

ABSTRAK

Pegawai Negeri Sipil (PNS) merupakan sumber daya utama yang tersedia bagi pemerintah untuk meningkatkan penyampaian layanan publik (*public services*) (Dwiyanto, 2022). Oleh karena itu, komposisi dan pengelolaan PNS merupakan aspek penting bagi reformasi kebijakan yang bertujuan untuk meningkatkan kinerja pemerintah. Tuntutan masyarakat terhadap pelayanan publik yang semakin baik tentunya membutuhkan kesiapan dari aparatur sipil negara selaku penyelenggaraan tugas umum pemerintahan dan pembangunan nasional.

Tujuan penelitian ini adalah untuk mengetahui dan menganalisis pengaruh kepemimpinan transformasional dan komitmen kerja terhadap *organizational citizenship behavior* dan kinerja pegawai di Kelurahan Se-Kabupaten Jember, serta untuk mengetahui dan menganalisis pengaruh kepemimpinan transformasional dan komitmen kerja terhadap kinerja pegawai melalui *organizational citizenship behavior* di Kelurahan Se-Kabupaten Jember.

Rancangan penelitian ini termasuk dalam *explanatory/confirmatory research*. Populasi yang akan diteliti adalah seluruh pegawai di Kantor Kelurahan se-Kabupaten Jember. Sampel penelitian ini adalah pegawai di Kantor Kelurahan se-Kabupaten Jember dan teknik pengambilan sampel menggunakan sampel jenuh. Pengujian hipotesis dalam penelitian ini menggunakan *Structural Equation Modelling* (SEM) dengan alat statistik *Smart Partial Least Square* (SmartPLS).

Hasil penelitian menunjukkan bahwa kepemimpinan transformasional dan komitmen kerja berpengaruh signifikan terhadap *organizational citizenship behavior* di Kelurahan Se-Kabupaten Jember. *Organizational citizenship behavior* berpengaruh signifikan terhadap kinerja pegawai di Kelurahan Se-Kabupaten Jember. Kepemimpinan transformasional dan komitmen kerja berpengaruh positif dan signifikan terhadap kinerja pegawai melalui *organizational citizenship behavior* di Kelurahan Se-Kabupaten Jember.

Kata Kunci: Kepemimpinan transformasional, komitmen kerja, *organizational citizenship behavior*, dan kinerja pegawai

ABSTRACT

Civil Servants (PNS) are the main resource available to the government to improve the delivery of public services (Dwiyanto, 2022). Therefore, the composition and management of civil servants is an important aspect for policy reform aimed at improving government performance. The public's demand for better public services certainly requires the readiness of the state civil apparatus to carry out general government tasks and national development.

The purpose of this research is to determine and analyze the effect of transformational leadership and work commitment on organizational citizenship behavior and work performance in urban village of Jember Regency, and to determine and analyze the effect of transformational leadership and work commitment on work performance through organizational citizenship behavior in urban village of Jember Regency.

This research design is included in explanatory/confirmatory research. The population to be studied is all staff ASN in urban village offices of Jember Regency. The sample for this research was staff ASN in urban village offices of Jember Regency and the sampling technique used saturated samples (census). Hypothesis testing in this research uses Structural Equation Modeling (SEM) with the Smart Partial Least Square (SmartPLS) statistical tool.

The research results show that transformational leadership and work commitment have a significant effect on organizational citizenship behavior in urban village offices of Jember Regency. Organizational citizenship behavior has a significant effect on work performance in urban village offices of Jember Regency. Transformational leadership and work commitment have a positive and significant effect on work performance through organizational citizenship behavior in urban village offices of Jember Regency.

Keyword: Transformational leadership, work commitment, organizational citizenship behavior, work performance