

ABSTRACT

This study aims to determine the effect of quality of work life on worker performance when working from home (WFH) with job satisfaction and organizational commitment as intervening variables at PT Patra Jasa Head Office. The research method used is a quantitative method. The research population is all employees of PT Patra Jasa with a minimum working period of 1 year, which is 144 people. All members of the population are used as members of the sample (census technique). Primary data collection using a questionnaire instrument. The technique of analyzing and testing the hypothesis is using the Structural Equation Model (SEM) with the SmartPLS version 3.0 application. Partial results of hypothesis testing prove that the quality of work life, organizational commitment, and quality of work life through organizational commitment have no positive and significant effect on worker performance when WFH. Job satisfaction and quality of work life through job satisfaction have a positive and significant effect on worker performance when WFH. Furthermore, simultaneous hypothesis testing with multiple linear regression models has a coefficient of determination (R^2) of 67%, quality of work life through job satisfaction and organizational commitment has a strong effect on worker performance when WFH.

Keywords: Quality of Work Life, Job Satisfaction, Organizational Commitment, Worker Performance when Work from Home

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ABSTRAK

Penelitian ini untuk mengetahui pengaruh kualitas kehidupan kerja pada kinerja pekerja ketika *Work from Home* (WFH) dengan kepuasan kerja dan komitmen organisasi sebagai variabel intervening pada Kantor Pusat PT Patra Jasa. Metode penelitian yang digunakan adalah metode kuantitatif. Populasi penelitian ialah seluruh pekerja PT Patra Jasa dengan minimal mempunyai masa kerja 1 tahun, yaitu berukuran 144 orang. Semua anggota populasi dijadikan anggota sampel (teknik sensus). Koleksi data primer menggunakan instrument kuesioner. Teknik analisis dan pengujian hipotesis menggunakan *Structural Equation Model* (SEM) dengan aplikasi SmartPLS versi 3.0. Parsial hasil pengujian hipotesis membuktikan kualitas kehidupan kerja, komitmen organisasi, dan kualitas kehidupan kerja melalui komitmen organisasi tidak berpengaruh positif dan signifikan pada kinerja pekerja ketika WFH. Kepuasan kerja dan kualitas kehidupan kerja melalui kepuasan kerja berpengaruh positif dan signifikan pada kinerja pekerja ketika WFH. Selanjutnya pengujian hipotesis simultan dengan model regresi linier berganda mempunyai koefisien determinasi (R^2) sebesar 67%, kualitas kehidupan kerja melalui kepuasan kerja dan komitmen organisasi berpengaruh secara kuat pada kinerja pekerja ketika WFH.

Kata Kunci: *Kualitas Kehidupan Kerja, Kepuasan Kerja, Komitmen Organisasi, Kinerja Pekerja Ketika Work from Home*



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