ABSTRAK

PT Frisian Flag Padang merupakan perusahaan distributor susu dimana perusahaan ini mengalami penurunan penjualan pada 5 bulan terakhir, sehingga target penjualannya kurang optimal. Kurang optimalnya pencapaian target disebakan oleh faktor lingkungan kerja dan beban kerja, sehingga capaian kinerja karyawan belum stabil atau masih dibawah target. Ketidak stabilan kinerja tentu akan berpengaruh terhadap penilaian kinerja karyawan.

Penelitian ini untuk mengetahui dan menganalisis seberapa besar lingkungan kerja dan beban kerja terhadap kinerja karyawan melalui *organizational citizenship behavior* sebagai variabel intervening pada PT Frisian Flag Padang. Teknik analisis data yang digunakan adalah regresi linear berganda dengan *Structural Equation Modeling* (SEM) dan *Partial Least Square* (PLS) 3.0 Penelitian ini menggunakan metode kuantitatif. Populasi dalam penelitian ini adalah seluruh karyawan, Sementara sampel yang digunakan sebanyak 34 responden. Teknik pengumpulan data dilakukan dengan cara memberi kuesioner dan survei kepada karywan sebagai responden.

Hasil analisis data menyimpulkan bahwa : (1) Lingkungan kerja berpengaruh Negatif dan tidak signifikan terhadap Organizitional Citizenship Behavior. (2) Beban kerja berpengaruh positif dan signifikan terhadap Organizitional Citizenship Behavior. (3) Lingkungan kerja berpengaruh positif dan signifikan terhadap Kinerja Karyawan. (4) Beban kerja berpengaruh negatif dan tidak signifikan terhadap Kinerja Karyawan (5) Organizitional Citizenship Behavior berpengaruh negatif dan tidak signifikan terhadap Kinerja Karyawan (6) Lingkungan kerja berpengaruh negatif dan tidak signifikan terhadap Kinerja Karyawan melalui Organizitional Citizenship Behavior pada PT. Frisian Flag Padang (7) Beban kerja berpengaruh Positif dan tidak signifikan terhadap Kinerja Karyawan melalui Organizitional Citizenship Behavior pada PT. Frisian Flag Padang.

Kata Kunci : Lingkungan Kerja, Beban Kerja, Kinerja Karyawan dan *Organizational Citizenship Behavior*

ABSTRACT

PT Frisian Flag Padang is a milk distributor company where this company has experienced a decline in sales in the last 5 months, so the sales target is less than optimal. The lack of optimal target achievement is caused by work environment and workload factors, so that employee performance is not stable or is still below the target. Performance instability will certainly affect employee performance appraisal.

This research is to find out and analyze how much the work environment and workload affect employee performance through organizational citizenship behavior as an intervening variable at PT Frisian Flag Padang. The data analysis technique used is multiple linear regression with Structural Equation Modeling (SEM) and Partial Least Square (PLS) 3.0. This research uses quantitative methods. The population in this study were all employees, while the sample used was 34 respondents. Data collection techniques were carried out by giving questionnaires and surveys to employees as respondents.

The results of the data analysis concluded that: (1) The work environment has a negative and insignificant effect on Organizational Citizenship Behavior. (2) Workload has a positive and significant effect on Organizational Citizenship Behavior. (3) The work environment has a positive and significant effect on employee performance. (4) Workload has a negative and insignificant effect on Employee Performance (5) Organizational Citizenship Behavior has a negative and insignificant effect on Employee Performance (6) Work environment has a negative and insignificant effect on Employee Performance through Organizational Citizenship Behavior at PT. Frisian Flag Padang (7) Workload has a positive and insignificant effect on employee performance through organizational citizenship behavior at PT. Frisian Flag Padang.

Keywords: Work Environment, Workload, Employee Performance and Organizational Citizenship Behavior