

## **ABSTRACT**

*This study was to determine the effect of compensation and disciplinary performance. The object of this study is a call center staff of PT. MitraCom Ekasarana located at Mega Kuningan Kav Rim. E3,2 N0.1 Jakarta 12950. study was conducted on 101 respondents using quantitative causal approach. Analysis of the data used is the analysis in the form of multiple linear regression.*

*The results of this study indicate that partial, variable compensation and work discipline variables affect the performance of call center staff of PT. Mitracoom Ekasarana jakarta. This is evidenced from the results of the F test (test model) and the results of the partial test (t test) also showed a significant value of two independent variables that support the hypothesis. Therefore, the test results of this study stated that there is a partial effect of variable compensation and working discipline variable to variable performance of call center staff in PT. Mitracoom Ekasarana jakarta*

*Keywords: Compensation, Work Discipline, performance.*

## **ABSTRAK**

Penelitian ini untuk mengetahui pengaruh kompensasi dan disiplin terhadap kinerja . Objek penelitian ini adalah staff call center PT MitraComm Ekasarana yang berlokasi di Lingkar Mega Kuningan Kav. E3,2 N0.1 Jakarta 12950. Penelitian ini dilakukan terhadap 101 responden dengan menggunakan pendekatan kausal. Analisis data yang digunakan adalah analisis regresi linier berganda.

Hasil penelitian ini menunjukkan bahwa variabel kompensasi berpengaruh positif terhadap kinerja call center staff PT Mitracomm Ekasarana dan variabel disiplin berpengaruh positif terhadap variabel kinerja call center staff di PT Mitracoom Ekasarana jakarta

Kata kunci: Kompensasi, Disiplin Kerja, Kinerja.