

ABSTRACT

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Effect of Quality of Work Life on Organizational Citizenship Behavior in PT XZ; Dr. Rostiana, M.Si., Psi. Undergraduate Program of Psychology, Tarumanagara University, (i-xiv; 75 pages, P1-P6, L1-L48)

Organizational Citizenship Behavior is defined as individual behavior that is voluntary, not directly or explicitly identified by the formal reward system and that promotes the effective functioning of the organization. Authors hypothesized that organizational citizenship behavior would influence by the independent variables of quality of work life. Employees who feel the quality of work life in their company is good will encourage organizational citizenship behavior. This is because employees have a greater possibility to speak positively about the organization, the willingness to help other people, and do a performance that exceeds the normal estimates. Subject in this study consist of 120 employees of PT XZ. Data are processed statistically using simple linear regression. Based on the analysis of data obtained by $F = 34.291$ and $p = 0.000 < 0.01$. The result showed contribution of quality of work life on organizational citizenship behavior at 22.5%, while 77.5% is influenced by other variables outside of this research.

Keywords: Quality of Work Life, Organizational Citizenship Behavior, Employees.