

ABSTRAK

Penelitian ini dilakukan berawal dari temuan masalah pada kinerja karyawan Perum Perhutani Divisi Regional Jawa Barat dan Banten, yang disebabkan oleh *quality of work life* dan *organizational citizenship behavior*. Penelitian ini bertujuan untuk mengetahui pengaruh *quality of work life* dan *organizational citizenship behavior* terhadap kinerja karyawan pada Perum Perhutani Divisi Regional Jawa Barat dan Banten baik secara simultan maupun parsial. Metode yang digunakan adalah metode penelitian deskriptif dan verifikatif dengan jumlah sampel sebanyak 98 responden. Teknik pengumpulan data yang digunakan adalah data observasi, wawancara, dan penyebaran kuesioner. Analisis data dilakukan menggunakan analisis regresi linier berganda, korelasi berganda, koefisien determinasi, dan uji hipotesis secara parsial maupun simultan dengan bantuan *software* SPSS versi 26. Hasil penelitian menunjukkan bahwa terdapat pengaruh positif dan signifikan antara *quality of work life* dan *organizational citizenship behavior* terhadap kinerja karyawan secara simultan sebesar 50,1%. Secara parsial, *quality of work life* memiliki pengaruh positif dan signifikan sebesar 16,4% dan *organizational citizenship behavior* memiliki pengaruh positif dan signifikan sebesar 33,7% terhadap kinerja karyawan.

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

ABSTRACT

This research was conducted based on the findings of problems in the employee performance of Perum Perhutani West Java and Banten Regional Divisions, which were caused by the quality of work life and Organizational Citizenship Behavior. The purpose of this research is to examine the influence of quality of work life and organizational citizenship behavior on employee performance at Perum Perhutani West Java and Banten Regional Divisions, both simultaneously and partially. The method of this research using descriptive and verification research method with a sample size of 98 respondents. The data collection techniques using observation, interviews, and questionnaires. Data analysis was conducted using multiple linear regression, multiple correlation, coefficient of determination, and hypothesis testing partially and simultaneously with the help of SPSS software version 26. The results of the research reveals that there is a positive and significant effects between quality of work life and organizational citizenship behavior on employee performance simultaneously by 50.1%. Partially, quality of work life has a positive and significant influence of 16.4% and Organizational Citizenship Behavior has a positive and significant influence of 33.7% on employee performance.

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