

**Peningkatan Kinerja melalui Kompetensi Pegawai, Pemberdayaan
Pegawai dan Komitmen Organisasional dengan Dimediasi Oleh
Organizational Citizenship Behavior
(Studi pada Pegawai PT.Bank Mandiri (Persero) Tbk Kantor Cabang
Kudus)**

HERU ISWANI

(Pembimbing : DR. Sih Darmi Astuti, M.Si)

Manajemen - S1, FEB, Universitas Dian Nuswantoro

www.dinus.ac.id

Email : 211201302930@mhs.dinus.ac.id

ABSTRAK

Tujuan utama penelitian ini adalah untuk menguji dan menganalisis peningkatan kinerja melalui kompetensi pegawai, pemberdayaan pegawai dan komitmen organisasional dengan dimediasi oleh organizational citizenship behavior (studi pada Pegawai PT. Bank Mandiri (Persero) Tbk Kantor Cabang Kudus). Populasi dalam penelitian ini adalah Pegawai PT. Bank Mandiri (Persero) Tbk Kantor Cabang Kudus yang berjumlah 115 orang. Penelitian ini adalah penelitian sensus. Alat analisis yang digunakan adalah analisis Regresi Linier Berganda dengan menggunakan bantuan SPSS ver.16. Sebelum menganalisis regresi linier berganda dilakukan Uji Asumsi Klasik. Dari hasil pengujian diperoleh kesimpulan tingginya Organizational Citizenship Behavior disebabkan adanya pengaruh secara langsung dari kompetensi, pemberdayaan dan komitmen organisasional. Begitupula kinerja paling cepat akan meningkat karena adanya pengaruh langsung dari kompetensi, pemberdayaan, komitmen organisasional dan Organizational Citizenship Behavior.

Kata Kunci : Kompetensi Pegawai, Pemberdayaan Pegawai, Komitmen Organisasional, Organizational Citizenship Behavior dan Kinerja Pegawai

**Performance Improvement through Employee Competence,
Employee Empowerment and Organizational Commitment Mediated
by Organizational Citizenship Behavior
(Study on Employee of PT.Bank Mandiri (Persero) Tbk Branch Office
Kudus)**

HERU ISWANI

(Lecturer : DR. Sih Darmi Astuti, M.Si)

*Bachelor of Management - S1, Faculty of Economy &
Business, DINUS University*

www.dinus.ac.id

Email : 211201302930@mhs.dinus.ac.id

ABSTRACT

The main purpose of this study was to examine and analyze the performance improvement through employee competence, employee empowerment and organizational commitment mediated by organizational citizenship behavior (study on employee of PT. Bank Mandiri (Persero) Tbk Branch Office Kudus). The population in this study is the Employee of PT. Bank Mandiri (Persero) Tbk Branch Office Kudus as much as 115 people. This study is a cencus study. The analytical tool used is multiple linear regression analysis by using SPSS ver.16. Before analyzing the multiple linear regression performed Classical Assumption Test. Based on the test results obtained the conclusion that high organizational citizenship behavior due to the influence directly from competence, empowerment and organizational commitment. Neither the employee performance increased because of the directly influence from competence, empowerment, organizational commitment and Organizational Citizenship Behavior.

Keyword : competence, employee empowerment, organizational commitment, organizational citizenship behavior and employee performance