_{hitung} (9,030) > t_{tabel} (1,969)$. Pada uji F menunjukkan bahwa $F_{hitung} (95,020) > F_{tabel} (2,639)$ Maka dapat disimpulkan bahwa variabel Komitmen afektif, *Knowledge Sharing* dan Iklim Organisasi berpengaruh terhadap *Organizational Citizenship Behavior* pada Karyawan PT. Bank Sumut Kantor Pusat Medan. Uji R square pada variabel Komitmen afektif, *Knowledge Sharing* dan Iklim Organisasi terhadap *Organizational Citizenship Behavior* yaitu berpengaruh sebesar 52% serta sisanya yaitu 48% dijelaskan oleh variabel lain yang tidak terdapat pada penelitian ini.

Kata Kunci: Komitmen Afektif, Knowledge Sharing, Iklim Organisasi, *Organizational Citizenship Behavior*

ABSTRACT

Okni Ramawati NIM 7193510005. *The Effect of Affective Commitment, Knowledge Sharing and Organizational Climate on Organizational Citizenship Behavior (OCB) in PT. Bank Sumut Medan.*

This study aims to determine the effect of Affective Commitment, Knowledge Sharing and Organizational Climate on Organizational Citizenship Behavior of PT. Bank Sumut Medan Headquarters. This study used an associative method with a quantitative approach, the population in this study were all permanent employees of PT. Bank Sumut Medan Head Office as many as 754 respondents. The sampling technique used in this study was Stratified Random Sampling, which consisted of 261 respondents. Data collection techniques through questionnaires or questionnaires that have been tested for validity and reliability. The data analysis method used in this research is validity and reliability test, classic assumption test, multiple linear regression analysis test, hypothesis test t-test, f-test, coefficient of determination test using SPSS Version 25.0 For Windows.

The results of the partial test show that Affective Commitment has a positive and significant effect on Organizational Citizenship Behavior of PT. Bank Sumut Medan Head Office is proven the value of $t_{count} (8,666) > t_{table} (1,969)$. Knowledge Sharing has a significant and significant effect on Organizational Citizenship Behavior in Employees of Bank Sumut, Medan Head Office, as evidenced the value of $t_{count} (3,799) > t_{table} (1,969)$. Organizational Climate has a positive and significant effect on Organizational Citizenship Behavior of Employees of PT. Bank Sumut Medan Head Office is proven the value of $t_{count} (9.030) > t_{table} (1,969)$. The F test shows that the value of $t_{count} (95.020) > F_{table} (2,639)$. So it can be concluded that the variables Affective Commitment, Knowledge Sharing and Organizational Climate affect the Organizational Citizenship Behavior of Employees of PT. Bank Sumut Medan Headquarters. The R square test on the variable Affective Commitment, Knowledge Sharing and Organizational Climate on Organizational Citizenship Behavior has an effect of 52% and the remaining 48% is explained by other variables not present in this study.

Keywords: *Affective Commitment, Knowledge Sharing, Organizational Climate, Organizational Citizenship Behavior.*