

## ABSTRAKSI

Penelitian ini membahas tentang pengaruh kompetensi, kepuasan kerja terhadap komitmen dan *organizational citizenship behavior* karyawan pada depo lokomotif PT. Kereta Api Indonesia Daerah Operasional 8 Surabaya. Penelitian ini menggunakan desain penelitian *eksplanatory* dengan jenis penelitian deskriptif dan kausalitas. Populasi dalam penelitian ini adalah karyawan pada Depo Lokomotif PT. Kereta Api Indonesia Daerah Operasional 8 Surabaya. Teknik pengambilan sampel menggunakan *sensus*. Sampel dalam penelitian ini berjumlah 65 orang. Metode analisis penelitian ini menggunakan analisis jalur berbasis regresi linier berganda. Hasil penelitian ini menunjukkan bahwa kompetensi berpengaruh langsung positif dan signifikan terhadap komitmen karyawan, kepuasan kerja berpengaruh langsung positif dan signifikan terhadap komitmen kerja karyawan, kompetensi berpengaruh langsung positif dan signifikan terhadap *organizational citizenship behavior* karyawan, kepuasan kerja berpengaruh langsung positif dan signifikan terhadap *organizational citizenship behavior* karyawan, komitmen berpengaruh langsung positif dan signifikan terhadap *organizational citizenship behavior* karyawan, kompetensi berpengaruh tidak langsung dan tidak signifikan terhadap *organizational citizenship behavior* melalui komitmen karyawan, kepuasan kerja berpengaruh tidak langsung dan signifikan terhadap *organizational citizenship behavior* melalui komitmen karyawan.

**Kata kunci:** Kompetensi, Kepuasan Kerja, Komitmen, *Organizational Citizenship Behavior*

## **ABSTRACT**

*This study discusses the effect of competence, job satisfaction on commitment and organizational citizenship behavior of employees at the Locomotive Depot PT. Indonesian Railways Operational Area 8 Surabaya. This study used an explanatory research design with descriptive and causal research types. The population in this study were employees at Locomotive Depot PT. Indonesian Railways Operational Area 8 Surabaya. The sampling technique used a census. The sample in this study amounted to 65 people. The method of analysis of this research uses path analysis based on multiple linear regression. The results of this study indicate that competence has a positive and significant direct effect on employee commitment, job satisfaction has a positive and significant direct effect on employee work commitment, competence has a positive and significant direct effect on employee organizational citizenship behavior, job satisfaction has a positive and significant direct effect on organizational citizenship behavior. employees, commitment has a positive and significant direct effect on organizational citizenship behavior of employees, competence has an indirect and insignificant effect on organizational citizenship behavior through employee commitment, job satisfaction has an indirect and significant effect on organizational citizenship behavior through employee commitment.*

**Keywords: Competency, Job Satisfaction, Commitment, Organizational Citizenship Behavior**