

# The Role of Innovative Work Behaviour, Organizational Citizenship Behaviour on Job Satisfaction and Job Performance of Tourisme as an Impact of Covid19 Pandemic.

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- **Abstract:** The purpose of this research is to analyze the relationship between innovative work behaviour on satisfaction, innovative work behaviour on job performance, organizational citizenship behaviour on job performance, organizational citizenship behaviour on job satisfaction, innovative work behaviour on job performance through job satisfaction, organizational citizenship behaviour on job performance through job satisfaction. This study uses quantitative methods to test and prove the hypotheses that have been made through various tests and data processing. The number of samples in this study is the first 128 samples. In this study, the sample is hotels managers/supervisors who have worked at least 1 year to experience perceptions of leadership. The survey was conducted by collecting questionnaire data from 128 managers or supervisor of hotels in Banten, Indonesia during covid19 pandemic. Covariance-based structural equation modeling was applied mistreatment PLS3 to explore the projected relationships. Based on data analysis by SmartPLS shows innovative work behaviour has significant effect on Job satisfaction, innovative work behaviour has not significant effect on job performance, organizational citizenship behaviour has significant effect on job satisfaction, organizational citizenship behaviour has significant effect on job performance, innovative work behaviour has not significant effect on job performance through job satisfaction, organizational citizenship behaviour has not significant effect on job performance through job satisfaction.
- **Keywords:** SmartPLS, tests and data processing