

ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui Pengaruh *Organizational Citizenship Behavior* dan *Burnout* Terhadap Kinerja Karyawan Dinas Pekerjaan Umum Bina Marga Provinsi Jawa Timur. Jenis penelitian ini adalah penelitian kuantitatif dengan jumlah sampel sebesar 59 orang responden, yang ditentukan dengan menggunakan metode *proportional random sampling*. Analisis data yang digunakan adalah regresi linier berganda. Hasil analisis menunjukkan bahwa *organizational citizenship behavior* mampu mempengaruhi kinerja karyawan dengan arah positif dan signifikan. Hal ini mengindikasikan bahwa *organizational citizenship behavior* dan kinerja karyawan berjalan searah. Artinya semakin tinggi *organizational citizenship behavior* dilakukan, semakin meningkatkan kinerja karyawan. *organizational citizenship behavior* dan kinerja karyawan berjalan searah. *Burnout* mampu mempengaruhi kinerja karyawan dengan arah negatif dan tidak signifikan, mengindikasikan bahwa karyawan mampu mengatasi gejala *burnout* dengan baik sehingga tidak mempengaruhi kinerja karyawan.

Kata Kunci: *Organizational Citizenship Behavior, Burnout, Kinerja Karyawan.*

ABSTRACT

This research aimed to determine the effect of Organizational Citizenship Behavior and Burnout on employees' performance in the Public Works office in Bina Marga, East Java province. Moreover, the research was quantitative. The data collection technique used proportional random sampling. In line with that, there were 59 respondents as the sample. Furthermore, the data analysis technique used multiple linear regression. The result showed that organizational citizenship behavior could affect employees' performance positively and significantly. It indicated that organizational citizenship behavior and employees' performance had one way in the Public Works office in Bina Marga, East Java province. In other words, the higher the organizational citizenship behavior was, the higher the employees' performance would be. On the other hand, burnout was able to affect employees' performance negatively and insignificantly. This indicated employees were able to overcome burnout properly so that it did not affect the employees' performance in the Public Works office in Bina Marga, East Java province.

Keywords: *Organizational Citizenship Behavior, Burnout, Employees' Performance.*