

ABSTRAK

Fenomena yang terjadi di PT. Kereta Api Indonesia (Persero) DAOP 2 Bandung yaitu kinerja karyawan pada dimensi kualitas kerja dan inisiatif. Permasalahan variabel kinerja disebabkan karena variabel kualitas kehidupan kerja, *work life balance*, dan kepuasan kerja.

Metode penelitian yang digunakan adalah deskriptif dan verifikatif dengan sample 95 responden. Teknik pengumpulan data melalui observasi, wawancara, dan penyebaran kuesioner. Analisis yang digunakan yaitu analisis jalur (*path analysis*) dan analisis koefisien determinasi.

Penelitian dilakukan untuk mengetahui seberapa besar pengaruh antara kualitas kehidupan kerja terhadap *work life balance*, pengaruh kualitas kehidupan kerja terhadap kepuasan kerja, pengaruh *work life balance* terhadap kepuasan kerja, pengaruh kepuasan kerja terhadap kinerja karyawan, dan pengaruh kualitas kehidupan kerja dan *work life balance* terhadap kepuasan kerja dan dampaknya pada kinerja karyawan.

Hasil penelitian deskriptif diketahui bahwa kualitas kehidupan kerja *work life balance*, kepuasan kerja, dan kinerja karyawan di PT. Kereta Api Indonesia (Persero) DAOP 2 Bandung yaitu berada pada kategori kurang baik.

Hasil verifikatif menunjukkan bahwa pengaruh antara kualitas kehidupan kerja terhadap *work life balance* yaitu sebesar 53%, pengaruh kualitas kehidupan kerja terhadap kepuasan kerja yaitu sebesar 55,4%, pengaruh *work life balance* terhadap kepuasan kerja 40,2%, pengaruh kepuasan kerja terhadap kinerja karyawan 67%, dan pengaruh kualitas kehidupan kerja dan *work life balance* terhadap kepuasan kerja sebesar 0,503 dan dampaknya pada kinerja karyawan sebesar 0,389.

Kata Kunci: Kualitas Kehidupan Kerja, Work Life Balance, Kepuasan Kerja,

Kinerja Karyawan

ABSTRACT

The phenomenon that happened in PT. Kereta Api Indonesia (Persero) DAOP 2 Bandung regarding employee performance in work quality and initiative management aspects. This variable can be identified by the variables of the quality of the work-life balance and the job satisfaction.

The method that will be used for research data is a descriptive and verification method with 95 respondents, and the data will be collected by observation, interviews, and questionnaires given to each respondent. The analyses that will be used for this research are path analysis and coefficient analysis.

The purpose of this research is to identify the relation between the quality of work life and work-life balance, the influence between the quality of work life and job satisfaction, the relation between job satisfaction and employee performance, and the quality of office work life and work-life balance with employee performance.

Furthermore, the research shows how the quality of work-life balance, job satisfaction, and employee performance in PTKAI can be categorised as poor work-life balance.

The data shows the results of the research: firstly, the impact between work-life quality and work-life balance is 53%; secondly, the influence between work-life quality and job satisfaction is 55.4%. Next, the relationship between work-life balance and job satisfaction is at 67%. Fourthly, the impact of work-life quality and work-life balance on job satisfaction is 0.503%, and finally, the impact of employee performance is 0.389.

Keywords: *Quality of Work Life, Work Life Balance, Job Satisfaction, Employee performance*