

ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui seberapa besar Pengaruh Tingkat Quality Of Work Life (Qwl) Dan Knowledge Management Terhadap Organizing Citizenship Behavior (Ocb) Dengan Kepuasan Kerja Sebagai Variabel Intervening Pada Dinas Pendidikan Dan Kebudayaan Kabupaten Pesisir Selatan. Metode analisis data menggunakan kuesioner, dengan sampel 60 responden. Metode analisis data yang digunakan adalah analisis regresi linear berganda dan Analisis Jalur.

Berdasarkan hasil penelitian menunjukkan bahwa Tingkat Quality Of Work Life (Qwl) Dan Knowledge Management berpengaruh positif dan signifikan Terhadap Kepuasan Kerja dan Tingkat Quality Of Work Life (Qwl) Dan Knowledge Management Terhadap *Organizational Citizenship Behavior* Dengan Kepuasan Kerja Sebagai Variabel Intervening. Kontribusi variabel Tingkat Quality Of Work Life (Qwl) Dan Knowledge Management Terhadap *Organizational Citizenship Behavior* Dengan Kepuasan Kerja Sebagai Variabel Intervening berpengaruh sebesar 73,7% sedangkan sisanya sebesar 26,3% dipengaruhi oleh variabel lain diluar penelitian ini.

Berdasarkan hasil penelitian ini diharapkan Manajemen Perusahaan dapat meningkatkan *Organizational Citizenship Behavior* dengan meningkatkan Tingkat Quality Of Work Life (Qwl) Dan Knowledge Management Dan Kepuasan Kerja pada Dinas Pendidikan Dan Kebudayaan Kabupaten Pesisir Selatan melalui masing-masing indikator.

Kata Kunci: **Tingkat Quality Of Work Life (Qwl), Knowledge Management, Kepuasan Kerja Dan *Organizational Citizenship Behavior***

ABSTRACT

The purpose of this study was to determine how big the influence of the level of Quality of Work Life (Qwl) and Knowledge Management on Organizing Citizenship Behavior (Ocb) with Job Satisfaction as an Intervening Variable at the Department of Education and Culture of Pesisir Selatan Regency. Methods of data analysis using a questionnaire, with a sample of 60 respondents. The data analysis method used is multiple linear regression analysis and path analysis.

Based on the results of the study, it shows that the level of Quality of Work Life (Qwl) and Knowledge Management has a positive and significant effect on Job Satisfaction and the Level of Quality Of Work Life (Qwl) and Knowledge Management on Organizational Citizenship Behavior with Job Satisfaction as an Intervening Variable. The contribution of the variable level of Quality of Work Life (Qwl) and Knowledge Management to Organizational Citizenship Behavior with Job Satisfaction as an Intervening Variable has an effect of 73.7% while the remaining 26.3% is influenced by other variables outside this study.

Based on the results of this study, it is expected that the Company's Management can improve Organizational Citizenship Behavior by increasing the Level of Quality Of Work Life (Qwl) and Knowledge Management and Job Satisfaction at the Department of Education and Culture of Pesisir Selatan Regency through each indicator.

Keywords: Level of Quality Of Work Life (Qwl), Knowledge Management, Job Satisfaction and Organizational Citizenship Behavior