

ABSTRAK

Sumber daya manusia mempunyai peran utama dalam setiap kegiatan perusahaan. Sumber daya manusia juga merupakan perangkat atas kelancaran aktivitas suatu perusahaan, karena manusia merupakan faktor tenaga kerja yang dapat tumbuh dan berkembang. Setiap perangkat daerah akan selalu berusaha untuk mengembangkan dan meningkatkan kinerja karyawan dengan harapan apa yang menjadi tujuan perusahaan akan tercapai. Sumber daya manusia masih menjadi sorotan utama dan tumpuhan bagi perusahaan untuk tetap bertahan di era globalisasi. Penelitian ini bertujuan untuk menguji dan menganalisis pengaruh kompetensi dan *quality work of life* terhadap kinerja pegawai badan pengelolaan keuangan dan aset daerah kabupaten jember melalui *organizational citizenship behaviour* sebagai variabel intervening. Responden dalam penelitian ini adalah sebanyak 80 pegawai. Sumber data berasal dari hasil penyebaran kuesioner metode pengambilan sampel menggunakan teknik Sampling Jenuh. Teknik analisis data yang digunakan adalah Partial Least Square (PLS) yang diolah dengan software WarpPLS. Hasil penelitian menunjukkan bahwa kompetensi berpengaruh positif signifikan terhadap kinerja pegawai. *quality work of life* berpengaruh positif signifikan terhadap kinerja pegawai. Kompetensi berpengaruh positif signifikan terhadap *organizational citizenship behaviour*. *quality work of life* berpengaruh positif signifikan terhadap *organizational citizenship behaviour*. *organizational citizenship behaviour* berpengaruh positif signifikan terhadap kinerja pegawai. Kompetensi berpengaruh positif dan signifikan terhadap kinerja pegawai melalui *organizational citizenship behaviour*. *quality work of life* berpengaruh positif dan signifikan terhadap kinerja pegawai melalui *organizational citizenship behaviour*.

Kata Kunci: kompetensi, *quality work of life*, *organizational citizenship behaviour* dan kinerja pegawai

ABSTRACT

Human resources play a major role in every company activity. Human resources are also a tool for the smooth running of a company's activities, because humans are a workforce factor that can grow and develop. Every regional apparatus will always try to develop and improve employee performance in the hope that the company's goals will be achieved. Human resources are still the main focus and mainstay for companies to survive in the era of globalization. This study aims to test and analyze the effect of competence and quality of work of life on the performance of employees of the financial management agency and regional assets of Jember Regency through organizational citizenship behavior as an intervening variable. Respondents in this study were 80 employees. The data source came from the results of distributing questionnaires using the Saturated Sampling technique. The data analysis technique used was Partial Least Square (PLS) which was processed with WarpPLS software. The results showed that competence had a significant positive effect on employee performance. quality work of life had a significant positive effect on employee performance. Competence had a significant positive effect on organizational citizenship behavior. quality work of life had a significant positive effect on organizational citizenship behavior. organizational citizenship behavior had a significant positive effect on employee performance. Competence had a positive and significant effect on employee performance through organizational citizenship behavior. Quality work of life has a positive and significant effect on employee performance through organizational citizenship behavior.

Keywords: *competence, quality work of life, organizational citizenship behaviour, employee performance*