

ABSTRACT

This study aims to examine and identify the effect of job involvement and perceived organizational support on organizational citizenship behavior with organizational commitment as an intervening variable. The subjects in this study were employees of PT. Tabung Haji Indo Plantations located on Jl. Tanjung Simpang, Pelangiran, Indragiri Hilir, Riau. The sampling method used in this study is the census which uses the entire population as a sample. The number of samples in this study were 320 respondents who were permanent employees at PT. Tabung Haji Indo Plantations. The method of data collection is done by distributing questionnaires. Of the 320 questionnaires distributed, some questionnaires did not return and were damaged, so this study only using 168 questionnaires.

Quantitative data analysis techniques in this study used Structural Equation Modelling (SEM) using the Amos 22 program as an analysis tool. The results of this study prove that job involvement has a positive and significant effect on organizational commitment, perceived organizational support has a positive and significant effect on organizational commitment, organizational commitment has a positive and significant effect on organizational citizenship behavior, job involvement has a positive and significant effect on organizational citizenship behavior, perceived organizational support has a positive and significant effect on organizational citizenship behavior, organizational commitment is able to become an intervening variable between job involvement towards organizational citizenship behavior, and organizational commitment capable of being an intervening variable between perceived organizational support for organizational citizenship behavior.