

**PENGARUH MOTIVASI, LINGKUNGAN KERJA, DAN
ORGANIZATIONAL CITIZENSHIP BEHAVIOR TERHADAP KINERJA
PEGAWAI DI PUSKESMAS KEDUNGGAJANG KAB. LUMAJANG**

ABSTRAK

Puskesmas kedungjajang merupakan suatu unit organisasi fungsional yang secara professional melakukan upaya pelayanan kesehatan pokok menggunakan peran serta masyarakat aktif untuk memberikan pelayanan secara menyeluruh dan terpadu terhadap masyarakat di suatu wilayah Kecamatan Kedungjajang. Untuk menjalankan operasionalnya, Puskesmas memerlukan pegawai yang melibatkan tenaga medis seperti dokter, perawat, bidan, serta tenaga administratif dan dukungan lainnya. Tujuan dilakukannya penelitian ini yaitu untuk mengetahui pengaruh motivasi, lingkungan kerja, dan *organizational citizenship behavior* terhadap kinerja pegawai di Puskesmas Kedungjajang Kab. Lumajang. Metode penelitian yang digunakan yaitu kuantitatif. Populasi dalam penelitian ini sejumlah 60 responden. Teknik pengambilan sampel menggunakan teknik sensus atau jenuh. Dalam penelitian ini pengujian hipotesis dilakukan dengan teknik analisis regresi linier berganda. Setelah dilakukan pengujian secara parsial maka didapatkan hasil sebagai berikut: motivasi dan *organizational citizenship behavior* berpengaruh secara signifikan terhadap kinerja pegawai di Puskesmas Kedungjajang Kab. Lumajang sedangkan lingkungan kerja tidak berpengaruh secara signifikan terhadap kinerja pegawai di Puskesmas Kedungjajang Kab. Lumajang. Nilai koefisien determinasi (R^2) yang diperoleh sebesar 0,693% atau 69,3% kinerja pegawai dapat dijelaskan oleh variabel motivasi, lingkungan kerja dan *organizational citizenship behavior*.

Kata kunci : Motivasi, Lingkungan Kerja, *Organizational Citizenship Behavior*, dan Kinerja Pegawai

**THE INFLUENCE OF MOTIVATION, WORK ENVIRONMENT, AND
ORGANIZATIONAL CITIZENSHIP BEHAVIOR ON EMPLOYEE
PERFORMANCE IN THE KEDUNGGAJANG PUSKESMAS REGENCY
LUMAJANG**

ABSTRACT

Kedungjajang Community Health Center is a functional organizational unit that professionally carries out basic health service efforts using active community participation to provide comprehensive and integrated services to the community in an area of Kedungjajang District. To carry out its operations, the Community Health Center requires staff involving medical personnel such as doctors, nurses, midwives, as well as administrative and other support personnel. The purpose of this research is to determine the influence of motivation, work environment, and organizational citizenship behavior on employee performance at the Kedungjajang District Health Center. Lumajang. The research method used is quantitative. The population in this study was 60 respondents. The sampling technique uses census or saturated techniques. In this research, hypothesis testing was carried out using multiple linear regression analysis techniques. After carrying out partial testing, the following results were obtained: motivation and organizational citizenship behavior has a significant effect on employee performance at the Kedungjajang District Health Center while the work environment does not have a significant effect on employee performance at the Kedungjajang District Health Center. Lumajang. The coefficient of determination (R²) obtained was 0.693% or 69.3% of employee performance can be explained by motivation variables, work environment and organizational citizenship behavior.

Keywords: Motivation, Work Environment, Organizational Citizenship Behavior, and Employee Performance