

ABSTRAK

PENGARUH *ORGANIZATION CITIZENSHIP BEHAVIOUR* (OCB) TERHADAP KINERJA KARYAWAN DENGAN *WORK OVERLOAD* SEBAGAI VARIABEL MEDIASI PADA PT TUNTUN SEKURITAS INDONESIA

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Penelitian ini bertujuan untuk menganalisis pengaruh *organization citizenship behavior* (OCB) terhadap kinerja karyawan dengan *work overload* sebagai variabel mediasi pada PT Tuntun Sekuritas Indonesia. Penelitian ini menggunakan pendekatan kuantitatif dengan metode survei. Data dikumpulkan melalui kuesioner yang disebarakan kepada karyawan PT Tuntun Sekuritas Indonesia dan dianalisis menggunakan *Structural Equation Modeling* (SEM) dengan bantuan perangkat lunak AMOS. Hasil penelitian menunjukkan bahwa *Organizational Citizenship Behavior* (OCB) berpengaruh positif dan signifikan terhadap kinerja karyawan PT Tuntun Sekuritas Indonesia, sehingga hipotesis pertama diterima. *Organizational Citizenship Behavior* (OCB), seperti kesediaan membantu rekan kerja yang memiliki beban kerja berat, terbukti mampu meningkatkan kualitas, ketepatan waktu, dan efektivitas kerja. Namun, hasil uji Sobel menunjukkan bahwa *work overload* tidak memediasi pengaruh OCB terhadap kinerja. Artinya, OCB meningkatkan kinerja secara langsung tanpa melalui mekanisme peningkatan *work overload*. Implikasinya, perusahaan perlu mendorong budaya kerja kolaboratif, memastikan distribusi tugas yang proporsional, serta memantau *work overload* agar karyawan tidak tertinggal dalam jadwal pekerjaan. Penelitian ini memberikan kontribusi teoritis dalam kajian perilaku organisasi serta implikasi praktis bagi pengelolaan sumber daya manusia secara berkelanjutan.

Kata kunci: *Organization Citizenship Behavior*, *Work Overload*, Kinerja Karyawan, *Structural Equation Modeling*.

ABSTRACT

***THE EFFECT OF ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB)
ON EMPLOYEE PERFORMANCE WITH WORK OVERLOAD AS A
MEDIATING VARIABLE AT PT TUNTUN SEKURITAS INDONESIA***

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This study aims to analyze the effect of Organizational Citizenship Behavior (OCB) on employee performance with work overload as a mediating variable at PT Tuntun Sekuritas Indonesia. This research employed a quantitative approach using a survey method. Data were collected through questionnaires distributed to employees of PT Tuntun Sekuritas Indonesia and analyzed using Structural Equation Modeling (SEM) with the assistance of AMOS software. The results indicate that Organizational Citizenship Behavior (OCB) has a positive and significant effect on employee performance, thereby supporting the first hypothesis. OCB, such as employees' willingness to assist colleagues with heavy work overload, has been proven to enhance work quality, timeliness, and overall effectiveness. However, the Sobel test results reveal that work overload does not mediate the relationship between OCB and employee performance. This finding suggests that OCB improves employee performance directly, rather than through an increase in work overload. The practical implications of this study suggest that the company should foster a collaborative work culture, ensure proportional task distribution, and regularly monitor workload to prevent employees from falling behind schedule. This study contributes theoretically to the development of organizational behavior literature and provides practical implications for sustainable human resource management.

Kata kunci: Organization Citizenship Behavior, Work Overload, Employee Performance, Structural Equation Modeling.