

ABSTRAK

Era globalisasi saat ini dibutuhkan berbagai perubahan baik pada instansi atau organisasi hingga individu yang berperan didalamnya, dimana dituntut untuk terus dapat aktif berinovasi dan merespon cepat segala kebutuhan dalam mengembangkan organisasi. Setiap instansi pemerintahan berkepentingan terhadap kinerja terbaik yang mampu dihasilkan oleh rangkaian sistem yang berlaku dalam organisasi tersebut. Manajemen SDM merupakan salah satu faktor kunci untuk mendapatkan kinerja terbaik.

Penelitian ini bertujuan untuk mengetahui pengaruh *organizational citizenship behaviour* (OCB) dan kompetensi terhadap komitmen pegawai Dinas Kesehatan Kabupaten Jember; untuk mengetahui pengaruh *organizational citizenship behaviour* (OCB) dan kompetensi terhadap kinerja pegawai Dinas Kesehatan Kabupaten Jember; untuk mengetahui pengaruh komitmen pegawai terhadap kinerja pegawai Dinas Kesehatan Kabupaten Jember; serta mengetahui pengaruh *organizational citizenship behaviour* (OCB) dan kompetensi terhadap kinerja pegawai melalui komitmen pegawai di Dinas Kesehatan Kabupaten Jember.

Penelitian ini termasuk jenis penelitian kausal komparatif. Data yang digunakan dalam penelitian ini adalah data primer. Populasi dalam penelitian ini yaitu Pegawai di Dinas Kesehatan Kabupaten Jember yang berstatus sebagai Aparatur Sipil Negara (ASN dan PPPK) termasuk pegawai Puskesmas dan UPTD sebanyak 1.531 orang. Sampel ditentukan dengan rumus slovin sebanyak 100 responden. Model analisis yang digunakan dalam penelitian ini adalah analisis *Structural Equation Modeling* (SEM) dengan bantuan software SmatPLS.

Hasil penelitian menyatakan *Organizational citizenship behaviour* (OCB) dan kompetensi berpengaruh positif dan signifikan terhadap komitmen pegawai Dinas Kesehatan Kabupaten Jember. *Organizational citizenship behaviour* (OCB) dan kompetensi berpengaruh positif dan signifikan terhadap kinerja pegawai Dinas Kesehatan Kabupaten Jember. Komitmen pegawai berpengaruh positif dan signifikan terhadap kinerja pegawai Dinas Kesehatan Kabupaten Jember. *Organizational citizenship behaviour* (OCB) berpengaruh positif namun tidak signifikan terhadap kinerja pegawai melalui komitmen pegawai di Dinas Kesehatan Kabupaten Jember. Kompetensi berpengaruh positif dan signifikan terhadap kinerja pegawai melalui komitmen pegawai di Dinas Kesehatan Kabupaten Jember.

Kata Kunci: *Organizational Citizenship Behaviour* (OCB), Kompetensi, Komitmen Pegawai, dan Kinerja Pegawai

ABSTRACT

The current era of globalization requires various changes in both agencies or organizations and the individuals who play a role in them, who are required to continue to be able to actively innovate and respond quickly to all needs in developing the organization. Every government agency has an interest in the best performance that can be produced by the series of systems that apply within the organization. HR management is one of the key factors in getting the best performance.

This research aims to determine the influence of organizational citizenship behavior (OCB) and competence on the employees commitment of Health Department of Jember Regency; to determine the influence of organizational citizenship behavior (OCB) and competence on the employees performance of Health Department of Jember Regency; to determine the influence of organizational citizenship behavior (OCB) and competence; to determine the effect of employee commitment on the employees performance of Health Department of Jember Regency; as well as knowing the influence of organizational citizenship behavior (OCB) and competence on employee performance through employee commitment of Health Department of Jember Regency.

This research is a type of comparative causal research. The data used in this research is primary data. The population in this study were employees at the Jember District Health Service who had status as State Civil Apparatus (ASN and PPPK) including 1,531 Puskesmas and UPTD employees. The sample was determined using the Slovin formula as many as 100 respondents. The analysis model used in this research is Structural Equation Modeling (SEM) analysis with the help of SmatPLS software.

The research results stated that Organizational citizenship behavior (OCB) and competence had a positive and significant effect on the employees commitment of Jember District Health Service. Organizational citizenship behavior (OCB) and competence have a positive and significant effect on the employees performance of Health Department of Jember Regency. Employee commitment has a positive and significant effect on the employees performance of Health Department of Jember Regency. Organizational citizenship behavior (OCB) has a positive but not significant effect on employee performance through employee commitment at the Health Department of Jember Regency. Competence has a positive and significant effect on employee performance through employee commitment at the Health Department of Jember Regency.

Keyword: Organizational Citizenship Behavior (OCB), Competence, Employee Commitment, and Employee Performance