

## ABSTRAK

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### **PENGARUH LINGKUNGAN KERJA DI RUMAH, DAN ORGANIZATIONAL CITIZENSHIP BEHAVIOUR (OCB) DI MASA WORK FROM HOME TERHADAP KINERJA KARYAWAN DENGAN KEPUASAN KERJA SEBAGAI MEDIASI PADA PT XYZ**

(xiv + 93 halaman: 4 gambar; 35 tabel; 6 lampiran)

Di tahun 2020 menjadi tahun yang sulit bagi dunia dan Indonesia. Masuknya virus COVID-19 ke tanah air membuat banyak perubahan di dunia kerja. Salah satu perubahannya adalah membuat perusahaan yang masih ingin beroperasi saat pandemi COVID-19, harus menerapkan kegiatan bekerja di rumah (*work from home* atau WFH). Disaat WFH ini, kinerja karyawan dan kepuasan kerja menjadi pertanyaan bagi banyak perusahaan. Penelitian ini bertujuan menganalisis kinerja karyawan, pengaruh kepuasan kerja terhadap kinerja karyawan kepuasan kerja sebagai mediasi antara OCB dan lingkungan kerja di rumah terhadap kinerja. Dilakukan dengan mengambil seluruh populasi PT XYZ, yang berjumlah 51 orang. Penyebaran kuesioner dilakukan secara daring dengan pertanyaan sebanyak 44 butir. Pengukuran berdasarkan skala likert (5 poin) dan analisis data yang didapatkan diolah menggunakan aplikasi SmartPLS yang dilakukan dengan uji hipotesis. Hasil penelitian menunjukkan OCB, lingkungan kerja di rumah, dan kepuasan kerja berpengaruh terhadap kinerja karyawan selama masa WFH. OCB dan lingkungan kerja di rumah juga berpengaruh terhadap kepuasan kerja. Kepuasan kerja memediasi secara parsial pengaruh OCB dan lingkungan kerja di rumah terhadap kinerja karyawan. Hasil penelitian diharapkan bisa berguna bagi perusahaan untuk mengetahui faktor - faktor yang mempengaruhi kinerja karyawan dan kepuasan kerja selama masa WFH.

Referensi: 70 (2001-2022)

Kata Kunci: lingkungan kerja di rumah, *organizational citizenship behaviour (OCB)*, kinerja karyawan, kepuasan karyawan

## **ABSTRACT**

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***THE EFFECT OF THE WORK FROM HOME ENVIRONMENT, AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) IN THE WORK FROM HOME WORKING ARRANGEMENT ON EMPLOYEE PERFORMANCE WITH JOB SATISFACTION AS A MEDIATION IN PT XYZ***  
(xiv+ 93 pages; 4 figures; 35 tables; 6 appendices)

*Year 2020 a difficult year for the world and Indonesia. The entry of the COVID-19 virus into the country has made many changes in the world of work. One of the changes is to make companies that still want to operate during the COVID-19 pandemic, must implement work from home (WFH) activities. During this WFH, employee performance and job satisfaction are questions for many companies. This study aims to analyze employee performance and the effect of job satisfaction as a mediation between OCB and the work environment at home on performance. This was done by taking the entire population of PT XYZ, which amounted to 51 people. The questionnaire was distributed online with 44 questions. The measurement is based on the Likert scale (5 points) and the analysis of the data obtained is processed using the SmartPLS application which is carried out by hypothesis testing. The results showed that OCB, work environment at home, and job satisfaction have a positive effect on employee performance during the WFH period. OCB and the work environment at home also have a positive affect on job satisfaction. Job satisfaction partially mediates for OCB and work at home environment on employee performance. The results of the study are expected to be useful for companies to determine the factors that affect employee performance and job satisfaction during the WFH period.*

*References: 70 (2001-2022)*

*Keyword: work environment at home, organizational citizenship behavior (OCB), employee performance, employee satisfaction*