

ABSTRACT

This research is discussed to study and to analyze the effect of perceived organizational support and job demand on organizational citizenship behavior through organizational commitment as an intervening variable at RSI Banjarnegara.

The population in this study were nurses of RSI Banjarnegara. This study was conducted by distributing questionnaires to 127 employees of RSI Banjarnegara. This research takes the entire population to be used as a sample or called census. The analytical tool used in this research is Structural Equation Modeling (SEM) were processed and analyzed using the SmartPLS program.

The result of the research through SEM analysis shows that perceived organizational support variable do not affect on the OCB, and job demand has do not affect on the OCB too. Besides, organizational commitment has a significant positive effect on the OCB. Perceived organizational support has a significant positive effect on organizational commitment and job demand has negative and significant on organizational commitment. The result of mediation testing show organizational commitment can mediate the relation between perceived organizational support and OCB, but failed to be the mediating job demand variable and OCB in this research.

Keywords : *Perceived Organizational Support, Job Demand, Organizational Commitment, Organizational Citizenship Behavior.*

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