

ABSTRAK

PENGARUH KARAKTERISTIK BIOGRAFIS, TINGKAT MOTIVASI DAN TINGKAT KOMITMEN ORGANISASI TERHADAP KINERJA KARYAWAN DENGAN *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* SEBAGAI VARIABEL *INTERVENING* PADA PT. GARUDA INDONESIA

Oleh

SAYYIDATUL IZZA

Penelitian ini bertujuan untuk mengetahui pengaruh karakteristik biografis, tingkat motivasi dan tingkat komitmen organisasiterhadap kinerja karyawan dengan *organizational citizenship behavior* sebagai variabel *intervening*. Metode penelitian ini menggunakan teknik *explanatory research* dengan pendekatan kuantitatif dengan objek penelitian pada PT. Garuda Indonesia. Pengumpulan data menggunakan kuesioner dengan sampel 65 responden, dianalisis secara deskriptif dan analisis jalur menggunakan *Smart PLS*. Penelitian ini menunjukkan bahwa karakteristik biografis tidak berpengaruh terhadap kinerja karyawan, motivasi tidak berpengaruh terhadap kinerja karyawan, komitmen organisasi berpengaruh terhadap kinerja karyawan, karakteristik biografis tidak berpengaruh terhadap *organizational citizenship behavior*, motivasi berpengaruh terhadap *organizational citizenship behavior*, komitmen organisasi berpengaruh terhadap *organizational citizenship behavior*, *organizational citizenship behavior* berpengaruh terhadap kinerja karyawan, variabel *organizational citizenship behavior* tidak mampu memediasi karakteristik biografis terhadap kinerja karyawan, variabel *organizational citizenship behavior* memediasi pengaruh motivasi terhadap kinerja dan variabel *organizational citizenship behavior* memediasi pengaruh komitmen organisasi terhadap kinerja kraywan.

Kata Kunci: Karakteristik Biografis, Motivasi, Komitmen Organisasi, Kinerja Karyawan, *Organizational Citizenship Behavior*

ABSTRACT

THE EFFECT OF BIOGRAPHICAL CHARACTERISTICS, LEVEL OF MOTIVATION AND LEVEL OF ORGANIZATIONAL COMMITMENT ON EMPLOYEE PERFORMANCE WITH ORGANIZATIONAL CITIZENSHIP BEHAVIOR AS INTERVENING VARIABLE AT PT. GARUDA INDONESIA

By

SAYYIDATUL IZZA

This study aims to determine the effect of biographical characteristics, level of motivation and level of organizational commitment on employee performance with organizational citizenship behavior as an intervention. This research method uses explanatory research techniques with a quantitative approach with the object of research at PT. Garuda Indonesia. Collecting data using a questionnaire with a sample of 65 respondents, analyzed descriptively and path analysis using Smart PLS. This study concludes that biographical characteristics has no effect on employee performance, motivation has no affect employee performance, organizational commitment affects employee performance, biographical characteristics has no affect organizational citizenship behavior, organizational motivation affects organizational citizenship behavior, organizational commitment affects organizational citizenship behavior , organizational citizenship behavior affects employee performance, organizational citizenship behavior variable is not able to mediate biographical characteristics on employee performance, organizational citizenship behavior variable mediate the influence of motivation on performance and organizational citizenship behavior variable mediate the effect of organizational commitment on employee performance.

Keywords: Biograpichal Characteristics, Motivation, Organizational Commitmen, Employee Performance, Organizational Citizenship Behavior