

ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh Organizational Citizenship Behaviour (OCB) terhadap Kinerja Karyawan melalui Total Quality Manajemen sebagai variabel intervening. Populasi yang digunakan adalah karyawan di 11 fakultas pada Universitas Islam Sultan Agung yang berjumlah 196. Teknik pengambilan sample menggunakan *teknik Purposive sampling* sehingga didapat responden sebanyak 131 orang . Analisis data menggunakan SPSS 16.0. Hasil penelitian ini menunjukkan bahwa Altruism berpengaruh positif dan signifikan terhadap Kinerja Karyawan. Civic Virtue berpengaruh positif dan signifikan terhadap Kinerja Karyawan. Altruism berpengaruh positif dan signifikan terhadap Total Quality Manajemen. Civic Virtue berpengaruh positif dan signifikan terhadap Total Quality Manajemen. Total Quality Manajemen berpengaruh positif dan signifikan terhadap Kinerja Karyawan.

Kata Kunci : Organizational Citizenship Behaviour (OCB), Altruism, Civic Virtue, Kinerja Karyawan, Total Quality Manajemen (TQM).

ABSTRACT

This study aims to analyze the effect of Organizational Citizenship Behavior (OCB) on Employee Performance through Total Quality Management as an intervening variable. The population used was employees in 11 faculties at Sultan Agung Islamic University, amounting to 196. The sampling technique used purposive sampling technique so that as many as 131 respondents were obtained. Data analysis using SPSS 16.0. The results of this study indicate that Altruism has a positive and significant effect on Employee Performance. Civic Virtue has a positive and significant effect on Employee Performance. Altruism has a positive and significant effect on Total Quality Management. Civic Virtue has a positive and significant effect on Total Quality Management. Total Quality Management has a positive and significant effect on Employee Performance.

keywords: Organizational Citizenship Behavior (OCB), Altruism, Civic Virtue, Employee Performance, Total Quality Management (TQM).