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ELECTRONIC THESIS AND DISSERTATION UNSYIAH

TITLE

PENGARUH ORGANIZATIONAL CITIZENSHIP BEHAVIOR(OCB)DAN DIKLAT TERHADAP KINERJA KARYAWAN MELALUI DISIPLIN DAN MOTIVASI KERJA KARYAWAN POLITEKNIK PELAYARAN SURABAYA

ABSTRACT

The purpose of this study is to look at organizational citizenship behavior (OCB) and training through discipline and employee motivation to work simultaneously on the performance of Surabaya Shipping Polytechnic employees. As an object of this research are citizenship behavior (OCBC), training, discipline, work motivation and employee performance. The subjects of this study were employees of the Surabaya Shipping Polytechnic. The population in this study were employees of Surabaya Shipping Polytechnic, namely 161 people. Sampling using the census method is the whole population sampled. This study uses a total of 26 indicators, then a sample of 161 samples was used. From the results of the study, it was found that of the 6 direct hypotheses tested only 1, it was not significant, namely the influence of promis on motivation because it had a CR and P value that did not meet the requirements. In other words the 5 other independent variables and intervening have the effect of increasing the dependent variable as long as the independent and intervening variables can be increased by the leadership in this case the head of the Surabaya Shipping Polytechnic