

ABSTRACT

An organization will benefit from individuals who have positive OCB, which will affect the efficiency and effectiveness of an organization. The impact of organizational support on increasing OCB, where organizational support is a determining factor of OCB. Affective commitment is another aspect that affects organizational behavior. Workers who show emotional commitment are more likely to stay in the company because they truly believe in its goals.

The purpose of this study was to examine the effect of perceived organizational support on OCB, the effect of perceived organizational support on affective commitment, and the effect of affective commitment on OCB. The method used in this study was PLS (Partial Least Square), and the population and sample of this study were 77 permanent employees with undergraduate education who worked at PT. Bank Negara Indonesia (Persero) Tbk Cirebon Branch Office.

Based on the results of the study, perceived organizational support has a positive effect on organizational citizenship behavior and affective commitment. Conversely, affective commitment does not have a positive effect on organizational citizenship behavior. The managerial implications of this study are that companies should pay attention to their organizational support because it has been proven to have a significant effect on OCB, companies should pay attention to their organizational support because it has an impact on the conduciveness of the work environment that supports the affective commitment of its employees and companies do not need to pay too much attention to affective commitment because the results of this study do not prove to have a significant effect on OCB.

Keywords: *emotional commitment, organizational citizenship behavior, and feeling of organizational support*