

The Influence Of Quality Of Work Life And Organizational Commitment On Organizational Citizenship Behavior With Perceived Organizational Support As A Moderating Variable (Study On Employees Of Bank Syariah Indonesia, Jakarta Saharjo Area)

By Ghelifira Auliawati

Abstract

This study aims to analyze the influence of Quality of Work Life (QWL) and Organizational Commitment (OC) on Organizational Citizenship Behavior (OCB), with Perceived Organizational Support (POS) as a moderating variable among employees of Bank Syariah Indonesia (BSI), Jakarta Saharjo Area. The background of this research is based on the importance of extra-role behavior in enhancing organizational effectiveness and the existing research gap related to the effects of QWL, OC, and POS on OCB. This research employed a quantitative approach using a survey method with questionnaires distributed to 110 respondents. Data were analyzed using Partial Least Square–Structural Equation Modeling (PLS-SEM). The results show that QWL has a positive and significant effect on OCB. Organizational Commitment is also proven to have a positive and significant effect on OCB. Furthermore, POS moderates the relationship between QWL and OCB, strengthening the influence of work life quality on extra-role behavior. However, POS does not moderate the relationship between Organizational Commitment and OCB. These findings emphasize the importance of enhancing organizational support and creating a supportive work environment to encourage positive employee behavior. This study provides both theoretical and practical contributions to the development of human resource management in the Islamic banking sector.

Keywords: *Quality of Work Life, Organizational Commitment, Perceived Organizational Support, Organizational Citizenship Behavior, PLS-SEM.*

**Pengaruh *Quality Of Work Life* dan *Organizational Commitment* Terhadap
Organizational Citizenship Behavior dengan *Perceived Organizational Support*
Sebagai Variabel Moderasi (Studi pada Karyawan Bank Syariah Indonesia
Area Jakarta Saharjo)**

Oleh: Ghefira Auliawati

Abstrak

Penelitian ini bertujuan untuk menganalisis pengaruh *Quality of Work Life* (QWL) dan *Organizational Commitment* (OC) terhadap *Organizational Citizenship Behavior* (OCB) dengan *Perceived Organizational Support* (POS) sebagai variabel moderasi pada karyawan Bank Syariah Indonesia (BSI) Area Jakarta Saharjo. Latar belakang penelitian didasari oleh pentingnya perilaku ekstra peran dalam meningkatkan efektivitas organisasi serta adanya *research gap* terkait hubungan QWL, OC, dan POS terhadap OCB. Penelitian menggunakan pendekatan kuantitatif dengan metode survei melalui kuesioner kepada 110 responden, dan dianalisis menggunakan *Partial Least Square – Structural Equation Modeling* (PLS-SEM). Hasil penelitian menunjukkan bahwa QWL berpengaruh positif signifikan terhadap OCB. *Organizational Commitment* juga terbukti berpengaruh positif signifikan terhadap OCB. Selain itu, POS mampu memoderasi pengaruh QWL terhadap OCB sehingga dukungan organisasi memperkuat hubungan antara kualitas kehidupan kerja dan perilaku ekstra peran. Namun, POS tidak memoderasi hubungan antara *Organizational Commitment* dan OCB. Temuan ini menegaskan pentingnya meningkatkan dukungan organisasi serta kualitas lingkungan kerja untuk mendorong perilaku positif karyawan. Penelitian ini memberikan kontribusi teoritis dan praktis bagi pengembangan manajemen sumber daya manusia di sektor perbankan syariah.

Kata Kunci: *Quality of Work Life, Organizational Commitment, Perceived Organizational Support, Organizational Citizenship Behavior, PLS-SEM.*