ABSTRAK

Cindy Mayori(2023). Pengaruh *Organizational Citizenship Behavior* Dan Karakteristik Individu Terhadap Kinerja Karyawan CV Gemilang Makmur Mandiri. Dibimbing oleh bapak Noviansyah, S.E.,M.Si. selaku pembimbing I dan ibuPalupi Indah Sari, S.Kom.,M.M selaku pembimbing II.

Penelitian ini bertujuan untuk mengetahui Pengaruh *Organizational Citizenship Behavior* Dan Karakteristik Individu Terhadap Kinerja Karyawan CV Gemilang Makmur Mandiri. Teknik analisis data yang digunakan adalah regresi linier berganda. Berdasarkan hasil uji hipotesis parsial didapatkan bahwa hipotesis *Organizational Citizenship Behavior* terhadap Kinerja Karyawan karyawan CV Gemilang Makmur Mandiri memiliki nilai t-hitung (5,393) > t-tabel (2,02619) maka Ho ditolak dan Ha diterima. Artinya bahwa ada pengaruh *Organizational Citizenship Behavior* terhadap Kinerja Karyawan karyawan CV Gemilang Makmur Mandiri.Sedangkan pada hipotesis Karakteristik Individu terhadap Kinerja Karyawan karyawan CV Gemilang Makmur Mandiri memiliki nilai t-hitung (2,986) > t-tabel (2,02619) maka Ho ditolak dan Ha diterima. Artinya bahwa ada pengaruh Karakteristik Individu terhadap Kinerja Karyawan karyawan CV Gemilang Makmur Mandiri.Secara simultan didapatkan $195,492 > F_{tabel}$ 3.25 maka H_o ditolak dan H_a diterima, artinya ada pengaruh *Organizational Citizenship Behavior* dan Karakteristik Individu terhadap Kinerja Karyawan CV Gemilang Makmur Mandiri.Koefisien determinasi (R^2) yang diperoleh sebesar 0.914. Hal ini menunjukkan berarti sumbangan pengaruh *Organizational Citizenship Behavior* dan Karakteristik Individu terhadap Kinerja Karyawan sebesar 91,4% sedangkan sisanya 8,6% dipengaruhi oleh variabel lain yang tidak dimasukan dalam penelitian ini yaitu kemampuan dan keahlian (Kasmir, 2019:189-193).

Kata Kunci:*Organizational Citizenship Behavior*, Karakteristik Individu dan Kinerja Karyawan

ABSTRACT

Cindy Mayori(2023). *The Influence of Organizational Citizenship Behavior and Individual Characteristics on Employees' Performance at CV GemilangMakmurMandiri. This study was under the guidance of. Noviansyah, S.E., M.Si. and Palupi Indah Sari, S.Kom., M.M.*

This study aimed to determine the influence of Organizational Citizenship Behavior and Individual Characteristics on Employees' Performance at CV GemilangMakmurMandiri. The data analysis technique used was multiple linear regression. Based on the results of partial hypothesis testing, it was found that the Organizational Citizenship Behavior hypothesis on Employees' Performance at CV GemilangMakmurMandiri had a t-count (5.393) > t-table (2.02619) then Ho was rejected and Ha was accepted. This meant that there was an influence of Organizational Citizenship Behavior on Employees' Performance of CV GemilangMakmurMandiri. Meanwhile, in the Individual Characteristics hypothesis on Employee Performance, CV GemilangMakmurMandiri employees had a t-count value (2.986) > t-table (2.02619) then Ho was rejected and Ha was accepted. This meant that there was an influence of Individual Characteristics on Employees' Performance of CV GemilangMakmurMandiri employees. Simultaneously obtained 195.492>Ftable 3.25 then Ho was rejected and Ha was accepted, meaning that there was an influence of Organizational Citizenship Behavior and Individual Characteristics on Employees' Performance of CV GemilangMakmurMandiri. Coefficient of determination ($R2$)) obtained by 0.914. This showed that the influence of Organizational Citizenship Behavior and Individual Characteristics on Employees' Performance was 91.4%, while the remaining 8.6% was influenced by other variables not included in this study, namely abilities and skills (Kasmir, 2019: 189-193).

Keywords: Organizational Citizenship Behavior, Individual Characteristics and Employees' Performance