

***Effect of Ethical Behavior, Perceived Organizational Support, and Quality of
Work Life on Job Satisfaction***

(PT. Bank Tabungan Negara (Persero) Tbk. Ciputat Branch Office)

By Dita Rahmawati

Abstract

This research is a quantitative study aimed at determining and testing the influence of ethical behavior, perceived organizational support, and quality of work life on job satisfaction. The study involved 68 permanent employees of PT. Bank Tabungan Negara (Persero) Tbk. Ciputat Branch Office as the sample. The sample selection used saturation sampling, which is part of the research population. Data analysis techniques in this study used descriptive analysis, validity test, reliability test, t-test, coefficient of determination test, predictive relevance test, and goodness of fit test with SmartPLS 4.0 program and a significance level of 5% (0.05). The results of the testing obtained (1) there is a positive and significant influence of ethical behavior on job satisfaction, (2) there is no influence of perceived organizational support on job satisfaction, (3) there is a positive and significant influence of quality of work life on job satisfaction.

Keywords: *Ethical Behavior, Perceived Organizational Support, Quality of Work Life, and Job Satisfaction.*

**Pengaruh *Ethical Behavior*, *Perceived Organizational Support*, dan *Quality of Work Life* terhadap *Job Satisfaction*
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Abstrak

Penelitian ini merupakan penelitian kuantitatif yang bertujuan untuk mengetahui dan menguji pengaruh *ethical behavior*, *perceived organizational support*, dan *quality of work life* terhadap *job satisfaction*. Penelitian ini menggunakan 68 karyawan tetap PT. Bank Tabungan Negara (Persero) Tbk. Kantor Cabang Ciputat sebagai sampel. Pemilihan sampel menggunakan sampel jenuh yang merupakan bagian dari populasi penelitian. Teknik analisis data dalam penelitian ini menggunakan analisis deskriptif, uji validitas, uji reliabilitas, uji t, uji koefisien determinasi, uji prediktif relevansi, dan uji *goodness of fit* dengan program *SmartPLS 4.0* dan tingkat signifikansi 5% (0,05). Hasil dari pengujian diperoleh (1) terdapat pengaruh positif dan signifikan *ethical behavior* terhadap *job satisfaction*, (2) tidak terdapat pengaruh *perceived organizational support* terhadap *job satisfaction*, (3) terdapat pengaruh positif dan signifikan *quality of work life* terhadap *job satisfaction*.

Kata kunci: *Ethical Behavior*, *Perceived Organizational Support*, *Quality of Work Life*, dan *Job Satisfaction*.