

ABSTRACT

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Relationship Between Quality of Work Life and Organizational Citizenship Behavior (Studies on The Member of The National Police Regional X); Dr. P. Tommy Y. S. Suyasa M. Si., Psi; Undergraduate Program in Psychology, Tarumanagara University, (i-xvii; 78 pages; R1-R4; Appdx 1-Appdx 53)

In general, human resources in one of the things that are important to the survival of an organization. The purpose of this research is to describe and see the relationship between quality of work life and organizational citizenship behavior on the member of the national police region X. This study involved 305 active members of the national police regional X, using purposive sampling technique.

The result showed that the components of quality of work life is at a high enough value are co-worker components and work culture components. While in the organizational citizenship behavior components are considered to be quite appropriate is the conscientiousness component and courtesy component. Study found a significant relationship between quality of work life and organizational citizenship behavior. Note that the quality of work life can be a predictor of organizational citizenship behavior. All of the quality of work life components can be significantly predict organizational citizenship behavior, but only two components that have the highest significance. That components are co-worker component and work culture component.

Keyword: quality of work life and organizational citizenship behavior.