ABSTRACT

The problems with CS Finance are the increase in the percentage of non-performing loans due to a decrease in the performance of the collector's employees, so the formulation of the problem in this study is how the performance of CS Finance collector's employees can improve. Based on the research gap, it was assumed that the factors that could influence performance were quality of worklife and competence, besides that, organizational citizenship behavior was used as an intervening variable in this study. The purpose of this study was to analyze the effect of quality of worklife and competence on organizational citizenship behavior and the performance of employees of the Semarang CS Finance collector.

The population selected in this study were all CS Finance Semarang Branch employees totaling 423 people. The number of respondents used in this study were 121 employees of the CS Finance Branch Semarang collector. The sampling technique in this study was purposive sampling method. The method of data collection is by using a questionnaire. The data analysis method used is Structural Equation Modeling.

Based on research, quality of worklife has a positive effect on organizational citizenship behavior, competence does not affect organizational citizenship behavior, quality of worklife and competency have a positive effect on employee performance, whereas organizational citizenship behavior has a positive effect on employee performance. In terms of testing the model fit, it states that the model has good fit. So from this it can be concluded that the model has a good enough fit to predict employee performance.

Keywords: quality of worklife, competence, organizational citizenship behavior, employee performance.