

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 Lapas Kelas IIB Bondowoso, untuk mengetahui pengaruh *organizational citizenship behaviour* (OCB) dan kompetensi terhadap kinerja pegawai Lapas Kelas IIB Bondowoso untuk mengetahui pengaruh komitmen pegawai terhadap kinerja pegawai Lapas Kelas IIB Bondowoso serta mengetahui pengaruh *organizational citizenship behaviour* (OCB) dan kompetensi terhadap kinerja pegawai melalui komitmen pegawai di Lapas Kelas IIB Bondowoso.

Penelitian ini termasuk jenis penelitian kausal komparatif. Data yang digunakan dalam penelitian ini adalah data primer. Populasi dalam penelitian ini yaitu Pegawai Lapas Kelas IIB Bondowoso sebanyak 64 orang. Sampel ditentukan sebanyak 64 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 Lapas Kelas IIB Bondowoso. *Organizational citizenship behaviour* (OCB) dan kompetensi berpengaruh positif dan signifikan terhadap kinerja pegawai Lapas Kelas IIB Bondowoso. Komitmen pegawai berpengaruh positif dan signifikan terhadap kinerja pegawai Lapas Kelas IIB Bondowoso. *Organizational citizenship behaviour* (OCB) berpengaruh positif namun tidak signifikan terhadap kinerja pegawai melalui komitmen pegawai di Lapas Kelas IIB Bondowoso. Kompetensi berpengaruh positif dan signifikan terhadap kinerja pegawai melalui komitmen pegawai di Lapas Kelas IIB Bondowoso.

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

ABSTRAK

The current era of globalization requires various changes both in agencies or organizations and individuals who play a role in it, where they are required to continue to be able to actively innovate and respond quickly to all needs in developing the organization. Every government agency is interested in the best performance that can be produced by a series of systems that apply in the organization. Human resource management is one of the key factors in getting the best performance. This study aims to determine the effect of organizational citizenship behavior (OCB) and competence on the commitment of employees of the IIB Bondowoso Prison, to determine the effect of organizational citizenship behavior (OCB) and competence on the performance of employees of the IIB Bondowoso Prison to determine the effect of employee commitment on the performance of employees of the IIB Bondowoso Prison and to determine the effect of organizational citizenship behavior (OCB) and competence on employee performance through employee commitment at the IIB Bondowoso Prison.

This research is a comparative causal research. The data used in this study are primary data. The population in this study were 64 employees of Bondowoso IIB Prison. The sample was determined as many as 64 respondents. The analysis model used in this study is Structural Equation Modeling (SEM) analysis with the help of SmatPLS software. The results of the study stated that Organizational citizenship behavior (OCB) and competence have a positive and significant effect on the commitment of employees of Bondowoso IIB Prison. Organizational citizenship behavior (OCB) and competence have a positive and significant effect on the performance of employees of Bondowoso IIB Prison. Employee commitment has a positive and significant effect on the performance of employees of Bondowoso IIB Prison. Organizational citizenship behavior (OCB) has a positive but not significant effect on employee performance through employee commitment in Bondowoso IIB Prison. Competence has a positive and significant effect on employee performance through employee commitment in Bondowoso IIB Prison.

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