

## ABSTRAK

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**Pengaruh Beban Kerja, Kompensasi, dan *Organizational Citizenship Behavior (OCB)* Terhadap Kinerja Karyawan Serta Tinjauannya Dalam Sudut Pandang Islam (Studi Empiris pada Karyawan PT Maybank Indonesia Tbk. Kantor Cabang induk Juanda).**

84 Halaman + xiv halaman + 3 gambar + 15 tabel

### Uraian Abstrak

Penelitian ini dilakukan dengan tujuan untuk menganalisa pengaruh langsung beban kerja, kompensasi, *organizational citizenship behavior* terhadap kinerja karyawan. Penelitian ini didesain sebagai *explanatory research*. Populasi penelitian adalah karyawan PT Maybank Indonesia Kantor Cabang Induk Juanda dengan jumlah sampel 80 responden. Data dikumpulkan dengan menggunakan instrumen kuesioner. Analisis data menggunakan *Metode Partial Last Square Structural Equation Modeling*. Hasil penelitian menunjukkan bahwa beban kerja, kompensasi, *organizational citizenship behavior* memiliki kesesuaian (*fit*) yang besar ( $GoF=0.536$ ) untuk dijadikan model yang dapat memprediksi ( $Q^2=0,594$ ) pengaruh kinerja karyawan. Hasil penelitian menunjukkan beban kerja berpengaruh positif terhadap kinerja karyawan tetapi tidak signifikan, kompensasi berpengaruh positif terhadap kinerja karyawan tetapi tidak signifikan sedangkan *organizational citizenship behavior* berpengaruh positif dan signifikan terhadap kinerja karyawan. Tinjauan Islam menjelaskan bahwa beban kerja, kompensasi, dan *organizational citizenship behavior* perlu diterapkan sesuai nilai-nilai yang terkandung dalam Al-Qur'an dan Hadits dalam menjalankan sebuah organisasi/perusahaan.

**Kata Kunci** : Beban kerja, Kompensasi, *Organizational Citizenship Behavior*, dan kinerja karyawan

## ABSTRACT

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***The Influence of Work-Style, Compensation, and Organizational Citizenship Behavior (OCB) on Employee Performance and Its Overview from an Islamic Viewpoint (Empirical Study on Employees of PT Maybank Indonesia Tbk, Juanda Main Branch Office).***

84 Pages + xiv pages + 3 pictures + 15 tables

### ***Abstract Description***

*This research was conducted with the aim of analyzing the direct effect of workload, compensation, organizational citizenship behavior on employee performance. The research was designed as an explanatory research. The study population was employees of PT Maybank Indonesia Branch Office Juanda with a total sample of 80 respondents. Data were collected using a questionnaire instrument. Data analysis using Partial Last Square Structural Equation Modeling Method. The results showed that workload, compensation, organizational citizenship behavior had a large fit ( $GoF = 0.536$ ) to be used as a model that could predict ( $Q2 = 0.594$ ) the effect of employee performance. The results of the study show that workload has a positive effect on employee performance but is not significant, compensation has a positive effect on employee performance but is not significant, while organizational citizenship behavior has a positive and significant effect on employee performance. The Islamic review explains that workload, compensation, and organizational citizenship behavior need to be applied according to the values contained in the Qur'an and Hadith in running an organization/company.*

**Keywords** : *Workload, Compensation, Organizational Citizenship Behavior, and Employee Performance*