

## ABSTRAK

Penelitian ini bertujuan untuk menganalisis dan menguji mengenai pengaruh *Quality of Work Life (QWL)* dan *Knowledge Management* terhadap *Organizational Citizenship Behavior* dengan dimediasi Kepuasan Kerja. Populasi yang digunakan dalam penelitian ini adalah seluruh karyawan PT. Adi Sarana Armada Tbk sebanyak 60 orang. Penentuan sampel yang digunakan dalam penelitian ini dilakukan dengan jenis metode sampel jenuh. Sehingga sampel dalam penelitian ini adalah karyawan bagian administrasi sejumlah 60 orang, yaitu yang terdiri dari *Accounting, Budget & Tax Department, Finance Department, Procurement Department, Business Process Management Department*. Desain penelitian yang digunakan dalam penelitian ini adalah desain penelitian kausal. Metode penelitian ini menggunakan metode analisis data *Partial Least Square (PLS)* dengan menggunakan software SmartPLS 3.0.

Kata Kunci: *Quality of Work Life (QWL)*, *Knowledge Management*, *Organizational Citizenship Behavior*, dan Kepuasan Kerja



## **ABSTRACT**

*This study aims to analyze and examine the effect of Quality of Work Life (QWL) and Knowledge Management on Organizational Citizenship Behavior mediated by Job Satisfaction. The population used in this study were all employees of PT. Adi Sarana Armada Tbk as many as 60 people. Determination of the sample used in this study was carried out by the type of saturated sample method. So that the sample in this study were 60 employees of the administration department, consisting of Accounting, Budget & Tax Department, Finance Department, Procurement Department, Business Process Management Department. The research design used in this study is a causal research design. This research method uses Partial Least Square (PLS) data analysis method using SmartPLS 3.0 software.*

*Keywords: Quality of Work Life (QWL), Knowledge Management, Organizational Citizenship Behavior, and Job Satisfaction*



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