

ABSTRACT

This research is motivated by empirical facts in the form of employee performance data at Telkom Telecommunications Business Area (Witel) Jember, that in 2018, 2019, and 2020, the performance of employees did not experience a significant increase. The purpose of this study was to determine and analyze the variables of Organizational Citizenship Behavior (OCB) and Work Discipline on the Performance of Employees in the Jember Telecommunications Area.

The research method used is a quantitative method with descriptive and causal research types and uses multiple linear regression analysis. The sample in this study used a saturated sample with a total of 67 respondents.

Based on the results of descriptive analysis shows that Organizational Citizenship Behavior (OCB), work discipline and employee performance are included in the good category. Partially and simultaneously Organizational Citizenship Behavior (OCB) and work discipline have a significant effect on employee performance. The magnitude of the influence of organizational culture, work discipline, and employee performance is 80.9% while the remaining 19.1% is influenced by other variables not examined in this study.

Keywords: *Organizational Citizenship Behavior (OCB) Discipline and Performance.*