

## INTISARI

Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh persepsi dukungan organisasi, keadilan prosedural dan komitmen afektif terhadap *organizational citizenship behavior*, serta menganalisis efek mediasi komitmen afektif pada pengaruh persepsi dukungan organisasi dan keadilan prosedural terhadap *organizational citizenship behavior*. Penelitian ini dilakukan pada Bank BTN kantor cabang Yogyakarta dengan responden berjumlah 51 orang yaitu karyawan tetap yang sudah bekerja minimal 2 tahun. Alat analisis dalam penelitian ini adalah path analisis. Hasil penelitian ini menunjukkan bahwa persepsi dukungan organisasi dan keadilan prosedural berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* dan hanya komitmen afektif yang tidak berpengaruh signifikan terhadap *organizational citizenship behavior*. Persepsi dukungan organisasi dan keadilan prosedural tidak berpengaruh signifikan terhadap komitmen afektif. Sedangkan komitmen afektif tidak terbukti memiliki pengaruh memediasi antara persepsi dukungan organisasi dan keadilan prosedural terhadap *organizational citizenship behavior*.

**Kata kunci:** Persepsi Dukungan Organisasi, Keadilan Prosedural, *Organizational Citizenship Behavior* dan Komitmen Afektif.

## **ABSTRACT**

*This study aims to determine and analyze the influence of Perception organization support, procedural justice and affective commitment on organizational citizenship behavior, and analyze the effect of mediating affective commitment on the the influence of Perception organization support and procedural justice on organizational citizenship behavior. This research was conducted at Bank BTN Yogyakarta branch office with 51 respondents who were received who had worked at least 2 years. The analytical tool in this study is path analysis. The results of this study indicate that there is a positive and significant influence on organizational citizenship behavior and only affective commitment that does not significantly influence on organizational citizenship behavior. Perception organization support and procedural justice is not significant effect on affective commitment. While affective commitment is not proven to have a mediation between perception organization support and procedural justice on the organizational citizenship behavior.*

**Keywords:** *Perception Organization Support, Procedural Justice, Organizational Citizenship Behavior and Affective Commitment.*