

ABSTRACT

Human resources are the most important things in a company because with competent human resources it will determine the success or success of an organization or company. Boyolali Bank is a bank owned by the Government of Boyolali Regency, Central Java province. In 2015-2016 the performance of Bank Boyolali decreased where those who got a C score increased from 11 people to 21 people and office staff achievements also declined where office staff who got a C score from 9 people to 29 people and B scores decreased from 57 people to become 41 people only. This is an interesting phenomenon to learn. Based on observations it is known that office staff achievements from 2015-2016 experienced a decline where office staff who received C scores from 9 people to 29 people and B scores decreased from 57 people to 41 people. This study aims to analyze and explain the influence of organizational culture on OCB and employee performance, the effect of organizational commitment on OCB, analyze and explain OCB and the effect of organizational commitment on employee performance.

In this study using independent variables namely Organizational Culture, Organizational Commitment. The dependent variable is Employee Performance. And the intervening variable, OCB. Data collection techniques in this study used questionnaire distribution techniques. The population in this study were employees who worked at Bank Boyolali with a census technique so the sample was 112 employees who worked at Bank Boyolali. The data analysis technique used in this study is the validity test, reliability test and hypothesis testing technique with AMOS SEM analysis.

Based on the results of the discussion, conclusions can be drawn as follows: (1) Organizational culture has a positive effect on OCB, (2) Organizational commitment has a positive effect on OCB, (3) OCB has a positive effect on employee performance, (4) Organizational culture has no significant effect on employee performance, and (5) Organizational commitment has a positive effect on employee performance.

Keywords: *organizational culture, organizational commitment, OCB, employee performance*