

The Effect of Quality of Work Life, Organizational Commitment, and Job Satisfaction on Employee Organizational Citizenship Behavior PT Hero Retail Nusantara Kemang Branch Jakarta

By Fatimah Zahra

ABSTRACT

This research is a quantitative study that aims to identify the effect of quality of work life, organizational commitment, and job satisfaction on organizational citizenship behavior. The sample used in this research is employees of PT Hero Retail Nusantara Kemang Jakarta Branch. PT Hero Retail Nusantara Kemang Jakarta Branch employees totaling 39 were used as population and sample. Questionnaires were distributed to collect data from respondents. The technique used is the Structural Equation Model (SEM) and to process data analysis, namely utilizing SmartPLS version 4.1 as a measurement tool. The results of the test obtained (1) there is an influence between quality of work life on organizational citizenship behavior (2) there is an influence between organizational commitment on organizational citizenship behavior (3) there is an influence between job satisfaction on organizational citizenship behavior.

Keywords: *quality of work life, organizational commitment, job satisfaction, organizational citizenship behavior.*

Pengaruh *Quality of Work Life, Organizational Commitment, dan Job Satisfaction* Terhadap *Organizational Citizenship Behavior* Karyawan PT Hero Retail Nusantara Cabang Kemang Jakarta

Oleh Fatimah Zahra

ABSTRAK

Penelitian ini ialah penelitian kuantitatif yang mempunyai tujuan untuk mengidentifikasi pengaruh *quality of work life, organizational commitment, dan job satisfaction* terhadap *organizational citizenship behavior*. Sampel yang dimanfaatkan dalam penelitian ini yakni karyawan PT Hero Retail Nusantara Cabang Kemang Jakarta. Karyawan PT Hero Retail Nusantara Cabang Kemang Jakarta yang berjumlah 39 dijadikan sebagai populasi dan sampel. Penyebaran kuesioner dilakukan untuk mengumpulkan data dari responden. Teknik yang dimanfaatkan yakni Struktural Equation Model (SEM) dan untuk memproses analisis data yakni memanfaatkan SmartPLS versi 4.1 sebagai alat pengukurannya. Hasil dari pengujian diperoleh (1) terdapat pengaruh antara *quality of work life* terhadap *organizational citizenship behavior* (2) terdapat pengaruh antara *organizational commitment* terhadap *organizational citizenship behavior* (3) terdapat pengaruh antara *job satisfaction* terhadap *organizational citizenship behavior*.

Kata Kunci: *quality of work life, organizational commitment, job satisfaction, organizational citizenship behavior.*