

**EFFECT OF EDUCATION TRAINING AND *ORGANIZATIONAL
CITIZENSHIP BEHAVIOR* (OCB) ON EMPLOYEE PERFORMANCE**
**(Study at PT. POS INDONESIA (PERSERO) REGIONAL OFFICE
MOJOKERTO CITY POST BUSINESS)**

ABSTRACT

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The purpose of this study was to explain the effect of the variables of Education, Training and *Organizational Citizenship Behavior* (OCB) on Employee Performance of PT. Pos Indonesia (Persero) Mojokerto Post Office. Data was collected by distributing questionnaires, interviews, observations, and documentation. This study uses a quantitative approach with explanatory research methods which are carried out through data collection in the field. The population used is Courier Service Delivery Employees PT. Pos Indonesia (Persero) Mojokerto Post Office, totaling 45 employees. The sampling technique used was the saturated sample technique. The data analysis method used validity test, reliability test, classical assumption test, multiple linear regression analysis, hypothesis test through T test and coefficient of determination (R^2) with the help of SPSS Version 26. Based on the results of the study showed that X1 Education Training X2 *Organizational Citizenship Behavior* (OCB) have a so important and useful effect on the Performance of Employees of PT. Pos Indonesia (Persero) Mojokerto Post Office.

Keywords : Training Education, *Organizational Citizenship Behavior* (OCB), Employee Performanc.