

ABSTRAK

Penelitian ini berawal dari ditemukannya permasalahan pada Kinerja Karyawan. Masalah yang terlihat dalam penelitian ini adalah kinerja pegawai yang diakibatkan oleh *Worklife Balance* dan *Organizational Citizenship Behavior*. Penelitian ini bertujuan untuk mengetahui seberapa besar pengaruh *Worklife Balance* dan *Organizational Citizenship Behavior* terhadap Kinerja Pegawai PT. POS Indonesia Cabang Asia Afrika Bandung baik secara parsial maupun simultan. Metode penelitian yang digunakan adalah deskriptif dan verifikatif dengan jumlah sampel 50 responden. Teknik pengumpulan data yang digunakan adalah observasi, wawancara, dan menyebarkan kuesioner. Metode analisis yang digunakan adalah *Method of Successive Interval (MSI)*, analisis regresi linier berganda, korelasi berganda, koefisien determinasi. Hasil penelitian menunjukkan bahwa terdapat pengaruh yang positif dan signifikan antara *Worklife Balance* dan *Organizational Citizenship Behavior* terhadap Kinerja Pegawai PT. POS Indonesia Cabang Asia Afrika Bandung secara simultan sebesar 68,3%. Secara parsial pengaruh *Worklife Balance* terhadap Kinerja Pegawai PT. POS Indonesia Cabang Asia Afrika Bandung sebesar 65,4% dan pengaruh *Organizational Citizenship Behavior* terhadap Kinerja Pegawai PT. POS Indonesia Cabang Asia Afrika Bandung sebesar 2,8%. Sehingga dapat disimpulkan bahwa *Worklife Balance* memberikan pengaruh yang lebih besar terhadap Kinerja Pegawai PT. POS Indonesia Cabang Asia Afrika Bandung.

Kata Kunci : *Worklife Balance, Organizational Citizenship Behavior* dan Kinerja Pegawai

ABSTRACT

This research starts from the discovery of problems in Employee Performance. The problem seen in this study is employee performance caused by Worklife Balance and Organizational Citizenship Behavior. This study aims to determine how much influence Worklife Balance and Organizational Citizenship Behavior have on Employee Performance of PT POS Indonesia, Asia Afrika Bandung Branch both partially and simultaneously. The research method used is descriptive and verification with a sample size of 50 respondents. The data collection techniques used are observation, interviews, and distributing questionnaires. The analysis method used is Method of Successive Interval (MSI), multiple linear regression analysis, multiple correlation, coefficient of determination. The results showed that there was a positive and significant influence between Worklife Balance and Organizational Citizenship Behavior on Employee Performance of PT POS Indonesia, Asia Afrika Bandung Branch simultaneously by 68.3%. Partially, the effect of Worklife Balance on Employee Performance of PT POS Indonesia, Asia Afrika Bandung Branch was 65.4% and the effect of Organizational Citizenship Behavior on Employee Performance of PT POS Indonesia, Asia Afrika Bandung Branch was 2.8%. So it can be concluded that Worklife Balance has a greater influence on the performance of employees of PT. POS Indonesia, Asia Afrika Bandung Branch.

Keywords : Worklife Balance and Organizational Citizenship Behavior and Employee Performance