***ABSTRACT***

*Nur Alia Sumanti, NPM: 219010027, The Influence of Work Discipline, Organizational Culture and Competence on Organizational Citizenship Behavior and Its Impact on Employee Performance (Survey of Civil Servants of the Regional Disaster Management Agency in West Java). Prepared with the direction of Prof. Dr. Hj. Erni Rusyani, S.E., M.M. Advisory Commission as Promoter and Dr.Atty Tri Juniarti, S.E., M.Si as Co-promoter.*

*Indonesia has a high risk of disaster as a consequence of the country's geological and geographical location which makes Indonesia prone to disasters such as: earthquakes, tsunamis, volcanic eruptions, landslides, floods and others.*

*This research aims to find out a factual picture of the influence of work discipline, organizational culture and competence on organizational citizenship behavior and its impact on the performance of employees of the West Java Regional Disaster Management Agency.*

*This research uses quantitative methods with descriptive and verification analysis and the analytical tool used is SEM (Structural Equation Modeling) analysis. In this study, the sample members were 242 civil servants from the West Java Regional Disaster Management Agency.*

*The results of this research conclude that there is a significant influence of work discipline, organizational culture and competence on organizational citizenship behavior of civil servants at the Regional Disaster Management Agency in West Java, the magnitude of the influence is 70.22 percent. Meanwhile, the influence of other variables not studied was 29.78 percent. There is a significant influence of the organizational citizenship behavior variable on the performance of Civil Servants at the Regional Disaster Management Agency throughout West Java with an influence size of 80.51 percent. Meanwhile, the influence of other variables not studied was 19.49 percent.*

***Keywords: Work Discipline, Organizational Culture, Competence, Organizational Citizenship Behavior, Performance.***