

ABSTRAK

Penelitian ini dilatar belakangi oleh permasalahan mengenai kinerja yaitu belum tercapainya target realisasi kinerja pegawai Lembaga Pemasyarakatan Kelas II Wilayah Jember. Tujuan dari penelitian ini adalah untuk mengetahui secara langsung maupun tidak langsung pengaruh beban kerja, pengembangan karir dan komitmen pegawai terhadap kinerja pegawai melalui *Organizational Citizenship Behavior* sebagai Variabel *intervening* pada Pegawai Lembaga Pemasyarakatan Kelas II Wilayah Jember. jumlah sampel Penelitian ini adalah 156 dengan menggunakan purposive sampling. Teknik analisis yang digunakan adalah *Structural Equation Model* (SEM) dengan menggunakan WarpPLS 6.0. Hasil analisis data menunjukkan bahwa (1) beban kerja, pengembangan karir dan komitmen pegawai berpengaruh signifikan terhadap *Organizational Citizenship Behavior*, (2) beban kerja, pengembangan karir dan komitmen pegawai berpengaruh signifikan terhadap kinerja pegawai, (3) beban kerja, pengembangan karir dan komitmen pegawai berpengaruh signifikan terhadap kinerja pegawai melalui *Organizational Citizenship Behavior* sebagai variable *intervening*.

Kata Kunci : Beban kerja, Pengembangan karir, komitmen pegawai, *Organizational Citizenship Behavior* dan Kinerja Pegawai



ABSTRACT

This research is motivated by problems regarding performance, namely the achievement of the target for the realization of the performance of the Class II Penitentiary in the Jember Region. The purpose of this study was to determine directly or indirectly the effect of workload, career development and employee commitment on employee performance through Organizational Citizenship Behavior as an intervening variable for Class II Penitentiary Employees in the Jember Region. The number of samples in this study was 156 using purposive sampling. The analysis technique used is the Structural Equation Model (SEM) using WarpPLS 6.0. The results of data analysis show that (1) workload, career development and employee commitment have a significant effect on Organizational Citizenship Behavior, (2) workload, career development and employee commitment have a significant effect on employee performance, (3) workload, career development and commitment. employees have a significant effect on employee performance through Organizational Citizenship Behavior as an intervening variable,

Keywords: Workload, career development, employee commitment, Organizational Citizenship Behavior and Employee Performance

