

## **ABSTRACT**

### **IMPROVING EMPLOYEE PERFORMANCE AT KURNIA PERDANA LAMPUNG HOTEL THROUGH ORGANIZATIONAL CITIZENSHIP BEHAVIOR AND PHYSICAL WORK ENVIRONMENT**

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Regarding the occurrence of problems related to employee performance, HRD explained that the indication of a decrease in employee performance was due to many employees violating work standards by deteriorating communication among employees, arriving late for work, lazy to work, lack of concentration in completing work and lack of ability to provide services to consumers. Problems related to organizational citizenship behavior were found to be problems such as seniority among fellow employees, low sense of helping fellow employees when one employee asked to change work shifts, lack of participation and voluntary support among employees. And the problem of the physical work environment is that employees feel that the company does not meet their needs at work, namely the lack of work facilities provided by the company. Kurnia Perdana Hotel Lampung. This research used an associative research method. The population and research sample was 34 employees. The sampling technique used the saturated sampling. The result of the study found that Organizational Citizenship Behavior and Physical Work Environment had an effect on the employee performance at the Kurnia Perdana Hotel Lampung.

**Keywords:** Improving employee performance, Organizational Citizenship Behavior, physical work environment