

ABSTRACT

Elvi Tia Devi, NIM 7161210011. "The Effect of Organizational Citizenship Behavior (OCB) and Employee Personality on Employees at PDAM Tirtanadi North of Sumatra " Thesis Department of Management, Faculty of Economics, Medan State University 2020.

This study aims to see the effect of Organizational Citizenship Behavior (OCB) and Employee Personality on Employee Performance at PDAM Tirtanadi, North Sumatra Province. The population in this study were 253 employees and used a stratified sampling of 152 respondents. Based on the results of the study partially shows that there is a positive and significant influence of the Organizational Citizenship Behavior (OCB) variable on the employee performance of PDAM Tirtanadi, North Sumatra Province. There is a positive and significant influence on employee personality variables on the employee performance of PDAM Tirtanadi, North Sumatra Province. Based on the results of the study, it shows that the organizational citizenship behaviour (OCB) and employee personality simultaneously affects employee performance. This can be seen from the value of $F_{count} > F_{table}$, namely $77.273 > 3.10$ with a significance level of $0.000 < 0.05$. The coefficient of determination test shows a value of 0.509, which means that organizational citizenship behavior (OCB) and employee personality affect employee performance by 50.9%, while resources from other variables.

Keywords: *Organizational Citizenship behavior (OCB), Employee Personality, Employee Performance*

ABSTRAK

Elvi Tia Devi, NIM 7161210011. “Pengaruh *Organizational Citizenship Behavior (OCB)* dan Kepribadian Karyawan pada PDAM Tirtanadi Provinsi Sumatera Utara” skripsi Jurusan Manajemen, Fakultas Ekonomi Universitas Negeri Medan 2020.

Penelitian ini bertujuan untuk mengetahui Pengaruh *Organizational Citizenship Behavior (OCB)* dan Kepribadian Karyawan terhadap Kinerja Karyawan pada PDAM Tirtanadi Provinsi Sumatera Utara. Populasi dalam penelitian ini sebanyak 253 orang karyawan dan menggunakan *stratified sampling* sebanyak 152 orang responden. Berdasarkan hasil penelitian secara parsial menunjukkan bahwa adanya pengaruh positif dan signifikan variable *Organizational Citizenship Behaviour (OCB)* terhadap kinerja karyawan PDAM Tirtanadi Provinsi Sumatera Utara. Adanya pengaruh positif dan signifikan variable kepribadian karyawan terhadap kinerja karyawan PDAM Tirtanadi Provinsi Sumatera Utara. Berdasarkan hasil penelitian menunjukkan bahwa variabel *organizational citizenship behavior (OCB)* dan kepribadian karyawan secara simultan berpengaruh terhadap kinerja karyawan. Hal ini terlihat dari nilai $F_{hitung} > F_{tabel}$ yaitu $77,273 > 3,10$ dengan taraf signifikansi $0,000 < 0,05$. Uji koefisien determinasi menunjukkan nilai sebesar 0,509 yang berarti bahwa *organizational citizenship behavior (OCB)* dan kepribadian karyawan berpengaruh terhadap kinerja karyawan sebesar 50,9% sedangkan sisanya dipengaruhi oleh variable lain.

Kata Kunci: *Organizational Citizenship behavior (OCB), Kepribadian Karyawan, Kinerja Karyawan*

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This study aims to see the effect of Organizational Citizenship Behavior (OCB) and Employee Personality on Employee Performance at PDAM Tirtanadi, North Sumatra Province. The population in this study were 253 employees and used a stratified sampling of 152 respondents. Based on the results of the study partially shows that there is a positive and significant influence of the Organizational Citizenship Behavior (OCB) variable on the employee performance of PDAM Tirtanadi, North Sumatra Province. There is a positive and significant influence on employee personality variables on the employee performance of PDAM Tirtanadi, North Sumatra Province. Based on the results of the study, it shows that the organizational citizenship behaviour (OCB) and employee personality simultaneously affects employee performance. This can be seen from the value of $F_{count} > F_{table}$, namely $77.273 > 3.10$ with a significance level of $0.000 < 0.05$. The coefficient of determination test shows a value of 0.509, which means that organizational citizenship behavior (OCB) and employee personality affect employee performance by 50.9%, while resources from other variables.

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