

ABSTRAK

PENGARUH *EMOTIONAL EXHAUSTION* DAN *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* (OCB) TERHADAP KINERJA PEGAWAI (Suatu Penelitian Pada Pegawai ASN di BKPSDM Kabupaten Tasikmalaya)

Oleh

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Tujuan penelitian ini untuk mengetahui pengaruh *emotional exhaustion*, *Organizational Citizenship Behavior* terhadap kinerja pegawai BKPSDM Kabupaten Tasikmalaya. Metode penelitian yang digunakan adalah metode survey, sedangkan teknik penarikan sampel menggunakan teknik sampling jenuh. Teknik pengumpulan data yang digunakan adalah data primer melalui kuesioner. Alat analisis menggunakan analisis jalur. Hasil penelitian menunjukkan bahwa: *emotional exhaustion* berpengaruh negatif signifikan terhadap kinerja pegawai, *Organizational Citizenship Behavior* berpengaruh positif signifikan terhadap kinerja pegawai, *emotional exhaustion* dan *Organizational Citizenship Behavior* berpengaruh signifikan terhadap kinerja pegawai. Implikasinya instansi perlu memprioritaskan program kesejahteraan dan manajemen stres demi mempertahankan kinerja optimal pegawai. Di sisi lain, OCB dapat menjadi pendorong kinerja positif, sehingga perlu mendorong inisiatif dan kontribusi di luar tugas pokok, di mana pegawai merasa dihargai untuk upaya ekstra mereka. Dengan demikian, pengelolaan kesejahteraan emosional yang efektif dan penguatan budaya OCB bukan hanya meningkatkan kinerja individual, tetapi juga membangun lingkungan kerja yang lebih sehat, kolaboratif.

Kata kunci: *emotional exhaustion*, *Organizational Citizenship Behavior*, kinerja pegawai.

ABSTRACT

THE INFLUENCE OF EMOTIONAL EXHAUSTION AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR ON EMPLOYEE PERFORMANCE

(A Study on ASN Employees at BKPSDM Tasikmalaya District)

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The purpose of this research was to determine the influence of emotional exhaustion and Organizational Citizenship Behavior on employee performance at BKPSDM Tasikmalaya District. The research method involved a survey method, while the sampling technique used a saturated sampling technique. The data collection technique involved gathering primary data through questionnaires and interviews. The analysis tool utilized path analysis. The research results show that: emotional exhaustion has a significant negative effect on employee performance, Organizational Citizenship Behavior has a significant positive effect on employee performance and emotional exhaustion and Organizational Citizenship Behavior has a significant positive effect on employee performance. The implication is that agencies need to prioritize welfare and stress management programs to maintain optimal employee performance. On the other hand, OCB can be a positive performance driver, so it is necessary to encourage initiatives and contributions beyond basic duties, where employees feel valued for their extra efforts. Thus, effective management of emotional well-being and strengthening of OCB culture not only improves individual performance, but also builds a healthier, more collaborative work environment.

Key words: emotional exhaustion, Organizational Citizenship Behavior, employee performance