

**NIDN. 1019087501**  
**ABSTRAK**

Tujuan dari penelitian ini adalah untuk mengetahui seberapa besar Pengaruh Tingkat *Quality Of Work Life* (QWL) Dan *Knowledge Management* Terhadap *Organizational Citizhensip Behavior* (OCB) Dengan Kepuasan Kerja Sebagai Variabel Intervening Pada Kantor Wali Kota Padang. Metode analisis data menggunakan kuesioner, dengan sampel 35 responden. Metode analisis data yang digunakan adalah Analisi Jalur. Berdasarkan hasil penelitian menunjukkan bahwa Terdapat pengaruh positif dan signifikan Tingkat *Quality Of Work Life* terhadap Kepuasan Kerja. Terdapat pengaruh positif dan signifikan *Knowledge Management* terhadap Kepuasan Kerja. Terdapat pengaruh negatif dan tidak signifikan Tingkat *Quality Of Work Life* terhadap *Organizational Citizhensip Behavior*. Terdapat pengaruh positif dan signifikan *Knowledge Management* terhadap *Organizational Citizhensip Behavior*. Terdapat pengaruh positif dan signifikan Kepuasan Kerja terhadap *Organizational Citizhensip Behavior*. Kepuasan Kerja memediasi Tingkat *Quality Of Work Life* terhadap *Organizational Citizhensip Behavior*. Kepuasan Kerja tidak memediasi *Knowledge Management* terhadap *Organizational Citizhensip Behavior*. Kontribusi variabel Tingkat *Quality Of Work Life* dan *Knowledge Management* terhadap *Organizational Citizhensip Behavior* melalui Kepuasan Kerja Sebagai Variabel Intervening berpengaruh sebesar 66,4% sedangkan sisanya sebesar 33,6% di pengaruhi oleh variabel lain diluar penelitian ini.

**Kata Kunci:** *Tingkat Quality Of Work Life, Knowledge Management, Kepuasan Kerja, Dan Organizational Citizhensip Behavior*

## ABSTRACT

*The purpose of this study was to find out how much influence the level of Quality of Work Life (QWL) and Knowledge Management has on Organizational Citizenship Behavior (OCB) with Job Satisfaction as an Intervening Variable at the Mayor's Office of Padang. Methods of data analysis using a questionnaire, with a sample of 35 respondents. The data analysis method used is Path Analysis. Based on the results of the study, it shows that there is a positive and significant influence on the level of Quality of Work Life on Job Satisfaction. There is a positive and significant effect of Knowledge Management on Job Satisfaction. There is a negative and insignificant effect of the Level of Quality of Work Life on Organizational Citizenship Behavior. There is a positive and significant effect of Knowledge Management on Organizational Citizenship Behavior. There is a positive and significant effect of Job Satisfaction on Organizational Citizenship Behavior. Job Satisfaction mediates the Level of Quality Of Work Life on Organizational Citizenship Behavior. Job Satisfaction does not mediate Knowledge Management on Organizational Citizenship Behavior. The variable contribution of the Level of Quality of Work Life and Knowledge Management to Organizational Citizenship Behavior through Job Satisfaction as an Intervening Variable has an effect of 66.4% while the remaining 33.6% is influenced by other variables outside this study.*

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