

ABSTRAK

Penelitian ini bertujuan untuk mengkaji dan menganalisis pengaruh motivasi pelayanan publik terhadap kinerja pegawai melalui organizational citizenship behavior. Dengan menggunakan metode kuantitatif, teknik pengambilan data yang digunakan melalui observasi, kuisioner dan dokumentasi, dengan sampel 58 responden. Pengujian hipotesis dilakukan menggunakan *teknik Structural Equation Model (SEM)* dengan program *smartPLS* . dengan hasil *Inner Model* kinerja pegawai dapat dijelaskan oleh konstruk motivasi pelayanan publik sebesar 78,1%, sedangkan model Organizational citizenship behavior yang diperoleh adalah 0,629 yang bisa diartikan bahwa konstruk Organizational citizenship behavior dapat dijelaskan oleh konstruk motivasi pelayanan publik sebesar 62,9%. Hasil penelitian menunjukkan bahwa : 1) motivasi pelayanan publik berpengaruh secara positif dan signifikan terhadap kinerja pegawai, 2) motivasi pelayanan publik berpengaruh secara positif dan signifikan terhadap organizational citizenship behavior, 3) organizational citizenship behavior berpengaruh secara positif dan signifikan terhadap kinerja pegawai, 4) motivasi pelayanan publik berpengaruh secara positif dan signifikan terhadap kinerja pegawai dengan organizational citizenship behavior sebagai variabel intervening. Saran pada variabel Kinerja Pegawai terutama didalam dimensi Efisiensi Dalam Melaksanakan Tugas masih rendah sehingga disarankan agar diadakannya Evaluasi Kinerja oleh Atasan dan Rekan Kerja, pada Variabel Motivasi Pelayanan Publik terutama didalam dimensi Komitmen Pada Kepentingan Publik disarankan untuk Fokus pada peningkatan motivasi pelayanan publik, pada variabel Organizational Citizenship Behavior (OCB) terutama didalam dimensi courtesy (Sikap Kesopanan) yang masih kategori rendah maka disarankan untuk memperkuat budaya kerja yang mempromosikan hubungan interpersonal yang harmonis.

Kata kunci : Kinerja pegawai, motivasi pelayanan publik, organizational citizenship behavior

ABSTRACT

This study aims to examine and analyze the influence of public service motivation on employee performance through organizational citizenship behavior. By using quantitative methods, data collection techniques used through observation, questionnaires and documentation, with a sample of 58 respondents. Hypothesis testing was carried out using the Structural Equation Model (SEM) technique with the smartPLS program. with the results of the Inner Model employee performance can be explained by the public service motivation construct of 78.1%, while the Organizational citizenship behavior model obtained was 0.629 which can be interpreted that the Organizational citizenship behavior construct can be explained by the public service motivation construct of 62.9%. The results of the study indicate that: 1) public service motivation has a positive and significant effect on employee performance, 2) public service motivation has a positive and significant effect on organizational citizenship behavior, 3) organizational citizenship behavior has a positive and significant effect on employee performance, 4) public service motivation has a positive and significant effect on employee performance with organizational citizenship behavior as an intervening variable. Suggestions on the Employee Performance variable, especially in the dimension of Efficiency in Carrying Out Duties, are still low, so it is recommended that a Performance Evaluation be held by Superiors and Colleagues, on the Public Service Motivation Variable, especially in the Commitment to the Public Interest dimension, it is recommended to focus on increasing public service motivation, on the Organizational variable Citizenship Behavior (OCB), especially in the politeness dimension, is still in the low category, so it is recommended to strengthen a work culture that promotes harmonious interpersonal relationships.

Keywords: Employee performance, public service motivation, organizational citizenship behavior