

ABSTRAK

Penelitian ini membahas Disiplin Kerja, *Organizational Citizenship Behavior*, dan Kinerja Karyawan pada Bank BJB Kantor Cabang Tamansari. Permasalahan dalam penelitian ini berkaitan dengan kondisi Disiplin Kerja, *Organizational Citizenship Behavior*, dan Kinerja Karyawan yang masih berada pada kategori kurang baik. Penelitian ini bertujuan untuk mengetahui dan analisis Disiplin Kerja, *Organizational Citizenship Behavior*, dan Kinerja Karyawan serta mengetahui pengaruh Disiplin Kerja dan *Organizational Citizenship Behavior* terhadap Kinerja Karyawan baik secara parsial maupun simultan. Metode penelitian yang digunakan adalah deskriptif dan verifikatif dengan pendekatan kuantitatif. Teknik pengambilan sampel menggunakan sampel jenuh dengan jumlah responden sebanyak 98 karyawan. Pengumpulan data dilakukan melalui kuesioner, observasi, wawancara, dan studi kepustakaan. Analisis data menggunakan analisis deskriptif, regresi linear berganda, koefisien korelasi, koefisien determinasi, uji t, dan uji F dengan bantuan SPSS versi 25. Hasil penelitian menunjukkan bahwa Disiplin Kerja memperoleh nilai rata-rata 2,91, *Organizational Citizenship Behavior* sebesar 2,94, dan Kinerja Karyawan sebesar 2,95, yang seluruhnya berada pada kategori kurang baik. Secara parsial, Disiplin Kerja berpengaruh positif dan signifikan terhadap Kinerja Karyawan sebesar 29,91%, sedangkan *Organizational Citizenship Behavior* berpengaruh positif dan signifikan sebesar 52,80%. Secara simultan, Disiplin Kerja dan *Organizational Citizenship Behavior* berpengaruh positif dan signifikan terhadap Kinerja Karyawan sebesar 82,7%, sedangkan 17,3% dipengaruhi oleh faktor lain yang tidak diteliti dalam penelitian ini.

Kata kunci: Disiplin Kerja, *Organizational Citizenship Behavior*, Kinerja Karyawan

ABSTRACT

This study examines Work Discipline, Organizational Citizenship Behavior, and Employee Performance at Bank BJB Tamansari Branch Office. The problems identified in this study are related to the conditions of Work Discipline, Organizational Citizenship Behavior, and Employee Performance, which are categorized as less favorable. This study aims to identify and analyze Work Discipline, Organizational Citizenship Behavior, and Employee Performance, as well as to examine the effect of Work Discipline and Organizational Citizenship Behavior on Employee Performance, both partially and simultaneously. The research method used is descriptive and verification with a quantitative approach. The sampling technique employed was saturated sampling, involving 98 employees as respondents. Data were collected through questionnaires, observations, interviews, and literature studies. The data analysis techniques used consisted of descriptive analysis, multiple linear regression analysis, correlation coefficient, coefficient of determination, t-test, and F-test using SPSS version 25. The results showed that Work Discipline obtained an average score of 2.91, Organizational Citizenship Behavior obtained an average score of 2.94, and Employee Performance obtained an average score of 2.95, all of which were categorized as less favorable. Partially, Work Discipline has a positive and significant effect on Employee Performance, with an effect of 29.91%, while Organizational Citizenship Behavior has a positive and significant effect on Employee Performance of 52.80%. Simultaneously, Work Discipline and Organizational Citizenship Behavior have a positive and significant effect on Employee Performance of 82.7%, while the remaining 17.3% is influenced by other factors not examined in this study..

Keywords: *Work Discipline, Organizational Citizenship Behavior, Employee Performance*