

ABSTRAK

Penelitian ini bertujuan untuk memberikan gambaran bagaimana *Organizational Citizenship Behavior*, *Quality of Work Life* dan Kinerja karyawan pada PT Mandalakarya Grup. Serta untuk mengetahui apakah terdapat pengaruh antara *Organizational Citizenship Behavior* dan *Quality of Work Life* terhadap Kinerja karyawan.

Metode yang digunakan dalam penulisan ini adalah metode deskriptif dan verifikatif. Teknik pengumpulan data yang dilakukan melalui data primer dengan menyebarkan kuesioner. Pengambilan sampel menggunakan rumus Slovin dengan teknik menggunakan non probability Sampling selain itu menggunakan teknik *accidental sampling*. Sampel yang digunakan dalam penulisan ini adalah 58 responden. Analisis statistik yang digunakan dalam penulisan ini yaitu uji validitas, uji reliabilitas, analisis regresi linier berganda, analisis korelasiberganda, Uji T, Uji F dan koefisien determinasi.

Hasil penulisan menunjukkan bahwa secara parsial terdapat pengaruh *Organizational Citizenship Behavior* dan *Quality of Work Life* terhadap Kinerja karyawan. Besarnya pengaruh *Organizational Citizenship Behavior* terhadap Kinerja karyawan adalah sebesar 53,07%, pengaruh *Quality of Work Life* terhadap Kinerja karyawan adalah 0,03%. Secara simultan pengaruh *Organizational Citizenship Behavior* dan *Quality of Work Life* terhadap Kinerja karyawan yaitu sebesar 53,4% dan sisanya yaitu sebesar 46,4% merupakan pengaruh faktor lain di luar *Organizational Citizenship Behavior* dan *Quality of Work Life*.

Kata Kunci: *Organizational Citizenship Behavior*, *Quality of Work Life* dan **Kinerja Karyawan.**

ABSTRACT

This study aims to provide an overview of how Organizational Citizenship Behavior, Quality of Work Life and employee performance at PT Mandalakarya Group. And to find out whether there is an influence between Organizational Citizenship Behavior and Quality of Work Life on employee performance.

The method used in this paper is a descriptive and verification method. Data collection techniques are carried out through primary data by distributing questionnaires. Sampling using the Slovin formula with a technique using non-probability sampling in addition to using the accidental sampling technique. The sample used in this paper is 58 respondents. Statistical analysis used in this paper are validity test, reliability test, multiple linear regression analysis, multiple correlation analysis, T test, F test and the coefficient of determination.

The results of the writing show that partially there is an influence of Organizational Citizenship Behavior and Quality of Work Life on employee performance. The magnitude of the influence of Organizational Citizenship Behavior on employee performance is 53.07%, the effect of Quality of Work Life on employee performance is 0.03%. Simultaneously the influence of Organizational Citizenship Behavior and Quality of Work Life on employee performance is 53.4% and the remaining 46.4% is the influence of other factors outside Organizational Citizenship Behavior and Quality of Work Life.

Keywords: Organizational Citizenship Behavior, Quality of Work Life and Employee Performance.