

ABSTRAK

Dimas Rifai, NIM 7202510001. “Pengaruh *Work life balance* Terhadap Kinerja Karyawan PT. Bank Sumut Kantor Pusat Melalui *Organizational citizenship behavior* Sebagai Variabel *Intervening*”. Skripsi, Jurusan Manajemen, Fakultas Ekonomi Universitas Negeri Medan 2024.

Penelitian ini bertujuan untuk mengetahui Pengaruh *Work life balance* Terhadap Kinerja Karyawan PT. Bank Sumut Kantor Pusat Melalui *Organizational citizenship behavior* Sebagai Variabel *Intervening* Teknik pengambilan sampel yang digunakan adalah probability sampling metode purposive random sampling. dengan mendapat sampel sebanyak 88 orang karyawan. Teknik pengumpulan data dalam penelitian dilakukan dengan analisis jalur (path analysis) yang sebelumnya data telah di uji menggunakan uji validitas, uji realibilitas dan uji asumsi klasik. Pengolahan data menggunakan aplikasi SPSS 22 for windows. Berdasarkan hasil penelitian uji hipotesis menunjukkan bahwa *work life balance* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* secara langsung. *Work life balance* berpengaruh negatif terhadap kinerja karyawan secara langsung. *Organizational citizenship behavior* berpengaruh positif terhadap kinerja karyawan. Hasil menunjukkan *organizational citizenship behavior* dapat memediasi hubungan antara *work life balance* terhadap kinerja karyawan sehingga pengujian dapat disimpulkan yaitu mediasi penuh.

Kata kunci : *Work life balance, Organizational citizenship behavior, Kinerja Karyawan*

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ABSTRACT

Dimas Rifai, NIM 7202510001. "The Influence of Work life balance on the Performance Employees of PT.Bank Sumut Kantor Pusat through Organizational citizenship behavior as an Intervening Variable". Management Thesis, Faculty of Economics, Medan State University 2024.

This study aims to determine the effect of work life balance on employee performance at PT. North Sumatra Bank Head Office Through Organizational citizenship behavior as an Intervening Variable. The sampling technique used was probability sampling, purposive random sampling method, by getting a sample of 88 employees. The data collection technique in the research was carried out using path analysis, where previously the data had been tested using validity tests, reliability tests and classical assumption tests. Data processing uses the SPSS 22 for windows application. Based on the results of hypothesis testing research, it shows that work life balance has a positive and significant effect on organizational citizenship behavior directly. Work life balance has a negative effect on employee performance directly. Organizational citizenship behavior has a positive effect on employee performance. The results show that organizational citizenship behavior can mediate the relationship between work life balance and employee performance so that the test can be concluded as full mediation.

Keywords: Work life balance, Organizational citizenship behavior, Employee Performance

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