

**PENGARUH KOMITMEN ORGANISASI DAN KOMUNIKASI  
INTERPERSONAL  
TERHADAP ORGANIZATIONAL CITIZENSHIP BEHAVIOR  
(Studi Pada Karyawan CV INDORAYA Surabaya)**

**ABSTRAK**

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Penelitian ini dilakukan untuk mengetahui dan menjelaskan pengaruh komitmen organisasi dan komunikasi interpersonal terhadap organizational citizenship behavior CV. INDORAYA Surabaya . Penelitian ini dilakukan melalui pengumpulan data dengan menggunakan angket pada 41 karyawan. Jenis penelitian yang digunakan dalam penelitian adalah explanasi (*explanatory research*). Berdasarkan hasil penelitian menunjukkan bahwa komitmen organisasi berpengaruh positif dan signifikan terhadap organizational citizenship behavior sedangkan komunikasi interpersonal juga berpengaruh positif dan signifikan terhadap organizational citizenship behavior CV. INDORAYA Surabaya.

***Kata kunci : Komitmen organisasi, Komunikasi Interpersonal dan Organizational Citizenship Behavior***

**THE INFLUENCE OF ORGANIZATIONAL COMMITMENT AND  
INTERPERSONAL COMMUNICATION  
ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR  
(Study of CV INDORAYA Surabaya Employees)**

**ABSTRACT**

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*This research was conducted to determine and explain the influence of organizational commitment and interpersonal communication on organizational citizenship behavior at CV INDORAYA Surabaya. This research was conducted through data collection using a questionnaire on 41 employees. The type of research used in the research is explanatory research. Based on the research results, it shows that organizational commitment has a positive and significant effect on organizational citizenship behavior, while interpersonal communication also has a positive and significant effect on organizational citizenship behavior at CV INDORAYA Surabaya.*

***Keywords: Organizational Commitment, Interpersonal Communication and Organizational Citizenship Behavior***