

## ABSTRAK

Skripsi dengan judul “Pengaruh *Quality of Worklife* dan Kinerja Karyawan terhadap Kepuasan Kerja pada *Baitul Maal wat Tamwil* Pahlawan Tulungagung dan *Baitul Maal wat Tamwil* Sahara Tulungagung” ini ditulis oleh Mahar Srilambang, NIM 17401153403, pembimbing Lantip Susilowati, S.Pd., M.M.

Penelitian ini di latar belakang oleh pentingnya peranan *quality of worklife* dan kinerja karyawan dalam mempengaruhi kepuasan kerja seorang karyawan guna membantu mendukung strategi suatu organisasi dan memberikan *costumer value* (nilai pelanggan), serta agar tetap menjaga peranan SDM untuk mendapatkan kepuasan dalam bekerja di lingkungan perusahaan.

Tujuan penelitian ini adalah (1) mengetahui pengaruh *quality of worklife* terhadap kepuasan kerja di BMT Pahlawan Tulungagung. (2) mengetahui pengaruh *quality of worklife* terhadap kepuasan kerja di BMT Sahara Tulungagung (3) mengetahui pengaruh kinerja karyawan terhadap kepuasan kerja di BMT Pahlawan Tulungagung (4) mengetahui pengaruh kinerja karyawan terhadap kepuasan kerja di BMT Sahara Tulungagung. (5) mengetahui apakah dua variabel *quality of worklife* dan kinerja karyawan berpengaruh secara bersama-sama terhadap kepuasan kerja di BMT Pahlawan Tulungagung. (6) mengetahui apakah dua variabel *quality of worklife* dan kinerja karyawan berpengaruh secara bersama-sama terhadap kepuasan kerja di Sahara Tulungagung. (7) dari dua variabel *quality of worklife* dan kinerja karyawan yang berpengaruh secara dominan terhadap kepuasan kerja pada BMT Pahlawan Tulungagung dan BMT Sahara Tulungagung.

Metode penelitian skripsi ini menggunakan pendekatan kuantitatif, dengan jenis penelitian deskriptif komparatif. Populasi penelitian ini menggunakan sampel jenuh dengan mengambil semua karyawan BMT Pahlawan Tulungagung dan semua karyawan BMT Sahara Tulungagung. Dalam penelitian ini digunakan metode kuesioner. Analisis data dalam penelitian ini adalah uji validasi, uji realibilitas, uji normalitas, uji linieritas, uji multikolonieritas, uji heteroskedasitas, regresi linear berganda, uji T, uji F dan koefisien determinasi.

Hasil penelitian menunjukkan bahwa (1) terdapat pengaruh positif signifikan antara *quality of worklife* terhadap kepuasan kerja pada BMT Pahlawan Tulungagung (2) terdapat pengaruh positif signifikan antara *quality of worklife* terhadap kepuasan kerja pada BMT Sahara Tulungagung (3) terdapat pengaruh positif signifikan antara kinerja karyawan terhadap kepuasan kerja pada BMT Pahlawan Tulungagung (4) terdapat pengaruh positif signifikan antara kinerja karyawan terhadap kepuasan kerja pada BMT Sahara Tulungagung. (5) *quality of worklife* dan kinerja karyawan berpengaruh positif signifikan terhadap kepuasan kerja pada BMT Pahlawan Tulungagung. (6) *quality of worklife* dan kinerja karyawan berpengaruh positif signifikan terhadap kepuasan kerja pada BMT Sahara Tulungagung. (7) variabel *quality of worklife* lebih dominan pada BMT Sahara Tulungagung daripada BMT Pahlawan Tulungagung, variabel kinerja karyawan lebih dominan pada BMT Sahara Tulungagung daripada BMT Pahlawan Tulungagung

Kata kunci : *quality of worklife*, kinerja karyawan, kepuasan kerja

## **ABSTRACT**

*Thesis with the title of "influence of Quality of Worklife and employee performance on the job satisfaction of Baitul Maal wat Tamwil Pahlawan Tulungagung and Baitul Maal wat Tamwil Sahara Tulungagung" was written by Mahar Srilambang, NIM 17401153403, mentor Lantip Susilowati, S. Pd., M.M.*

*This research is in the background by the importance of quality of stumpled role and employees ' performance in influencing the satisfaction of an employee's work to help support the strategy of an organization and provide customer value, as well as to maintain the role of human resource to get satisfaction in working in the corporate environment.*

*The purpose of this research is (1) to know the influence of quality of stumpled to work satisfaction in BMT Pahlawan Tulungagung. (2) To know the effect of quality of stumpled on job satisfaction in BMT Sahara Tulungagung (3) know the impact of employees performance on job satisfaction in BMT of Pahlawan Tulungagung (4) know the impact of employee performance on work satisfaction in BMT The Tulungagung Sahara. (5) To find out if the two quality of stumpled variables and employees performance are influential together to work satisfaction in BMT Pahlawan Tulungagung. (6) To find out whether the two quality of stumpled variables and employees performance are influential jointly towards job satisfaction in the Tulungagung Sahara. (7) of the two variables of quality of stumpled and the performance of employees who have a dominant influence on job satisfaction in the BMT Pahlawan Tulungagung and BMT Sahara Tulungagung.*

*The thesis study method uses a quantitative approach, with comparative descriptive research. The population of this research uses a saturated sample by taking all employees of the BMT Pahlawan Tulungagung and all BMT Sahara Tulungagung employees. In this study used the questionnaire method. Data analysis in this study is validation test, realistic test, normality test, linierity test, multicolonized test, heteroskedasity test, multiple linear regression, T test, F test and coefficient of determination.*

*The results showed that (1) there was a significant positive influence between quality of stumpled on work satisfaction at BMT Pahlawan Tulungagung (2) There is a significant positive influence between quality of stumpled on work satisfaction on BMT Sahara Tulungagung (3) There is a significant positive influence between employee performance on job satisfaction at BMT Pahlawan Tulungagung (4) There is a significant positive influence between employee performance on work satisfaction on BMT Sahara Tulungagung. (5) Quality of stumpled and employee performance have significant positive effect on job satisfaction on BMT Pahlawan Tulungagung. (6) Quality of stumpled and employee performance have significant positive impact on job satisfaction on BMT Sahara Tulungagung. (7) Variable quality of stumpled is more dominant in BMT Sahara Tulungagung than BMT Pahlawan Tulungagung, variable performance of employees is more dominant in BMT Sahara Tulungagung than BMT Pahlawan Tulungagung.*

*Keywords: Quality of worklife, employee performance, job satisfaction*