

ABSTRAK

Penelitian ini bertujuan untuk menganalisis dan menguji mengenai pengaruh *quality of work life* (qwl) dan *knowledge management* terhadap *organizational citizenship behavior* dimediasi *job satisfaction* pada PT. Angkasa Pura Kargo. Populasi dalam penelitian ini adalah 151 karyawan PT. Angkasa Pura Kargo. Sampel yang dipergunakan adalah sebanyak 110 karyawan, dihitung berdasarkan rumus Slovin. Metode penarikan sampel menggunakan *convenience sampling*. Metode pengumpulan data menggunakan metode survey, dengan instrumen penelitian adalah kuesioner. Metode penelitian ini menggunakan metode analisis data *Partial Least Square* (PLS) dengan menggunakan software SmartPLS 3.0. Penelitian ini membuktikan bahwa *quality of work life* tidak berpengaruh terhadap *organizational citizenship behavior*. *Knowledge management* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. *Quality of work life* berpengaruh positif dan signifikan terhadap *job satisfaction*. *Knowledge management* berpengaruh positif dan signifikan terhadap *job satisfaction*. *Job satisfaction* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. *Job satisfaction* tidak mampu memediasi pengaruh *quality of work life* terhadap *organizational citizenship behavior*. *Job satisfaction* mampu memediasi secara parsial pengaruh *knowledge management* terhadap *organizational citizenship behavior*.

Kata Kunci: *Quality of Work Life* (QWL), *Knowledge Management*, *Organizational Citizenship Behavior*, *Job Satisfaction*.

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ABSTRACT

This study aims to analyze and examine the influence of Quality of Work Life (QWL) and Knowledge Management on Organizational Citizenship Behavior Mediated by Job Satisfaction at PT. Angkasa Pura Kargo. Population in this research is 151 employees of PT. Angkasa Pura Kargo. The sample used is 110 employees, calculated based on the Slovin formula. The sampling method uses convenience sampling. The Methods of data collection using survey method, with the research instrument is a questionnaire. The data analysis method using Partial Least Square (PLS) with SmartPLS 3.0 software. This study proves that quality of work life has no effect on organizational citizenship behavior. Knowledge management has a positive and significant effect on organizational citizenship behavior. Quality of work life has a positive and significant effect on job satisfaction. Knowledge management has a positive and significant effect on job satisfaction. Job satisfaction has a positive and significant effect on organizational citizenship behavior. Job satisfaction is unable to mediate the effect of quality of work life on organizational citizenship behavior. Job satisfaction is able to partially mediate the effect of knowledge management on organizational citizenship behavior.

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

