

ABSTRAK

Berdasarkan fenomena yang terjadi menurut GALAMEDIANEWS.com tahun 2023 tentang Kinerja Disdik Jabar Lamban, PPDB 2023 Rentan Komplain. Menurut Asep B Kurnia selaku ketua umum LBPP (Lembaga Bantuan Pemantau Pendidikan) menyatakan bahwa Pendaftaran Peserta Didik Baru (PPDB) di tahun 2023 mengalami penurunan dalam hal persiapannya. Hasil dari penelitian ini telah ditemukan permasalahan kinerja pegawai yang terdapat pada Dinas Pendidikan Provinsi Jawa Barat, masalah penelitian ini adalah belum optimalnya kinerja pegawai yang di sebabkan oleh rendahnya *Organizational Citizenship Behavior* (OCB) dan Motivasi Kerja pegawai Dinas Pendidikan Provinsi Jawa Barat. *Organizational Citizenship Behavior* (OCB) dan Motivasi Kerja merupakan faktor yang diduga berpengaruh terhadap kinerja pegawai. Penelitian ini dilakukan berdasarkan data penilaian kinerja pegawai pada instansi Dinas Pendidikan Provinsi Jawa Barat memperoleh kategori sedang pada data penilaian kinerja pegawai yang menunjukkan kinerja pegawai pada Dinas Pendidikan Provinsi Jawa Barat kurang baik. Metode penelitian yang digunakan yaitu metode deskriptif dan verifikatif. Teknik sampling yang digunakan yaitu *non-probability sampling* yang menggunakan teknik *incidental sampling* dengan jumlah sampel sebanyak 79 responden. Metode analisis data yang digunakan adalah uji validitas dan reliabilitas, *Method of Successive Interval* (MSI), analisis regresi linier berganda, korelasi berganda, koefisien determinasi dan uji hipotesis dengan menggunakan alat bantu SPSS Statistic 26. Hasil penelitian menunjukkan bahwa terdapat pengaruh positif dan signifikan antara *Organizational Citizenship Behavior* (OCB) dan Motivasi Kerja terhadap Kinerja Pegawai pada Dinas Pendidikan Provinsi Jawa Barat. Besarnya pengaruh *Organizational Citizenship Behavior* (OCB) dan Motivasi Kerja terhadap Kinerja Pegawai secara simultan adalah sebesar 53,4%. Sedangkan secara parsial besarnya pengaruh *Organizational Citizenship Behavior* (OCB) terhadap Kinerja Pegawai sebesar 24,9% dan pengaruh Motivasi Kerja terhadap Kinerja Pegawai sebesar 28,4%.

Kata Kunci: *Organizational Citizenship Behavior* (OCB), Motivasi Kerja dan Kinerja Pegawai

ABSTRACT

Based on the phenomenon that occurred according to GALAMEDIANEWS.com in 2023 regarding the Slow Performance of the West Java Education Department, PPDB 2023 is Vulnerable to Complaints. According to Asep B Kurnia as general chairman of the LBPP (Education Monitoring Assistance Institute) stated that New Student Registration (PPDB) in 2023 will experience a decline in terms of preparation. The results of this research have found employee performance problems in the West Java Provincial Education Service. The problem of this research is that employee performance is not yet optimal which is caused by low Organizational Citizenship Behavior (OCB) and Work Motivation of employees of the West Java Provincial Education Office. Organizational Citizenship Behavior (OCB) and Work Motivation are factors that are thought to influence employee performance. This research was conducted based on employee performance assessment data at the West Java Provincial Education Service agency which obtained a medium category in employee performance assessment data which showed that employee performance at the West Java Provincial Education Service was not good. The research methods used are descriptive and verification methods. The sampling technique used was non-probability sampling which used incidental sampling technique with a sample size of 79 respondents. The data analysis methods used are validity and reliability testing, Method of Successive Interval (MSI), multiple linear regression analysis, multiple correlation, coefficient of determination and hypothesis testing using the SPSS Statistics 26 tool. The results of the study show that there is a positive and significant influence between Organizational Citizenship Behavior (OCB) and Work Motivation on Employee Performance at the West Java Provincial Education Service. The magnitude of the influence of Organizational Citizenship Behavior (OCB) and Work Motivation on Employee Performance simultaneously is 53.4%. Meanwhile, partially the influence of Organizational Citizenship Behavior (OCB) on Employee Performance is 24.9% and the influence of Work Motivation on Employee Performance is 28.4%.

Keywords: Organizational Citizenship Behavior (OCB), Work Motivation, and Employee Performance