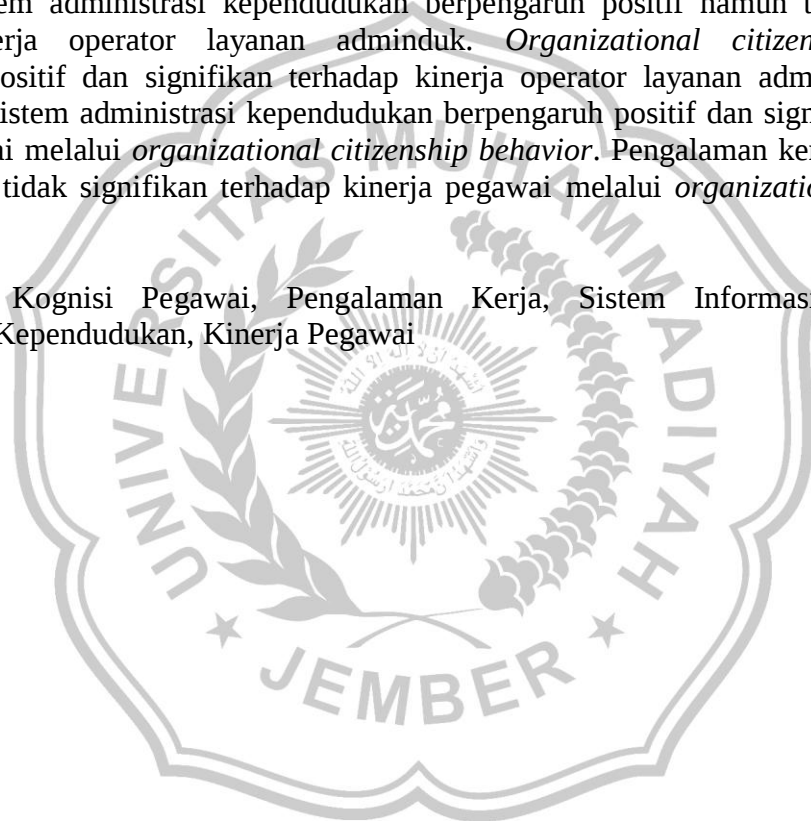


ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh kognisi pegawai, pengalaman kerja, dan sistem informasi administrasi kependudukan terhadap kinerja operator pelayanan administrasi kependudukan melalui Organizational Citizenship Behavior sebagai variabel intervening. Desain penelitian dapat digolongkan sebagai penelitian eksplanatori/konfirmatori. Populasi yang akan diteliti adalah seluruh pegawai penyelenggara pelayanan administrasi kependudukan pada kantor kecamatan se-Kabupaten Jember yang berjumlah 132 orang. Pengujian hipotesis dalam penelitian ini menggunakan Structural Equation Modeling (SEM) dengan alat statistik WarpPLS. Hasil penelitian menyatakan bahwa kognisi pegawai dan sistem administrasi kependudukan berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. Pengalaman kerja berpengaruh positif namun tidak signifikan terhadap *organizational citizenship behavior*. Kognisi pegawai berpengaruh positif dan signifikan terhadap kinerja operator layanan adminduk. Pengalaman kerja dan sistem administrasi kependudukan berpengaruh positif namun tidak signifikan terhadap kinerja operator layanan adminduk. *Organizational citizenship behavior* berpengaruh positif dan signifikan terhadap kinerja operator layanan adminduk. Kognisi pegawai dan Sistem administrasi kependudukan berpengaruh positif dan signifikan terhadap kinerja pegawai melalui *organizational citizenship behavior*. Pengalaman kerja berpengaruh positif namun tidak signifikan terhadap kinerja pegawai melalui *organizational citizenship behavior*.

Kata Kunci: Kognisi Pegawai, Pengalaman Kerja, Sistem Informasi Administrasi Kependudukan, Kinerja Pegawai



ABSTRACT

This research aims to analyze the effect of employee cognition, work experience, and populations administration information system technology on the performance of operator's populations administration service through organizational citizenship behavior as an intervening variable. Research design can be classified as explanatory/confirmatory research. The population to be studied is all employees of population administration service operators in sub-district offices throughout Jember Regency, amount 132 people. Hypothesis testing in this research uses Structural Equation Modeling (SEM) with the WarpPLS statistical tool. The research results state that employee cognition and the population administration system have a positive and significant effect on organizational citizenship behavior. Work experience has a positive but not significant effect on organizational citizenship behavior. Employee cognition has a positive and significant effect on the performance of population administration service operators. Work experience and population administration systems have a positive but not significant effect on the performance of population administration service operators. Organizational citizenship behavior has a positive and significant effect on the performance of population administration service operators. Employee cognition and the population administration system have a positive and significant effect on employee performance through organizational citizenship behavior. Work experience has a positive but not significant effect on employee performance through organizational citizenship behavior.

Keywords: *Employee Cognition, Work Experience, Population Administration Information System, Employee Performance*

