

ABSTRAK
PENGARUH KUALITAS KEHIDUPAN KERJA DAN KOMITMEN
ORGANISASI TERHADAP *ORGANIZATIONAL CITIZENSHIP*
BEHAVIOR

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PT Masa Kini Mandiri Harian Lampung Post merupakan perusahaan penerbit berita dan koran pertama tertua di Lampung. Berdasarkan pengamatan yang dilakukan pada PT Masa Kini Mandiri Harian Lampung Post dalam penelitian ini adalah *turnover* karyawan Lampung Post cukup tinggi, selain itu penetapan jam kerja yang melebihi jam kerja normal dan kurangnya pelatihan *skill* bagi karyawan.

Tujuan penelitian ini yaitu mengetahui pengaruh kualitas kehidupan kerja dan komitmen organisasi terhadap *organizational citizenship behavior*. Metode penyebaran yaitu menggunakan kuesioner dengan skala likert. Sampel dalam penelitian ini berjumlah 132 karyawan. Alat analisis data yang digunakan adalah analisis regresi linear berganda.

Hasil penelitian menunjukkan bahwa kualitas kehidupan kerja berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*, komitmen organisasi berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. Saran bagi perusahaan adalah, untuk lebih memberikan motivasi pada karyawan, mengatur jam kerja yang sesuai dengan jam kerja normal serta memberikan pelatihan *skill* agar karyawan dapat menghasilkan kinerja yang bagus dan efektif.

Kata kunci: Kualitas Kehidupan Kerja, Komitmen Organisasi, *Organizational Citizenship Behavior*

ABSTRACT

EFFECT QUALITY OF WORK LIFE AND ORGANIZATIONAL COMMITMENT TO ORGANIZATIONAL CITIZENSHIP BEHAVIOR

By

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PT Masa Kini Mandiri Harian Lampung Post is the first oldest news and newspaper publishing company in Lampung. The results of observations made at the PT Masa Kini Mandiri Harian Lampung Post in this study were that the turnover of Lampung Post employees was quite high, in addition to the determination of working hours that exceeded normal working hours and lack of skills training for employees.

The purpose of this study was to determine the effect of the quality of work life to organizational citizenship behavior and organizational commitment to organizational citizenship behavior. Deployment method is using a questionnaire with a Likert scale. The sample in this study were 132 employees. Data analysis tools are multiple linear regression analysis.

The results showed that the quality of work life of employees had a positive and significant effect on organizational citizenship behavior, organizational commitment was positive and significant towards organizational citizenship behavior. Suggestions for companies are, to provide more motivation to employees, set working hours that are in accordance with normal working hours and provide training skills so that employees can produce good and effective performance.

**Keywords: Quality of Work Life, Organizational Commitment,
Organizational Citizenship Behavior**