

## ABSTRAK

Penelitian ini bertujuan untuk menganalisis *Organization Citizenship Behavior* (OCB), *Quality of Work Life* (QWL), dan *Organizational Commitment* (OC) terhadap kinerja karyawan. Penelitian ini dilakukan kepada 36 responden dengan teknik sampel jenuh. Metode pengumpulan data menggunakan metode survei, dengan instrumen penelitian adalah kuesioner. Metode analisis data menggunakan *Structural Equation Model* (SEM) – *Partial Least Square* (PLS) dengan alat analisis Smart-PLS. Hasil penelitian ini menunjukkan bahwa *Organization Citizenship Behavior* (OCB) berpengaruh positif dan signifikan terhadap kinerja karyawan PT. Tri Tirta Permata, *Quality of Work Life* (QWL) berpengaruh positif dan signifikan terhadap kinerja karyawan PT. Tri Tirta Permata, *Organizational Commitment* (OC) berpengaruh positif dan signifikan terhadap kinerja karyawan PT. Tri Tirta Permata.

Kata Kunci: *Organization Citizenship Behavior*, *Quality of Work Life*, *Organizational Commitment*, Kinerja Karyawan.



## **ABSTRACT**

*This study aims to analyze Organizational Citizenship Behavior (OCB), Quality of Work Life (QWL), and Organizational Commitment (OC) on employee performance. This research was conducted on 36 respondents with saturated sample technique. The data collection method used a survey method, with the research instrument being a questionnaire. The data analysis method uses Structural Equation Model (SEM) - Partial Least Square (PLS) with Smart-PLS analysis tool. The results of this study indicate that Organizational Citizenship Behavior (OCB) has a positive and significant effect on employee performance of PT Tri Tirta Permata, Quality of Work Life (QWL) has a positive and significant effect on employee performance of PT Tri Tirta Permata, Organization Commitment (OC) has a positive and significant effect on employee performance of PT Tri Tirta Permata.*

*Keywords: Organizational Citizenship Behavior, Quality of Work Life, Organizational Commitment, Employee Performance*

