

PENGARUH *QUALITY WORKING LIFE* TERHADAP *ORGANIZATIONAL COMMITMENT* DENGAN *JOB SATISFACTION* SEBAGAI VARIABEL MEDIASI

(STUDI PADA PERAWAT RS KRAMAT 128 JAKARTA)

Alvin Permana Emur

ABSTRAK

Penelitian ini bertujuan untuk menguji pengaruh *Quality of Working Life (QWL)* terhadap *Organisational Commitment (OC)* dengan *Job Satisfaction (JS)* sebagai variabel mediasi. Studi ini menguji 41 perawat tetap di RS Kramat 128 Jakarta. Dalam mengukur *QWL* diadaptasi dari tujuh dimensi Zin (2004), *JS* diukur dengan *Job Satisfaction Survey (JSS)* yang diadaptasi dari Raddaha dkk. (2012), dan *OC* akan diukur dengan *Organizational Commitment Questionnaire (OCQ)* yang diadaptasi dari Porter, Mowday, & Steers, (1979). Hasil penelitian ini menunjukkan bahwa *QWL* tidak memiliki pengaruh signifikan terhadap *OC*. Lalu *QWL* ditemukan memiliki pengaruh signifikan terhadap *JS*. Selanjutnya *JS* ditemukan memiliki pengaruh signifikan terhadap *OC*. Dan penelitian ini menemukan signifikansi pengaruh *QWL* terhadap *OC* dengan *JS* variabel mediasi. Akhirnya, penelitian ini menemukan bahwa peran mediasi *JS* dalam pengaruh *QWL* terhadap *OC* bersifat *Full Mediated*.

Kata kunci: *Quality of Working Life, Organisational Commitment, Job Satisfaction, Perawat, Rumah Sakit*

**THE EFFECT OF QUALITY WORKING LIFE ON ORGANIZATIONAL
COMMITMENT WITH JOB SATISFACTION AS A VARIABLE OF
MEDIATION**

(STUDY ON KRAMAT 128 JAKARTA HOSPITAL NURSES)

Alvin Permana Emur

ABSTRACT

This study aims to examine the effect of Quality of Working Life (QWL) on Organizational Commitment (OC) with Job Satisfaction (JS) as a mediating variable. This study tested 41 permanent nurses at Kramat 128 Hospital Jakarta. In measuring QWL adapted from the seven dimensions of Zin (2004), JS was measured by the Job Satisfaction Survey (JSS) which was adapted from Raddaha dkk. (2012), and OC will be measured by the Organizational Commitment Questionnaire (OCQ) adapted from Porter, Mowday, & Steers, (1979). The results of this study indicate that QWL have a significant effect on OC. Then QWL was found to have a significant effect on JS. Furthermore JS was found to have a significant effect on OC. And this study found the significance of the effect of QWL on OC with JS mediating variables. Finally, this study found that the role of JS mediation in the influence of QWL on OC is Full Mediated.

Keywords: Quality of Working Life, Organizational Commitment, Job Satisfaction, Nurses, Hospitals