

***The Influence of Competence and Quality of Work Life on Organizational
Citizenship Behavior with Organizational Commitment as a Mediating Variable
(Case Study of Koperasi Pegawai Pos Indonesia)***

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Abstract

This study aims to determine the effect of competence and quality of work life on organizational citizenship behavior with organizational commitment as a mediating variable for employees in the Pos Indonesia Employee Cooperative. This research is a quantitative study with a sample of 35 employees of the Indonesian Post Employee Cooperative. This study uses the Structural Equation Model (SEM) and the data analysis process uses SmartPLS version 3.0 as a measurement tool. The test results obtained (1) there is an influence between competence on the behavior of organizational members, (2) there is an influence between the quality of work life on the behavior of organizational members, (3) there is an influence between competence on the behavior of organizational members and organizational commitment as a mediating variable, (4) there is an influence between the quality of work life on the behavior of organizational members with organizational commitment as a mediating variable, (5) there is an influence of organizational commitment on the behavior of organizational members.

Keywords: *competence, quality of work life, organizational commitment, organizational citizenship behaviour*

**Pengaruh Kompetensi dan *Quality of Work Life* Terhadap *Organizational Citizenship Behavior* dengan Komitmen Organisasi Sebagai Variabel Mediasi
(Studi Kasus Pada Koperasi Pegawai Pos Indonesia)**

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Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh kompetensi dan *quality of work life* terhadap *organizational citizenship behavior* dengan komitmen organisasi sebagai variabel mediasi pada karyawan di Koperasi Pegawai Pos Indonesia. Penelitian ini metode kuantitatif dengan 35 karyawan Koperasi Pegawai Pos Indonesia sebagai sampel. Penelitian ini menggunakan *Structural Equation Model* (SEM) dan proses analisis data menggunakan SmartPLS versi 3.0 sebagai alat pengukurannya. Hasil dari pengujian diperoleh (1) terdapat pengaruh antara kompetensi terhadap *organizational citizenship behavior*, (2) terdapat pengaruh antara *quality of work life* terhadap *organizational citizenship behavior*, (3) terdapat pengaruh antara kompetensi terhadap *organizational citizenship behavior* dengan komitmen organisasi sebagai variabel mediasi, (4) terdapat pengaruh antara *quality of work life* terhadap *organizational citizenship behavior* dengan komitmen organisasi sebagai variabel mediasi, (5) terdapat pengaruh komitmen organisasi terhadap *organizational citizenship behavior*.

Kata kunci: kompetensi, *quality of work life*, komitmen organisasi, *organizational citizenship behavior*