

ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh Disiplin Kerja, Beban Kerja dan Motivasi Kerja terhadap *Organizational Citizenship Behavior* pada PT. Bhakti Agung Propertindo Tangerang. Objek penelitian ini adalah seluruh karyawan yang bekerja pada PT. Bhakti Agung Propertindo Tangerang. Penelitian ini dilakukan terhadap 58 responden dengan menggunakan pendekatan deskriptif kuantitatif. Penentuan ukuran sampel menggunakan teknik sampel jenuh yaitu mengambil keseluruhan populasi. Pendekatan yang digunakan dalam penelitian ini adalah *Structural Equation Model* (SEM) dengan alat analisis Smart-PLS. Hasil penelitian ini menyatakan bahwa variabel Disiplin Kerja berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*, Beban Kerja berpengaruh positif signifikan terhadap *Organizational Citizenship Behavior* dan Motivasi Kerja berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* pada PT. Bhakti Agung Propertindo Tangerang.

Kata Kunci : Disiplin Kerja, Beban Kerja, Motivasi Kerja, *Organizational Citizenship Behavior*



ABSTRACT

This study was to determine the effect of work discipline, workload and work motivation on organizational citizenship behavior at PT. Bhakti Agung Propertindo Tangerang. The object of this research is all employees who work at PT. Bhakti Agung Propertindo Tangerang. This research was conducted on 58 respondents using a quantitative descriptive approach. Determining the sample size using a saturated sample technique that is taking the entire population. The approach used in this study is the Structural Equation Model (SEM) with the Smart-PLS analysis tool. Therefore, the results of this study state that the variable Work Discipline has a positive and significant effect on Organizational Citizenship Behavior, Workload has a significant positive effect on Organizational Citizenship Behavior and Work Motivation has a positive and significant effect on Organizational Citizenship Behavior at PT. Bhakti Agung Propertindo Tangerang.

Keywords: Work Discipline, Workload, Work Motivation, Organizational Citizenship Behavior



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