

ABSTRAK

Sadratul Aini, 1710115531094, jurusan manajemen tahun 2017, Pengaruh Tingkat Quality Of Work Life (QWL), dan Knowledge Management Terhadap Organizing Citizenship Behavior (OCB) dengan Work Engagement sebagai Variabel Intervening (Studi Kasus Pada Rsu. Prof. Dr. M Ali Hanafiah Batusangkar, Kecamatan Lima Kaum, Kabupaten Tanah Datar). Penelitian ini bertujuan untuk mengetahui Pengaruh Tingkat Quality Of Work Life (QWL), dan Knowledge Management Terhadap Organizing Citizenship Behavior (OCB) dengan Work Engagement sebagai Variabel Intervening. Sampel penelitian ini adalah tenaga kerja yang ada di Rsu. Prof. Dr. M Ali Hanafiah Batusangkar, Kecamatan Lima Kaum, Kabupaten Tanah Datar. Sampel dilakukan dengan metode Random sampling. Pengumpulan data dilakukan dengan kuesioner disebarkan langsung ke tenaga kerja sebanyak 70 kuesioner. Variabel dependen adalah Organizing Citizenship Behavior (OCB) sedangkan variabel Independennya adalah Quality Of Work Life (QWL), dan Knowledge Management, variabel intervening adalah Work Engagement. Adapun secara keseluruhan analisis data ini menggunakan metode Structur Equation Modeling (SEM) dengan software program Partial Least Square (PLS) 3.0.

Hasil penelitian ini menunjukkan bahwa, (1) Quality of work life berpengaruh positif dan tidak signifikan terhadap work engagement, (2) Knowledge management berpengaruh positif dan tidak signifikan terhadap work engagement, (3) Work engagement berpengaruh positif dan tidak signifikan terhadap OCB, (4) Quality of work life berpengaruh positif dan signifikan terhadap Organizing Citizenship Behavior (OCB), (5) Knowledge management berpengaruh positif dan signifikan terhadap Organizing Citizenship Behavior (OCB), (6) Quality of work life berpengaruh negatif dan tidak signifikan terhadap Organizing Citizenship Behavior (OCB) melalui work engagement sebagai variabel intervening, (7) Knowledge management berpengaruh negatif dan tidak signifikan terhadap Organizing Citizenship Behavior (OCB) melalui work engagement sebagai variabel intervening.

Kata Kunci: Quality Of Work Life, Knowledge Management, Organizing Citizenship Behavior (OCB) dan Work Engagement

ABSTRACT

Sadratul Aini, 1710115531094, majoring in management in 2017, Effect of Quality of Work Life (QWL) and Knowledge Management on Organizing Citizenship Behavior (OCB) with Work Engagement as Intervening Variable (Case Study at Hospital Prof. Dr. M Ali Hanafiah Batusangkar , Lima Kaum District, Tanah Datar Regency). This study aims to determine the Effect of Quality of Work Life (QWL) and Knowledge Management on Organizing Citizenship Behavior (OCB) with Work Engagement as Intervening Variable. The sample of this research is the workforce in Rsu. Prof. Dr. M Ali Hanafiah Batusangkar, Lima Kaum District, Tanah Datar Regency. Samples were carried out using the Random sampling method. Data was collected by questionnaires distributed directly to the workforce as many as 70 questionnaires. The dependent variable is Organizing Citizenship Behavior (OCB) while the independent variable is Quality of Work Life (QWL) and Knowledge Management, the intervening variable is Work Engagement. The overall analysis of this data uses the Structural Equation Modeling (SEM) method with the Partial Least Square (PLS) 3.0 software program.

The results of this study indicate that, (1) Quality of work life has a positive and insignificant effect on work engagement, (2) Knowledge management has a positive and insignificant effect on work engagement, (3) Work engagement has a positive and insignificant effect on OCB, (4) Quality of work life has a positive and significant effect on Organizing Citizenship Behavior (OCB), (5) Knowledge management has a positive and significant effect on Organizing Citizenship Behavior (OCB), (6) Quality of work life has a negative and insignificant effect on Organizing Citizenship Behavior (OCB) through work engagement as an intervening variable, (7) Knowledge management has a negative and insignificant effect on Organizing Citizenship Behavior (OCB) through work engagement as an intervening variable.

Keywords: Quality Of Work Life, Knowledge Management, Organizing Citizenship Behavior (OCB) and Work Engagement