

ABSTRAK

Penelitian ini bertujuan untuk mengetahui dan menganalisis peranan *Organizational Citizenship Behavior* (OCB) dalam meningkatkan kinerja karyawan di Universitas Muhammadiyah Jember. *Organizational Citizenship Behavior* (OCB) merupakan kontribusi individu yang melebihi tuntutan di tempat kerja. OCB memiliki hubungan yang sangat erat dengan kinerja karyawan. Populasi dalam penelitian ini berjumlah 191 responden yang bekerja sebagai karyawan di Universitas Muhammadiyah Jember. Sampel penelitian ini menggunakan metode Proportionate Stratified random sampling, maka ditetapkan sampel penelitian sebanyak 66 orang karyawan. Data untuk penelitian ini diperoleh melalui observasi dan kuesioner yang telah diisi oleh para responden yang sudah ditentukan. Alat analisis yang digunakan dalam penelitian ini yaitu uji validitas, uji reliabilitas, analisis regresi linier berganda, uji t parsial dan uji koefisien determinasi (R^2). Hasil dari penelitian ini menunjukkan bahwa *Organizational Citizenship Behavior* (OCB) berpengaruh positif signifikan terhadap kinerja karyawan di Universitas Muhammadiyah Jember dengan tingkat signifikannya sebesar 0,001 dan lebih kecil dari 0,01 dan t hitung (4,891) > t tabel (3,449) yang berarti bahwa hipotesis *Organizational Citizenship Behavior* (OCB) mempunyai pengaruh signifikan terhadap kinerja karyawan. Dan nilai Koefisien (R) dengan variabel OCB terhadap kinerja karyawan sebesar 0,522 yang artinya hubungan variabel independen terhadap variabel dependen memiliki pengaruh sebesar 52,2%. Pengaruh yang diberikan satu variabel bebas tersebut bersifat positif artinya semakin baik *Organizational Citizenship Behavior* (OCB) maka mengakibatkan semakin baik pula kinerja karyawan.

Kata kunci : *Organizational Citizenship Behavior* (OCB) dan Kinerja Karyawan

ABSTRACT

This study aims to determine and analyze the role of the Organizational Citizenship Behavior (OCB) in improving employee performance at the University of Muhammadiyah Jember. Organizational Citizenship Behavior (OCB) is an individual contribution that exceeds workplace guidance. OCB has a very close relationship with employee performance. The population in this study amounted to 191 respondents who work as employees at the Muhammadiyah University of Jember. The sample of this study used the Proportionate Stratified random sampling method, so the research sample was determined as many as 66 employees. The data for this study were obtained through observation and questionnaires that have been filled in by the respondents who have been determined. The analytical tools used in this research are validity test, reliability test, multiple linear regression analysis, partial t test and determination coefficient test (R²). The results of this study indicate that Organizational Citizenship Behavior (OCB) has a significant positive effect on employee performance at the University of Muhammadiyah Jember with a significance level of 0.001 and less than 0.01 and t count (4.891) > t table (3.449) which means that the hypothesis Organizational Citizenship Behavior (OCB) has a significant influence on employee performance. And the value of the coefficient (R) with the OCB variable on employee performance is 0.522, which means that the relationship between the independent variable and the dependent variable has an effect of 52.2%. The influence given by one independent variable is positive, meaning that the better the Organizational Citizenship Behavior (OCB), the better the employee's performance.

Keyword: Organizational Citizenship Behavior (OCB) and Employee Performance