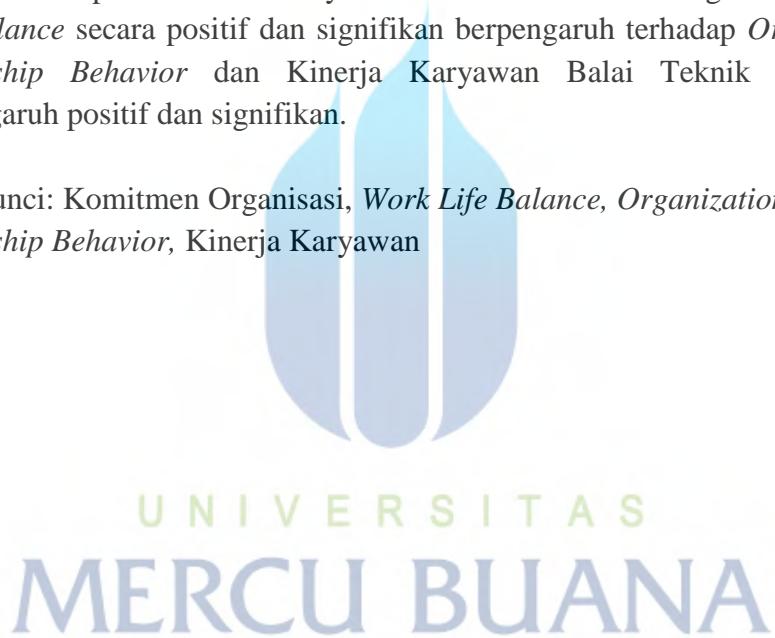


ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh Komitmen Organisasi dan *Work Life Balance* Terhadap *Organizational Citizenship Behavior* dan Kinerja Karyawan Balai Teknik Penerbangan. Teknik pengumpulan data berbentuk kuisioner dengan menggunakan skala ordinal. Penelitian ini dilakukan terhadap 71 responden dengan menggunakan pendekatan deskriptif kuantitatif dan pengujian hipotesis. Data yang terkumpul kemudian dianalisa menggunakan teknik analisis Model Persamaan Struktural - Structural Equation Model (SEM) melalui software SmartPLS (Partial Least Square). Hasil penelitian ini menyatakan bahwa Komitmen Organisasi dan *Work Life Balance* secara positif dan signifikan berpengaruh terhadap *Organizational Citizenship Behavior* dan Kinerja Karyawan Balai Teknik Penerbangan berpengaruh positif dan signifikan.

Kata Kunci: Komitmen Organisasi, *Work Life Balance*, *Organizational Citizenship Behavior*, Kinerja Karyawan



ABSTRACT

This study aims to determine the influence of Organizational Commitment and Work Life Balance on Organizational Citizenship Behavior and Employee Performance at Balai Teknik Penerbangan. Data collection techniques are done by distributing questionnaires using ordinal scales. This research was conducted on 71 respondents by using quantitative descriptive approach and hypothesis testing. The collected data is then analyzed using the technique analysis Structural Equation Modeling (SEM) through SmartPLS (Partial Least Square) software. The results of this study show that Organizational Commitment and Work Life Balance positively and significantly influence on Organizational Citizenship Behavior and Employee Performance at Balai Teknik Penerbangan.

Keywords: *Organizational Commitment, Work Life Balance, Organizational Citizenship Behavior, Employee Performance*

