

ABSTRACT

This research is motivated by the emergence of problems that exist in the company, which is known to be still many employees whose performance is not optimal according to the standards of company provisions. This shows the low performance of employees at PT. Kayu Lapis Indonesia. Job satisfaction, work environment, and Organizational Citizenship Behavior (OCB) are some factors of several other factors that can trigger to improve employee performance in the company. This study aims to analyze the effect of job satisfaction (X1), work environment (X2), and organizational citizenship behavior (X3) on employee performance (Y) on the Human Resource Development & General Administration Department employees at PT. Kayu Lapis Indonesia, Kaliwungu Kendal.

In this study using a survey method that is through distributing questionnaires with sampling through non random sampling, with a purposive sampling method. The sample in this study was 62 employees of PT. Kayu Lapis Indonesia at the HRD&GA Department with the criteria of permanent employees who have worked for at least 2 years. The data analysis method used in this study is multiple regression analysis, hypothesis testing through f test and t test, and analysis of the determinant coefficient (R²).

Based on the results of multiple linear regression analysis it can be seen that the results of job satisfaction variables have a positive and significant effect on employee performance, work environment variables have a positive and significant effect on employee performance, and OCB variables have a positive and significant effect on employee performance at PT. Kayu Lapis Indonesia, on the HRD & GA Department.

Keywords: Job Satisfaction, Work Environment, OCB, Employee Performance