

## ABSTRAK

Penelitian ini bertujuan untuk menguji seberapa besar Pengaruh Disiplin Kerja Dan Motivasi Kerja Terhadap Kinerja Karyawan Melalui Pelayanan Publik Sebagai Variabel Intervening Pada PT. Indah Logistik Cargo Cabang Padang Metode pengumpulan data melalui survie dan menyebarkan kuesioner, dengan sampel 55 responden. Metode analisis yang digunakan adalah analisis jalur menggunakan aplikasi SmartPLS.

Hasil penelitian yang didapatkan berdasarkan uji persial pengaruh positif dan signifikan Disiplin Kerja terhadap Pelayanan Publik, pengaruh positif dan signifikan Motivasi Kerja terhadap Pelayanan Publik, pengaruh positif dan signifikan Disiplin Kerja terhadap Kinerja Karyawan, pengaruh positif dan signifikan Motivasi Kerja terhadap Kinerja Karyawan, pengaruh positif dan signifikan Disiplin Kerja Terhadap Kinerja Karyawan Melalui Pelayanan Publik, pengaruh positif dan signifikan Motivasi Kerja Terhadap Kinerja Karyawan melalui Pelayanan Publik.

**Kata Kunci : Disiplin Kerja, Motivasi Kerja, Pelayanan Publik dan Kinerja Karyawan**

## ABSTRACT

*This study aims to examine how much influence work discipline and work motivation have on employee performance through public service as an intervening variable at PT. Indah Logistik Cargo Padang Branch. The data collection method is through surveys and distributing questionnaires, with a sample of 55 respondents. The analysis method used is path analysis using the SmartPLS application.*

*The results of the study obtained based on the partial test of the positive and significant influence of Work Discipline on Public Services, the positive and significant influence of Work Motivation on Public Services, the positive and significant influence of Work Discipline on Employee Performance, the positive and significant influence of Work Motivation on Employee Performance, the positive and significant influence of Work Discipline on Employee Performance Significant Work Discipline on Employee Performance Through Public Services, positive and significant influence of Work Motivation on Employee Performance through Public Services.*

***Keywords: Work Discipline, Work Motivation, Public Service and Employee Performance***