ABSTRACT

THE IMPLEMENTATION OF ORGANIZATIONAL CITIZENSHIP BEHAVIOUR (OCB) ON EMPLOYEE PERFORMANCE (IN BNI SYARIAH BRANCH OF BANDAR LAMPUNG)

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This study aimed to determine the implementation of Organizatinal Citizenship Behavior (OCB) on Employee Performance in BNI Syariah Branch of Bandar Lampung. The subjects were the employees of BNI Syariah as well as permanent employees of the bank. This research subjects obtained by using method (explanatory research) or Test of Hypothesis. The data collection technique used questionnaires, with 33 sampleS of the employees and data processing techniques used SmartPLS 2.0.M3. The analysis version of this data used descriptive analysis, Inferential Statistical Analysis, Measurement Model (Outer Model), Structural Model (Inner Model) and Hypothesis Testing.

Based on the study results, it was indicated that there were significant impact between OCB, Emotional Intelligences (EQ), Spiritual Intelligence (SQ) on Employee Performance in BNI Syariah Branch Bandar Lampung, the major influence is 84.243% while the rest influenced other variables.

Keywords: Organizational Citizenship Behavior (OCB), Emotional Intelligence, Spiritual Intelligence, and Employee Performance.