

Pengaruh quality of work life dan work life balance terhadap kepuasan kerja anggota Polres Tulang Bawang Polda Lampung: Perceived Organizational Support sebagai variabel mediasi = The influence of quality of work life and work life balance on job satisfaction of Police Member Tulang Bawang Resort Lampung Regional Police: Perceived Organizational Support as a mediating variable

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Abstrak

Sumber daya manusia merupakan faktor penting dalam keberhasilan organisasi mencapai tujuan. sumber daya manusia yang berkualitas tinggi pada organisasi dapat diperoleh melalui peningkatan kepuasan kerja anggota organisasi itu sendiri. Kepuasan kerja berkaitan dengan kepercayaan, Polri sebagai lembaga disektor publik yang memiliki peran dan fungsi sangat penting dalam memberikan pelayanan, dituntut untuk dapat memberikan pelayanan yang baik sehingga mendapatkan kepercayaan publik yang baik. Penelitian ini bertujuan untuk menganalisis pengaruh quality of work life dan work life balance terhadap kepuasan kerja dan perceived organizational support, selain itu penelitian ini juga bertujuan untuk menganalisis peran perceived organizational support sebagai variabel intervening dalam memediasi pengaruh quality of work life dan work life balance terhadap variabel kepuasan kerja. Penelitian ini dilakukan dengan metode kuantitatif. Sampel dalam penelitian ini 290 anggota Polres Tulang Bawang. Peneliti menyebarkan kuesioner secara langsung dan secara online. Dalam penelitian analisis dilakukan menggunakan structural equation modelling (SEM) melalui perangkat Partial Least Square (PLS) 4.0. Hasil temuan dalam penelitian ini menunjukkan bahwa quality of work life dan work life balance berpengaruh signifikan terhadap kepuasan kerja dan perceived organizational support. Perceived organizational support berpengaruh signifikan terhadap kepuasan kerja selain itu dari efek mediasi ditemukan bahwa quality of work life dan work life balance melalui perceived organizational support memiliki pengaruh positif dan signifikan terhadap kepuasan kerja. Hasil temuan ini menjelaskan bahwa seluruh hipotesis yang diajukan dalam penelitian ini diterima, selain itu hasil penelitian ini juga menyoroti bahwa peningkatan quality of work life dan work life balance dapat dilakukan melalui program-program yang berkaitan dengan family friendly. Polres Tulang Bawang dapat meningkatkan perceived organizational support melalui komunikasi terbuka dan memberikan informasi terkini, Program pengembangan karir dan pelatihan keterampilan anggota.

.....The human resources of an organization represent a significant factor in its capacity to achieve its stated objectives. The acquisition of high-quality human resources within the organization can be facilitated by enhancing the job satisfaction of its members. Job satisfaction is related to trust. As an institution in the public sector that plays a crucial role in service provision, Polri is expected to provide high-quality services in order to gain public trust. The objective of this study is to analyze the effect of quality of work life and work-life balance on job satisfaction and perceived organizational support. Additionally, the study aims to analyze the role of perceived organizational support as an intervening variable in mediating the effect of quality of work life and work-life balance on job satisfaction variables. This research was conducted using quantitative methods. The sample for this study consisted of 290 members of the Polres Tulang Bawang. The researchers distributed questionnaires in both direct and online formats. The research involved the

application of structural equation modeling (SEM) through the Partial Least Square (PLS) 4.0 tool for the purpose of analysis. The findings of this study indicate that quality of work life and work-life balance have a significant effect on job satisfaction and perceived organizational support. The perception of organizational support has a notable impact on job satisfaction. Furthermore, the mediation effect indicates that the quality of work life and work-life balance, as mediated by perceived organizational support, have a positive and significant effect on job satisfaction. The findings of this study indicate that all of the hypotheses proposed in this study are accepted. Additionally, the results of this study demonstrate that improving the quality of work life and work-life balance can be achieved through the implementation of programs designed to enhance family- friendly policies. Polres Tulang Bawang can enhance the perception of organizational support by fostering open communication and the dissemination of timely information, implementing career development programs, and offering member skills training.