

ABSTRACT

This study aims to analyze the effect of leadership, quality of work life, job satisfaction on the job performance of cleaning service staff of PT Provis Garuda Services. Questionnaires are distributed 168 cleaning service staff as samples. Samples are taken based on Slovin formula and uses Sampling Stratified Proportional. Data is analyzed using single and multiple regression in which previously examined by validity and reliability test as well as classic assumption tests. Research shows that leadership has significant impact on job performance, quality of work life has significant impact on job performance, job satisfaction has significant impact on job performance, and leadership, quality of work life, and job satisfaction, simultaneously, have significant impact on job performance.

Keywords : leadership, quality of work life, job satisfaction, job performance.



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ABSTRAK

Penelitian ini difokuskan untuk melakukan analisa pengaruh kepemimpinan, kualitas kehidupan kerja (*quality of work life*), dan kepuasan kerja terhadap kinerja karyawan *cleaning service* di PT Provis Garuda Services. Untuk kepentingan tersebut, kuesioner disebarakan pada 168 karyawan *cleaning service* di PT Provis Garuda Services. Penentuan sampel dilakukan mengacu kepada rumus Slovin dengan teknik *Sampling Stratified Proportional*. Data yang terkumpul kemudian dianalisa menggunakan metode analisis regresi linier sederhana dan analisis regresi linier berganda setelah sebelumnya dilakukan uji validitas dan reliabilitas serta uji asumsi klasik. Hasil penelitian menunjukkan bahwa kepemimpinan berpengaruh signifikan terhadap kinerja karyawan, kualitas kehidupan kerja berpengaruh signifikan terhadap kinerja karyawan, kepuasan kerja berpengaruh signifikan terhadap kinerja karyawan, kepemimpinan, kualitas kehidupan kerja, dan kepuasan kerja secara bersama-sama berpengaruh signifikan terhadap kinerja karyawan.

Kata kunci : kepemimpinan, kualitas kehidupan kerja (*quality of work life*), kepuasan kerja, kinerja karyawan.

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