

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh *quality of work life* (QWL) dan keadilan organisasional pada *organizational citizenship behavior* (OCB) dengan komitmen organisasional sebagai variabel mediasi (Studi pada Pegawai Kantor Kementerian Agama Kota Singkawang, Kalimantan Barat). Populasi dalam penelitian ini adalah seluruh Pegawai Negeri Sipil (PNS) di Kantor Kementerian Agama Kota Singkawang dengan jumlah sampel adalah sebesar 70 responden. Teknik pengambilan sampel yang digunakan adalah *convenience sampling*. Uji validitas menggunakan uji validitas konstruk konvergen dan diskriminan, serta uji reliabilitas menggunakan rumus *composite reliability* dan *cronchbach's alpha*. Teknik analisis data yang digunakan dalam penelitian ini adalah menggunakan SEM jenis *Partial Least Squares* (SEM-PLS). Hasil penelitian menunjukkan bahwa: 1) *quality of work life* (QWL) berpengaruh positif terhadap *organizational citizenship behavior* (OCB) pegawai di Kantor Kementerian Agama Kota Singkawang. 2) keadilan organisasional berpengaruh positif terhadap *organizational citizenship behavior* (OCB) pegawai di Kantor Kementerian Agama Kota Singkawang. 3) komitmen organisasional tidak memediasi pengaruh *quality of work life* (QWL) terhadap *organizational citizenship behavior* (OCB) pegawai di Kantor Kementerian Agama Kota Singkawang. 4) komitmen organisasional memediasi sebagian (*partial mediation*) pengaruh keadilan organisasional terhadap *organizational citizenship behavior* (OCB) pegawai di Kantor Kementerian Agama Kota Singkawang.

Kata Kunci: *quality of work life* (QWL), keadilan organisasional, komitmen organisasional dan *organizational citizenship behavior* (OCB).

ABSTRACT

This research aims to determine the effect of quality of work life (QWL) and organizational justice on organizational citizenship behavior (OCB) with organizational commitment as a mediating variable (Study of Employees of the Ministry of Religion in Singkawang City, West Kalimantan). The population in this study were all Civil Servants in the Office of the Ministry of Religion of Singkawang City with a total sample of 70 respondents. The sampling technique used is convenience sampling. The validity test used the construct validity test of convergent and discriminant constructs, and the reliability test uses the composite reliability formula and Cronchbach alpha. The data analysis technique used in this study was SEM using Partial Least Squares (SEM-PLS). The results showed that: 1) the quality of work life (QWL) had a positive effect on the organizational citizenship behavior (OCB) of employees at the Ministry of Religion Office in Singkawang City. 2) organizational justice had a positive effect on the organizational citizenship behavior (OCB) of employees at the Office of the Ministry of Religion in Singkawang City. 3) organizational commitment does not mediate the effect of quality of work life (QWL) on organizational citizenship behavior (OCB) employees at the Ministry of Religion Office in Singkawang City. 4) organizational commitment mediates (partial mediation) the effect of organizational justice on organizational citizenship behavior (OCB) employees at the Ministry of Religion Office in Singkawang City.

Keywords: *quality of work life (QWL), organizational justice, organizational commitment and organizational citizenship behavior (OCB).*