

ABSTRACT

One of the actions aiming at maintaining employee performance in order to remain productive at work is by looking at the application of organizational citizenship behavior in the company. As a result, the company can see the effects of organizational citizenship behavior on employee performance, in this case at PT. Global Quality Indonesia.

The dimensions of organizational citizenship behavior consist of altruism, conscientiousness, sportsmanship, courtesy, and civic virtue. Meanwhile, the dimensions of employee performance consist of target, quality, time, and compliance. This study aims to find out the application of organizational citizenship behavior, the employees' performance, the influence of organizational citizenship behavior on employees' performance, and which dimensions of organizational citizenship behavior have the most influence on employee performance at PT. Global Quality Indonesia.

This research is a quantitative research with descriptive-causal methods. The type of sampling used was non-probability sampling. The data were collected by distributing questionnaires to 85 respondents who were the employees of PT. Global Quality Indonesia.

The results of this study indicate the organizational citizenship behavior and employees' performance at PT. Global Quality Indonesia was in a good category. In addition, there was an influence between organizational citizenship behavior on employee performance with the two most influential components were component 1 consisting of altruism, conscientiousness, and sportsmanship dimensions and component 2 consisting of civic virtue and courtesy dimensions.

Keywords: Employees' Performance and Organizational Citizenship Behavior