

## ABSTRAK

Penelitian ini dilakukan berdasarkan data penilaian kinerja karyawan pada perusahaan penyedia layanan jasa CCTV (*Closed Circuit Television*). CV. ADS Smart CCTV memperoleh kategori cukup pada data penilaian kinerja karyawan yang menunjukkan kinerja karyawan pada CV. ADS Smart CCTV kurang baik. Metode penelitian yang digunakan yaitu metode deskriptif dan verifikatif dengan pendekatan kuantitatif menggunakan bantuan program SPSS 26 dengan jumlah sampel sebanyak 40 responden. Metode analisis data yang digunakan adalah analisis regresi linier berganda, korelasi berganda dan koefisien determinasi.

Hasil penelitian menunjukkan bahwa terdapat pengaruh positif dan signifikan antara *Organizational Citizenship Behaviour* (OCB) dan *Quality of Work Life* (QWL) terhadap Kinerja Karyawan pada CV. ADS Smart CCTV. Besarnya pengaruh *Organizational Citizenship Behaviour* (OCB) dan *Quality of Work Life* (QWL) terhadap Kinerja Karyawan secara simultan adalah sebesar 65,1%. Sedangkan secara parsial besarnya pengaruh *Organizational Citizenship Behaviour* (OCB) terhadap Kinerja Karyawan sebesar 23,3% dan pengaruh *Quality of Work Life* (QWL) terhadap kinerja karyawan sebesar 41,8%.

**Kata Kunci :** *Organizational Citizenship Behaviour* (OCB), *Quality of Work Life* (QWL), dan Kinerja Karyawan

## **ABSTRACT**

*This research was conducted based on performance appraisal data on CCTV (Closed Circuit Television) service providers. CV. ADS Smart CCTV obtained sufficient category on employee performance data on CV. ADS Smart CCTV is not good. The research method used is descriptive and verification methods with a quantitative approach using the SPSS 26 assistance program with a sample of 40 respondents. The data analysis method used is multiple linear regression analysis, multiple correlation and coefficient of determination.*

*The result showed that there was a positive and significant influence between Organizational Citizenship Behaviour (OCB) and Quality of Work Life (QWL) on Employee Performance at CV. ADS Smart CCTV. The magnitude of the influence of Organizational Citizenship Behaviour (OCB) and Quality of Work Life (QWL) on Employee Performance at CV. ADS Smart CCTV simultaneously is 65,1%. While partially the influence of Organizational Citizenship Behaviour (OCB) on Employee Performance is 23,3%, and the effect of Quality of Work Life (QWL) on Employee Performance is 41,8%.*

**Keywords : Organizational Citizenship Behaviour (OCB), Quality of Work Life (QWL), and Employee Performance**