

ABSTRACT

Sri Annisa, 2015, THESIS. The influence of Organizational Citizenship Behavior that having an affect on performance of the employee at PT. Telkom Blimbing Malang
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OCB (Organizational Citizenship Behavior) is a positive social behavior that done by the employee by giving contribution to the organization and working area that exceeds the demands of the role or position in the work. The employee who has the Organizational Citizenship Behavior will be helpful the performance of individual or group within an organization. The aims of this study are: first is analyzing the variable of Organizational Citizenship Behavior that influences the performance of the employee at PT. Telkom Blimbing Malang simultaneously. Second is analyzing the indicator of Organizational Citizenship Behavior that having an affect on performance of the employee partially. The last is analyzing the dominant indicator of Organizational Citizenship Behavior.

This study uses quantitative approach and multiple linear regression analysis to analyzing the data. The technique of collecting the sample uses the simple of sample random. The sample uses in this study are sixty three of the employees at PT. Telkom Blimbing Malang. In this study, there are five dimensions of measurement scale to met Organizational Citizenship, those are (a) altruism (the behavior to help the others); (b) concientiousness (the behavior that exceeds the minimum requirements); (c) sportmanship (the ability to tolerate without complain); (d) courtesy (maintain good relations); (e) civic virtue (involvement in organizational functions).

The result in this study shows that the presence of Organizational Citizenship Behavior in working area can influence the performance of the employee at PT. Telkom Blimbing Malang. From all dimension of Organizational Citizen Behavior as altruism, *conscientiousness*, *sportmanship*, and *courtesy* are significance influence to the performance of the employee. However, in all of dimensions show that the dominant dimension is courtesy.