

## ABSTRAK

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**PENGARUH *QUALITY OF WORK LIFE* DAN KEPUASAN KERJA  
TERHADAP KINERJA YANG DIMEDIASI *KNOWLEDGE SHARING***  
(Studi Kasus Pada UMKM *Coffee Shop* di Depok)  
(XIII + 93 halaman: 14 gambar; 20 tabel; 9 lampiran)

Penelitian ini bertujuan untuk meneliti terkait pengaruh *quality of work life* dan kepuasan kerja terhadap kinerja karyawan yang dimediasi oleh *knowledge sharing*. Alasannya dilakukannya penelitian ini didasari atas adanya riset *gap* yang diperkuat dengan hasil studi observasi yang menyatakan rendahnya kinerja karyawan yang bekerja di UMKM *coffee shop* di Depok. Penelitian ini menggunakan 30 responden untuk melakukan studi pendahuluan dan sebanyak 144 responden untuk studi aktual. Data dikumpulkan melalui kuesioner menggunakan skala likert 1-5. Data diperoleh menggunakan teknik *simple random sampling*, dimana data diambil secara acak tanpa mempertimbangkan kriteria-kriteria tertentu. Pengolahan data pada penelitian ini menggunakan aplikasi *SmartPLS*, dimana hasil menunjukkan bahwa *quality of work life* tidak berpengaruh secara signifikan terhadap kinerja karyawan, kepuasan kerja berpengaruh secara signifikan kinerja karyawan dan *knowledge sharing* berpengaruh secara signifikan terhadap kinerja karyawan. *Knowledge sharing* mampu memediasi pengaruh *quality of work life* dan kepuasan kerja terhadap kinerja karyawan.

Kata kunci: *quality of work life*, kepuasan kerja, *knowledge sharing*, kinerja

referensi : 8 (2013 – 2017)

## **ABSTRACT**

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**THE INFLUENCE OF QUALITY OF WORK LIFE AND JOB SATISFACTION ON PERFORMANCE MEDIATED BY KNOWLEDGE SHARING (Case Study on SME's *Coffee Shop* in Depok)**  
(XIII + 93 halaman: 14 gambar; 20 tabel; 9 lampiran)

This study aims to examine the effect of quality of work life and job satisfaction on employee performance mediated by knowledge sharing. The reason for doing this research is based on the existence of gap research which is strengthened by the results of an observational study which states the low performance of employees working in SME's coffee shop in Depok. This study used 30 respondents to conduct a preliminary study and as many as 144 respondents to the actual study. Data were collected through a questionnaire using a Likert scale of 1-5. The data was obtained using a simple random sampling technique, where the data were taken at random without considering certain criteria. Data processing in this study uses the SmartPLS application, where the results show that the quality of work life does not significantly affect employee performance, job satisfaction significantly affects employee performance and knowledge sharing significantly affects employee performance. Knowledge sharing is able to mediate the effect of quality of work life and job satisfaction on employee performance.

Keywords: quality of work life, job satisfaction, knowledge sharing, performance  
referensi : 8 (2013 – 2017)