

ABSTRAK

Penelitian ini bertujuan untuk dapat mengetahui dan menganalisis seberapa besar pengaruh dari Motivasi Kerja, *Organizational Citizenship Behavior* dan *Quality of Work Life* Terhadap Kinerja Karyawan PT. International Business Futures Surabaya.

Penelitian ini merupakan penelitian kausal komparatif dengan menggunakan metode penelitian kuantitatif. Populasi yang digunakan adalah seluruh karyawan bagian *marketing executive* pada PT. International Business Futures Surabaya sejumlah 52 orang karyawan dengan teknik pengambilan sampel menggunakan teknik *sampling jenuh* (*sensus*). Teknik pengumpulan data menggunakan metode kuesioner yang disebarlang langsung kepada karyawan bagian *marketing executive* pada PT. International Business Futures Surabaya. Metode analisis dalam penelitian ini menggunakan analisis regresi linier berganda dengan alat bantu program SPSS (*Statistic Product and Service Solution*) versi 26.

Hasil penelitian ini menunjukkan bahwa Motivasi Kerja berpengaruh positif dan signifikan terhadap kinerja karyawan pada PT. International Business Futures Surabaya, *Organizational Citizenship Behavior* berpengaruh positif dan signifikan terhadap kinerja karyawan PT. International Business Futures Surabaya, dan *Quality of Work Life* berpengaruh positif dan signifikan terhadap kinerja karyawan pada PT. International Business Futures Surabaya.

Kata Kunci : Motivasi Kerja, *Organizational Citizenship Behavior*, *Quality of Work Life*, Kinerja Karyawan



ABSTRACT

This research aimed to find out and analyze how work motivation, Organizational Citizenship Behavior, and Quality of Work Life affect employees' performance at PT. International Business Futures Surabaya.

The research was causal-comparative with a quantitative approach. Moreover, the population was all employees of marketing executives at PT. International Business Futures Surabaya which consisted of 52 people. The data collection technique used saturated sampling (census). Furthermore, the instrument in the data collection technique used questionnaires. The questionnaires were distributed directly to the employees of marketing executives at PT. International Business Futures Surabaya as the sample. Additionally, the data analysis technique used multiple linear regression with SPSS (Statistical Product and Service Solution) 26.

The research concluded that work motivation had a significantly positive effect on the employees' performance at PT. International Business Futures Surabaya. Likewise, Organizational Citizenship Behavior had a positive and significant effect on the employees' performance at PT. International Business Futures Surabaya. Similarly, Quality of Work Life had a significantly positive effect on the employees' performance at PT. International Business Futures Surabaya.

Keywords: *Work Motivation, Organizational Citizenship Behavior, Quality of Work Life, Employees' Performance*



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