

## ABSTRAK

Penelitian ini bertujuan untuk mengetahui seberapa besar pengaruh *Self Efficacy* dan *Organizational Citizenship Behavior* terhadap Kinerja Karyawan PERUMDAM Tirta Mukti Pusat Cianjur baik secara parsial maupun simultan. Metode penelitian yang digunakan adalah deskriptif dan verifikatif. Populasi dalam penelitian ini yaitu seluruh karyawan PERUMDAM Tirta Mukti Pusat Cianjur sebanyak 80 orang. Teknik penemuan sampel dalam penelitian ini menggunakan teknik sampling jenuh atau sampling sensus, dimana semua anggota populasi dijadikan sampel. Teknik pengumpulan data yang digunakan adalah observasi, wawancara, dan menyebarkan kuesioner. Metode analisis yang digunakan adalah *Method of Successive Interval (MSI)*, analisis regresi linier berganda, korelasi berganda, koefisien determinasi. Hasil penelitian menunjukkan bahwa terdapat pengaruh yang positif dan signifikan antara *Self Efficacy* dan *Organizational Citizenship Behavior* terhadap Kinerja Karyawan PERUMDAM Tirta Mukti Pusat Cianjur secara simultan sebesar 72,5%. Secara parsial pengaruh *Self Efficacy* terhadap Kinerja Karyawan sebesar 38,4% dan pengaruh *Organizational Citizenship Behavior* terhadap Kinerja Karyawan sebesar 34,1%. Sehingga dapat disimpulkan bahwa *Self Efficacy* memberikan pengaruh yang lebih besar terhadap Kinerja Karyawan PERUMDAM Tirta Mukti Pusat Cianjur.

**Kata Kunci:** *Self Efficacy, Organizational Citizenship Behavior dan Kinerja Karyawan*

## **ABSTRACT**

*This research aims to find out how much influence Self Efficacy and Organizational Citizenship Behavior have on the employee performance of PERUMDAM Tirta Mukti Pusat Cianjur; both partially and simultaneously. The research method used is descriptive and verification. The population in this study was all 80 employees of PERUMDAM Tirta Mukti Pusat Cianjur. The sample finding technique in this research uses a saturated sampling technique or census sampling, where all members of the population are sampled. The data collection techniques used were observation, interviews, and distributing questionnaires. The analytical method used is the Successive Interval Method (MSI), multiple linear regression analysis, multiple correlation, coefficient of determination. The results of the research show that there is a positive and significant influence between Self Efficacy and Organizational Citizenship Behavior on the Performance of PERUMDAM Tirta Mukti Pusat Cianjur employees simultaneously at 72.5%. Partially, the influence of Self Efficacy on Employee Performance is 38.3% and the influence of Organizational Citizenship Behavior on Employee Performance is 34,1%. So it can be concluded that Self Efficacy has a greater influence on the employee performance of PERUMDAM Tirta Mukti Pusat Cianjur.*

***Keywords: Self Efficacy, Organizational Citizenship Behavior and Employee Performance***