

ABSTRAK

Penelitian ini bertujuan untuk mengetahui bagaimana pengaruh kecerdasan adversitas dan *organizational citizenship behavior* dan prestasi kerja karyawan pada Bank BJB Kantor Cabang Tamansari Metode penelitian yang digunakan adalah metode deskriptif dan verifikatif. Teknik sampling yang digunakan adalah probability sampling dengan jumlah sampel sebanyak 60 responden. Teknik pengumpulan data yang digunakan adalah penelitian lapangan dan penelitian kepustakaan. Metode analisis data yang digunakan adalah analisis regresi linier berganda, analisis korelasi berganda, dan analisis koefisien determiniasi.

Hasil penelitian menunjukkan bahwa terdapat pengaruh positif dan signifikan antara kecerdasan adversitas, *organizational citizenship behavior* terhadap prestasi kerja karyawan pada Bank BJB Kantor Cabang Tamansari. Besarnya pengaruh kecerdasan adversitas, *organizational citizenship behavior* terhadap prestasi kerja karyawan pada Bank BJB Kantor Cabang Tamansari secara simultan adalah sebesar 62,8%. Sedangkan secara parsial besarnya pengaruh kecerdasan adversitas terhadap prestasi kerja karyawan sebesar 33,91% , dan pengaruh *organizational citizenship behavior* terhadap prestasi kerja karyawan sebesar 28,89% .

Kata Kunci : Kecerdasan Adversitas, *Organizational Citizenship Behavior*, Dan Prestasi Kerja Karyawan

ABSTRACT

This study aims to find out how the influence of adversity intelligence and organizational citizenship behavior and employee performance at Bank BJB Tamansari Branch Office. The research method used is descriptive and verification methods. The sampling technique used is probability sampling with a total sample of 60 respondents. Data collection techniques used are field research and library research. The data analysis method used is multiple linear regression analysis, multiple correlation analysis, and analysis of the coefficient of determination.

The results showed that there was a positive and significant influence between adversity intelligence, organizational citizenship behavior on employee performance at Bank BJB Tamansari Branch Office. The magnitude of the influence of adversity intelligence, organizational citizenship behavior on employee performance at Bank BJB Tamansari Branch Office simultaneously was 62.8%, while partially the influence of adversity intelligence on employee performance was 33.91%, and the effect of organizational citizenship behavior on achievement employee work of 28.89%.

Keywords: Adversity Intelligence, Organizational Citizenship Behavior, and Employee Performance