

ABSTRAK

Penelitian ini mengenai Analisis Pengembangan SDM Dan *Organizational Citizenship Behavior* Dalam Upaya Meningkatkan Kinerja Karyawan Studi Kasus PT. Telkom Akses Jember. Sedangkan tujuan penelitian ini adalah untuk mengetahui pengaruh pengembangan SDM dan *Organizational Citizenship Behavior* terhadap kinerja karyawan pada PT. Telkom Akses Jember. Penelitian ini menggunakan Regresi Linier Berganda. Pengumpulan data dilakukan dengan cara wawancara, observasi dan dokumentasi. Hasil penelitian menunjukkan bahwa: Dari hasil pengujian secara statistik yang dilakukan maka dapat ditarik kesimpulan bahwa berdasarkan hasil regresi linier berganda adanya pengaruh pengembangan SDM dan *Organizational Citizenship Behavior* terhadap kinerja karyawan.

Kata Kunci : Pengembangan SDM, *Organizational Citizenship Behavior*, Kinerja Karyawan



ABSTRACT

This research is about the analysis of human resource development and Organizational Citizenship Behavior in an effort to improve the performance of PT. Telkom Akses Jember case study employees. While the purpose of this study was to determine the effect of human resource development and Organizational Citizenship Behavior on employee performance on PT. Telkom Akses Jember. This study uses multiple linear regression. Data collection is done by interview, observation, documentation. The results of the study show that: from the results of the statistical tests carried out it can be concluded that based on the results of multiple linear regression there is the influence of human resource development and Organizational Citizenship Behavior on employee performance.

Keyword : human resource development, Organizational Citizenship Behavior, employee performance

