

ABSTRACT

The key to organizational success depends on human resources owned by the company, where human resources are an important part in realizing the company's goals and vision and mission. One of them is organizational citizenship behavior and employee performance. Employee performance is influenced by several factors, one of which is organizational citizenship behavior which is an individual behavior that positively helps the performance of other individuals and gives a positive influence on the company where the behavior is not the work it should be.

The OCB dimensions are altruism, conscientiousness, sportsmanship, courtesy, and civic virtue. While the dimensions that improve employee performance are Target, Quality, Time and Principle. This study aims to determine the effect of Organizational Citizenship Behavior on employee performance at PT. West Java Regional Access Telkom.

This research is quantitative research. The research method used is descriptive-causal method. Then the type of sampling used in this study is probability sampling. Data collection is done by distributing questionnaires to 72 permanent employee respondents PT. Telkom West Java Regional Access.

Then, the data analysis technique used in this study is simple linear regression analysis. Based on the results of this study, it can be concluded that organizational citizenship behavior of PT. West Java Regional Access Telkom is in the continuum line of good category at 76.2%. While the performance of employees of PT. West Java Regional Access Telkom is in a very good category with a value of 83.2%.

Then Organizational Citizenship Behavior affects the performance of employees of PT. West Java Regional Access Telkom with a value of 23.4% which means it has a strong enough influence on the performance of employees of PT. Telkom West Java Regional Access. Therefore, the sportsmanship dimension is the most influential dimension in the performance of PT. Telkom West Java Regional Access

Keywords: Organizational Citizenship Behavior and Performance Employee