

ABSTRACT

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The Role of Quality of Work Life against Kewargaan Organisasional Behavior: Commitment as a mediator; Dr.Rostiana, M, SI, Psi & Kiky Dwi Hapsari, M.Psi; Program Study S-1 Psikologi Universitas Tarumanagara.

For organizations is very important to know what causes the onset or increase of PKO on the employee. Employees who have the quality of working life in good company will contribute more on their work and show extra role behavior (Kashani, 2012). This study aims to determine or examine the influence of the working life of the organizational citizenship behavior need to be direct or through organizational commitment. This research using quantitative method and used samples are 154 person. Based on test results correlation test between variables Quality of Work Life and commitment organisasional, the results are $r = 0.400$ and $\text{sig}(p) = 0.000$ which is $p > 0.05$. That means that there is a positive relationship between quality of work life and organizational commitment. Based on the test results of correlation between the variables of organizational commitment and PKO results are $r = -0.117$ and $\text{sig}(p) = 0.148$ which $p > 0.05$. The means, there is no negative relationship between. organizational commitment and PKO. Based on the results of correlation between the quality of working life and PKO results are $r = 0.043$ and $\text{sig}(p) = 0.597$ where $p < 0.05$. The means that there is a negative relationship between the quality of working life and PKO.

Keywords: Quality of Work Life, PKO, Organizational Commitment