

PENGARUH ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) TERHADAP KINERJA PADA ANGGOTA DAMKAR DI YOGYAKARTA

**Dina Fitria Kumalasari
Yanies Novira Soedarmadi**

Program Studi Psikologi
Fakultas Bisnis & Humaniora
Universitas Teknologi Yogyakarta
Email: dinafitriakumalasari123@gmail.com

ABSTRAK

Petugas pemadam kebakaran terlatih untuk menangani kebakaran dan menyelamatkan korban bencana seperti kecelakaan, banjir, dan gedung runtuh, menyelamatkan orang atau hewan yang terjebak dan menangani sarang tawon. Masalah seperti keterlambatan akibat kemacetan dan waktu kerja 10 jam tanpa shift dapat mengurangi efektivitas mereka dan mempengaruhi kinerja mereka. Penelitian ini bertujuan untuk mengetahui pengaruh organizational citizenship behavior (OCB) terhadap kinerja pada anggota damkar di Yogyakarta. Penelitian ini menggunakan metode kuantitatif dengan menggunakan skala likert. Teknik pengumpulan data menggunakan kuesioner dengan skala kinerja karyawan dan OCB. Teknik analisis data yang digunakan adalah teknik regresi linier sederhana dengan bantuan software IBM SPSS (Statistical Package for the Social Sciences) 23 for windows. Penelitian ini menggunakan grand theory OCB yaitu Organ (2006) serta Kinerja menggunakan teori Mitchell (1987). Subjek yang digunakan dalam penelitian ini adalah anggota damkar pada bagian operasional yang berjumlah 120 karyawan. Teknik pengumpulan data menggunakan teknik random sampling. Hasil penelitian menunjukkan bahwa 42,5% subjek penelitian ini memiliki organizational citizenship behavior sedang dan 57,5% subjek memiliki organization citizenship behavior tinggi. Pengaruh organization citizenship behavior terhadap kinerja karyawan sebesar 14%. Hasil penelitian ini diketahui bahwa hipotesis organization citizenship behavior diterima (H_a) yaitu terdapat pengaruh organization citizenship behavior terhadap kinerja pada anggota damkar di Yogyakarta dengan nilai signifikansi sebesar 0,000 ($p < 0,05$).

Kata Kunci: *Organization Citizenship Behavior (OCB), Kinerja Karyawan, Petugas Pemadam Kebakaran.*

THE EFFECT OF ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) ON FIREFIGHTERS PERFORMANCE IN YOGYAKARTA

Dina Fitria Kumalasari
Yanies Novira Soedarmadi

Psychology Department
Faculty of Business & Humanities
University of Technology Yogyakarta
Email: dinafitriakumalasari123@gmail.com

ABSTRACT

Firefighters are trained to handle fires and rescue victims of disasters such as accidents, floods, and building collapses, rescue trapped people or animals, and deal with wasp nests. Problems such as delays due to traffic jams and working 10-hour shifts can reduce their effectiveness and affect their performance. This research aims to determine the effect of organizational citizenship behavior (OCB) on the performance of firefighters in Yogyakarta. This research uses quantitative methods using a Likert scale. The data collection technique uses a questionnaire with employee performance and OCB scales. The data analysis technique used is a simple linear regression with the help of IBM SPSS (Statistical Package for the Social Sciences) 23 for Windows software. This research uses the grand theory of OCB, namely Organ (2006) and performance using Mitchell's theory (1987). The subjects used in this research were 120 firefighters in the operational section. The data collection technique uses a random sampling technique. The research results showed that 42.5% of the subjects in this study had moderate organizational citizenship behavior, and 57.5% had high organizational citizenship behavior. The influence of organizational citizenship behavior on employee performance is 14%. The results of this research show that the organizational citizenship behavior hypothesis is accepted (H_a), notably that there is an influence of organizational citizenship behavior on the performance of firefighters in Yogyakarta with a significance value of 0.000 ($p < 0.05$).

Keywords: Organization Citizenship Behavior (OCB), Employee Performance, Firefighter