

## ABSTRAK

MIRNA FAUZIAH LAILLY (01615220035)

### **PENGARUH *QUALITY OF WORK LIFE* (QWL) TERHADAP KINERJA PEGAWAI MELALUI *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* (OCB) DI RUMAH SAKIT AMAL SEHAT SRAGEN JAWA TENGAH TAHUN 2024**

(viii + 105 halaman; 8 gambar; 17 tabel; lampiran)

Penelitian ini bertujuan untuk menganalisis pengaruh *quality of work life* (QWL) terhadap kinerja pegawai melalui *organizational citizenship behavior* (OCB) di Rumah Sakit Amal Sehat Sragen Jawa Tengah tahun 2024. Penelitian ini menggunakan desain penelitian kuantitatif. Pengumpulan data menggunakan teknik *non-probability sampling* dengan metode *purposive sampling*. Pengumpulan data dilakukan melalui kuesioner yang dibagikan dan diisi oleh 77 karyawan di Rumah Sakit Amal Sehat Sragen. Jawaban responden kemudian diolah dengan menggunakan metode analisis PLS-SEM. Hasilnya didapatkan bahwa *Organizational Citizenship Behavior* berpengaruh terhadap *employee performance*. *Quality of Work Life* berpengaruh terhadap *Organizational Citizenship Behavior*. *Quality of Work Life* berpengaruh terhadap *employee performance*. *Quality of Work Life* berpengaruh terhadap *employee performance* melalui *Organizational Citizenship Behavior*.

Referensi : 52 (1984 – 2022)

Kata Kunci : *Quality of work life, employee performance, organizational citizenship behavior*

## **ABSTRACT**

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***THE INFLUENCE OF QUALITY OF WORK LIFE (QWL) ON EMPLOYEE PERFORMANCE THROUGH ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) AT AMAL SEHAT HOSPITAL SRAGEN, CENTRAL JAVA, 2024***

*(viii + 105 pages; 8 figures; 17 tables; 5 appendices)*

*The purpose of this study is to examine effect of quality of work life (QWL) on employee performance through organizational citizenship behavior (OCB) at the Amal Sehat Sragen Hospital, Central Java in 2024. This research uses a quantitative research design. Data collection used a non-probability sampling technique with a sampling method. Data collection was carried out through questionnaires distributed and filled in by 77 employees at the Amal Sehat Sragen Hospital. Respondents' answers were then processed using the PLS-SEM analysis method. The results showed that Organizational Citizenship Behavior had an effect on Employee Performance. Quality of Work Life influences Organizational Citizenship Behavior. Quality of Work Life influences employee performance. Quality of Work Life influences employee performance through Organizational Citizenship Behavior.*

*Reference : 52 (1984 – 2022)*

*Key Words : Quality of work life, employee performance, organizational citizenship behavior*