

## ABSTRAK

### **PENGARUH *QUALITY OF WORK-LIFE* TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* DENGAN *KNOWLEDGE SHARING* SEBAGAI VARIABEL MEDIASI**

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*Organizational citizenship behavior* (OCB) dikenal sebagai perilaku ekstra peran yang dilakukan karyawan secara sukarela untuk membantu efektivitas organisasi atau perusahaan. Salah satu faktor yang dapat mendorong munculnya perilaku tersebut adalah *quality of work-life* (QWL) serta adanya praktik *knowledge sharing* di lingkungan kerja. Penelitian ini bertujuan untuk menganalisis pengaruh QWL terhadap OCB, pengaruh QWL terhadap *knowledge sharing*, pengaruh *knowledge sharing* terhadap OCB, serta peran *knowledge sharing* sebagai variabel mediasi antara QWL dan OCB. Penelitian ini menggunakan pendekatan kuantitatif dengan metode survei terhadap 146 karyawan BNI, BRI, dan Bank Mandiri di Indonesia dengan teknik *purposive sampling* dan *snowball sampling*. Data yang diperoleh kemudian diolah menggunakan metode *Structural Equation Modeling-Partial Least Squares* (SEM-PLS). Hasil penelitian menunjukkan bahwa QWL berpengaruh positif terhadap OCB dan *knowledge sharing*. Selain itu, *knowledge sharing* juga berpengaruh positif terhadap OCB serta mampu memediasi hubungan antara QWL dan OCB di sektor perbankan Indonesia.

**Kata kunci:** *knowledge sharing, organizational citizenship behavior, quality of work-life.*

## **ABSTRACT**

### **THE EFFECT OF QUALITY OF WORK-LIFE ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR WITH KNOWLEDGE SHARING AS A MEDIATING VARIABLE**

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*Organizational citizenship behavior (OCB) refers to extra-role behavior voluntarily performed by employees to support organizational effectiveness. One factor that may foster such behavior is quality of work-life (QWL), along with the practice of knowledge sharing within the workplace. This study aims to examine the effect of QWL on OCB, the effect of QWL on knowledge sharing, the effect of knowledge sharing on OCB, and the mediating role of knowledge sharing in the relationship between QWL and OCB. This study employs a quantitative approach using a survey method involving 146 employees of BNI, BRI, and Bank Mandiri in Indonesia selected through purposive sampling and snowball sampling. The collected data were analyzed using the Structural Equation Modeling-Partial Least Squares (SEM-PLS) method. The results indicate that QWL has a positive effect on OCB and knowledge sharing. Furthermore, knowledge sharing also has a positive effect on OCB and mediates the relationship between QWL and OCB in the Indonesian banking sector.*

**Keywords:** *knowledge sharing, organizational citizenship behavior, quality of work life.*