

## ABSTRAK

Penelitian ini dilatarbelakangi kinerja pegawai yang belum optimal pada kantor pertanahan kota Semarang. Tujuan penelitian ini yaitu untuk mengetahui dan menganalisis pengaruh *Quality of work life, job involvement dan organizational citizenship behavior* terhadap *job satisfaction*. Mengetahui dan menganalisis *job satisfaction* dalam memediasi pengaruh *Quality of work life job involvement dan organizational citizenship behavior* terhadap *job performance*. Mengetahui dan menganalisis pengaruh *job satisfaction* terhadap *job performance*.

Populasi dalam penelitian ini berjumlah 136 orang. Sampel yang digunakan dalam penelitian ini sejumlah 105 orang. Teknik pengambilan sampel menggunakan *purposive sampling*. Dan alat analisis yang digunakan yaitu smartPLS.

Hasil penelitian mendapatkan *organizational citizenship behavior* berpengaruh terhadap *job satisfaction*. *Quality of work life, Organizational citizenship behavior* dan *Job satisfaction* berpengaruh terhadap *job performance*. *Quality of work life* dan *Job involvement* tidak berpengaruh terhadap *job satisfaction*. *Job involvement* tidak berpengaruh terhadap *job performance*. *Job satisfaction* tidak mampu memediasi antara *quality of work life* terhadap *job performance*. *Job satisfaction* tidak mampu memediasi antara *job involvement* terhadap *job performance*. *Job satisfaction* tidak mampu memediasi antara *Organizational citizenship behavior* terhadap *job performance*.

**Kata Kunci:** *Quality of work life, job involvement, organizational citizenship behavior, job satisfaction, job performance.*

## **ABSTRACT**

*This research is motivated by the sub-optimal performance of the employees in the land office in the city of Semarang. The purpose of this study was to determine and analyze the effect of quality of work life, job involvement and organizational citizenship behavior on job satisfaction. Knowing and analyzing job satisfaction in mediating the effect of quality of work life job involvement and organizational citizenship behavior on job performance. Knowing and analyzing the effect of job satisfaction on job performance.*

*The population in this study amounted to 136 people. The sample used in this study was 105 people. The sampling technique used purposive sampling. And the analysis tool used is smartPLS.*

*The results of the study obtained organizational citizenship behavior had an effect on job satisfaction. Quality of work life, Organizational citizenship behavior and Job satisfaction affect job performance. Quality of work life and Job involvement have no effect on job satisfaction. Job involvement has no effect on job performance. Job satisfaction is not able to mediate between quality of work life and job performance. Job satisfaction is unable to mediate between job involvement and job performance. Job satisfaction is not able to mediate between Organizational citizenship behavior on job performance.*

**Keywords:** *Quality of work life, job involvement, organizational citizenship behavior, job satisfaction, job performance*