

**STUDI TENTANG KARAKTERISTIK INDIVIDU, KEPEMIMPINAN,
KOMPENSASI, ORGANIZATIONAL CITIZENSHIP BEHAVIOR, DAN
BUDAYA ORGANISASI UNTUK MEMBENTUK KEPUASAN KERJA DAN
KINERJA KARYAWAN**

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ABSTRACT

A company is said to be good if it has assets in the form of quality human resources and has optimal performance in carrying out activities in the company to realize common goals. Individual performance and job satisfaction are important elements towards achieving these goals. Further studies are needed to observe the determinants of these two variables. This study aims to determine the role of the determinants of job satisfaction and employee performance. The determinants are individual characteristics, leadership, compensation, organizational citizenship behavior, and organizational culture. The number of samples involved in this study were 200 respondents with the determination of the sample using random sampling. The analysis tool is structural equation modeling. The results of the study indicate that individual characteristics and organizational citizenship behavior have no role in the formation of job satisfaction. Leadership, compensation, and organizational culture have a significant role in shaping job satisfaction. In this case, leadership is the dominant influencing variable that forms job satisfaction. Another finding is that individual characteristics, leadership, compensation, organizational citizenship behavior and organizational culture have a significant role in the formation of employee performance. compensation is a variable that has a dominant influence on employee performance.

Keywords: individual characteristics, leadership, compensation, organizational citizenship behavior, organizational culture, job satisfaction, employee performance.

PENDAHULUAN

Keberlangsungan perusahaan ditentukan oleh sumber daya organisasi. Salah satu sumber daya manusia yang sangat menentukan hal tersebut adalah sumber daya manusia. Perusahaan berada dalam kondisi menjanjikan bila memiliki aset berupa sumber daya manusia yang berkualitas serta memiliki kinerja sesuai standar dan optimal untuk menjalankan kegiatan di perusahaan dengan fokus pencapaian tujuan bersama. Keberhasilan perusahaan ditentukan oleh perilaku dan kinerja karyawan. Manajemen sumber daya manusia tertuju untuk mengolah unsur manusia agar memiliki kontribusi yang diharapkan perusahaan. Dengan segala hambatan dan tantangan, pihak manajemen harus mengolah dan memberdayakan unsur manusia dengan cara-cara efektif dan efisien untuk memperoleh hasil yang optimal. Hal ini agar mereka memberikan kontribusi bermakna terhadap segala upaya pencapaian tujuan perusahaan.

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