

ABSTRAK

Penelitian ini bertujuan untuk: (1) mengetahui dan menganalisis bagaimana disiplin kerja karyawan, (2) mengetahui dan menganalisis *organizational citizenship behavior*, (3) mengetahui dan menganalisis kinerja karyawan, (4) mengetahui bagaimana pengaruh parsial disiplin kerja terhadap kinerja karyawan, (5) mengetahui bagaimana pengaruh parsial *organizational citizenship behavior* terhadap kinerja karyawan, dan (6) mengetahui bagaimana pengaruh simultan disiplin kerja karyawan dan *organizational citizenship behavior* terhadap kinerja. Penelitian dilakukan dengan menggunakan metode deskriptif kuantitatif. Jumlah sampel sebanyak 120 orang karyawan Departemen Bonding PT. Zinus Global Indonesia Fact. 2 Karawang dengan menggunakan pengambil sampel jenuh. Metode pengumpulan data menggunakan kuisioner yang telah disebar kepada responden. Alat analisis yang digunakan yaitu analisis Regresi Linear Berganda. Penelitian ini menunjukkan hasil bahwa terdapat terdapat korelasi yang kuat antara Disiplin Kerja terhadap Kinerja dan korelasi yang cukup kuat antara *organizational citizenship behavior* terhadap kinerja. Terdapat pengaruh parsial antara Disiplin Kerja terhadap Kinerja secara signifikan, dan adanya pengaruh parsial *Organizational Citizenship Behavior* terhadap Kinerja secara signifikan. Secara bersama-sama Disiplin Kerja dan *Organizational Citizenship Behavior* terbukti berpengaruh secara simultan dengan signifikan terhadap Customer Satisfaction yang menunjukkan pengaruh sebesar 46,24%, sedangkan 53,76% merupakan pengaruh variabel lain yang tidak diteliti dalam penelitian ini.

Kata Kunci: Disiplin Kerja, *Organizational Citizenship Behavior*, Kinerja

ABSTRACT

This study aims to: (1) know and analyzes how employee work discipline is, (2) know and analyze organizational citizenship behavior, (3) know and analyze employee performance, (4) know how the partial influence of work discipline on employee performance, (5) knowing how the partial influence of organizational citizenship behavior on employee performance, and (6) knowing how the simultaneous influence of employee work discipline and organizational citizenship behavior on performance. The study was conducted using quantitative descriptive methods. The total sample was 120 employees of the Bonding Department of PT. Zinus Global Indonesia Fact. Karawang uses saturated samplers. The data collection method uses a questionnaire that has been distributed to respondents. The analysis tool used is Multiple Linear Regression analysis. This study shows results that there is a strong correlation between Work Discipline to Performance and a fairly strong correlation between organizational citizenship behavior and performance. There is a partial influence between Work Discipline on Performance significantly, and there is a partial influence of Organizational Citizenship Behavior on Performance significantly. Together, Work Discipline and Organizational Citizenship Behavior were shown to have a simultaneous and significant effect on Customer Satisfaction which showed an influence of 46.24%, while 53.76% was the influence of other variables that were not studied in this study.

Keywords: Work Discipline, Organizational Citizenship Behavior, Performance

