

ABSTRACT

This research aims to analyze the influence of employee work stress and employee work discipline on the performance of Bank BUMN Area 2 Network and Retail Business employees which is mediated by the Organizational Citizenship Behavior (OCB) variable. This research is quantitative research. There were 179 respondents taken as samples from a population of 325 Bank BUMN Area 2 employees using the Slovin formula with an error tolerance of 5%. The sampling technique used purposive sampling, data was analyzed using SEM-PLS with the help of SmartPLS software version 3.2.9 for Windows. The results of this research show that (1) employee work stress has a significant but negative influence on employee performance; (2) employee work stress has a significant but negative effect on OCB; (3) employee discipline has a significant and positive effect on employee performance; (4) employee discipline has a significant and positive effect on OCB; and (5) OCB has a significant and positive effect on employee performance. (6) OCB positively mediates the effect of work stress on employee performance. (7) OCB positively mediates the influence of work discipline on employee performance. The impact of direct influence > indirect influence of employee work stress variables. Therefore, the mediating role of OCB in the influence of employee work stress on employee performance reduces the number of direct effects. Meanwhile, the direct impact of employee discipline on employee performance < the indirect impact, so the role of OCB needs to mediate the influence of work discipline on employee performance. The implication for the management of Bank BUMN Area 2 Retail and Business Network companies is that management is advised to reduce employee work stress by increasing the feeling of comfort and peace at work and not making employees tired both physically and mentally and increasing employee discipline by assigning work in accordance with the jobdesk. applies and orders employees to obey all the rules set by the company. This will increase OCB and employee performance.

Keywords: Job Stress, Work Discipline, Organizational Citizenship Behavior (OCB), Employee Performance.

ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh stres kerja pegawai dan disiplin kerja pegawai terhadap kinerja pegawai Jaringan dan Bisnis Ritel Bank BUMN Area 2 yang dimediasi oleh variabel *Organizational Citizenship Behavior* (OCB). penelitian ini adalah penelitian kuantitatif. Ada 179 responden yang diambil sebagai sampel dari populasi 325 Pegawai Bank BUMN Area 2 dengan menggunakan rumus Slovin dengan toleransi kesalahan 5%. Teknik pengambilan sampel menggunakan *Purposive sampling*, data dianalisis menggunakan SEM-PLS dengan bantuan perangkat lunak SmartPLS versi 3.2.9 untuk *Windows*. Hasil penelitian ini menunjukkan bahwa (1) stres kerja pegawai memiliki pengaruh signifikan namun negatif terhadap kinerja pegawai; (2) stres kerja pegawai berpengaruh signifikan namun negatif terhadap OCB; (3) disiplin pegawai berpengaruh signifikan dan positif terhadap kinerja pegawai; (4) disiplin pegawai berpengaruh signifikan dan positif terhadap OCB; dan (5) OCB berpengaruh signifikan dan positif terhadap kinerja pegawai. (6) OCB secara positif memediasi pengaruh stres kerja terhadap kinerja pegawai. (7) OCB secara positif memediasi pengaruh disiplin kerja terhadap kinerja pegawai. Dampak pengaruh langsung > pengaruh tidak langsung dari variabel stress kerja pegawai. Oleh karena itu, peran mediasi OCB dalam pengaruh stres kerja pegawai terhadap kinerja pegawai menurunkan angka pengaruh langsung. Sementara itu, dampak pengaruh langsung disiplin pegawai terhadap kinerja pegawai < dampak tidak langsungnya maka peran OCB perlu memediasi pengaruh disiplin kerja terhadap kinerja pegawai. Implikasi bagi Manajemen perusahaan Jaringan Retail dan Bisnis Bank BUMN Area 2 adalah manajemen disarankan untuk mengurangi stres kerja pegawai dengan meningkatkan rasa nyaman dan damai dalam bekerja serta tidak membuat letih pegawai baik secara lahir maupun batin mereka dan meningkatkan disiplin pegawai dengan menetapkan pekerjaan sesuai dengan *jobdesk* yang berlaku dan memerintahkan pegawai untuk menaati semua aturan yang telah ditetapkan oleh perusahaan. hal ini akan meningkatkan OCB dan kinerja pegawai.

Kata kunci: stres kerja, disiplin kerja, *Organizational Citizenship Behavior* (OCB), kinerja pegawai