

## ABSTRAK

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**Pengaruh *Quality of Work Life*, *Work-life Balance*, dan *Job Stress* terhadap *Job Satisfaction* dimediasi oleh *Job Commitment* pada Karyawan Bank XYZ di Kota Kendari**

Kepuasan kerja adalah keadaan emosional seseorang yang bersifat menyenangkan yang didapatkan dari pengalaman bekerja dan penghargaan penilaian kerja seseorang (Colquitt, LePine dan Wesson, 2017). Sebagai salah satu indikator yang penting dalam *Social-Well-Being* di tempat kerja, *job satisfaction* memainkan peran yang penting dalam karir. Banyak penelitian telah menunjukkan bahwa variabel kepribadian seperti *self-evaluations*, optimisme. Di samping pengalaman emosional positif lainnya dan variabel lain seperti komitmen karier dan komitmen organisasi secara signifikan dapat memprediksi tingkat kepuasan kerja seseorang (Bowling et al. 2008). Pengumpulan data dalam penelitian ini akan menggunakan kuisisioner online melalui Google Forms yang diberikan kepada 179 karyawan Bank XYZ di Kota Kendari. Data yang didapatkan akan dianalisa menggunakan program Smart PLS 3.0 dan menggunakan metode *partial least square equation analysis*. Terdapat hasil pengaruh yang positif dari *quality of work life*, dan *job stress* terhadap *job satisfaction* tetapi tidak terdapat pengaruh dari *work-life balance* terhadap *job satisfaction*. Variabel mediasi yang digunakan menunjukkan bahwa *job commitment* mampu memediasi *quality of work life* dan *job stress* terhadap *job satisfaction*, tetapi *job commitment* tidak memediasi *work-life balance* terhadap *job satisfaction*.

**Kata Kunci:** Kualitas kehidupan kerja, Keseimbangan kehidupan kerja, Stres kerja, Kepuasan kerja, Komitmen kerja

## **ABSTRACT**

**Adelana Tesalonika Riswanto (01619210039)**

**The Effect of Quality of Work Life, Work-life Balance, and Job Stress on Job Satisfaction mediated by Job Commitment to Bank XYZ Employees in Kendari City**

Job satisfaction is a person's pleasant emotional state that is obtained from work experience and appreciation of one's work assessment (Colquitt, LePine and Wesson, 2017). As one of the important indicators of Social-Well-Being at work, job satisfaction plays an important role in career. Many studies have shown that personality variables such as self-evaluations, optimism. In addition to other positive emotional experiences and other variables such as career commitment and organizational commitment can significantly predict one's level of job satisfaction (Bowling et al. 2008). Data collection in this study will use an online questionnaire via Google Forms which is given to 179 employees of Bank XYZ in Kendari City. The data obtained will be analyzed using the Smart PLS 3.0 program and using the partial least square equation analysis method. There is a positive effect of quality of work life, and job stress on job satisfaction but there is no effect of Work-life Balance on job satisfaction. The mediating variable used shows that job commitment is able to mediate quality of work life and job stress on job satisfaction, but job commitment does not mediate Work-life Balance on job satisfaction.

**Keywords:** Quality of Work Life, Work-life Balance, Job Stress, Job Satisfaction, Job Commitment.