

ABSTRAK
QUALITY WORK OF LIFE* DAN *ORGANIZATIONAL CITIZENSHIP BEHAVIOR
MEMEDIASI PENGARUH BEBAN KERJA TERHADAP KINERJA PEGAWAI
DINAS PUPR MALUKU TENGAH

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Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh beban kerja terhadap kinerja pegawai Dinas PUPR Maluku Tengah, baik secara langsung maupun melalui peran mediasi *Quality Of Work Life* dan *Organizational Citizenship Behavior*. Penelitian ini menggunakan metode kuantitatif dengan metode survei pada seluruh pegawai Dinas PUPR Maluku Tengah sejumlah 80 pegawai menggunakan teknik sensus sampling. Data dikumpulkan melalui kuesioner dan wawancara yang kemudian dianalisis menggunakan PLS-SEM. Berdasarkan hasil penelitian, beban kerja terbukti memiliki pengaruh positif dan signifikan terhadap kinerja pegawai Dinas PUPR Maluku Tengah. Temuan ini juga menunjukkan bahwa kualitas kehidupan kerja (*Quality Of Work Life*) berperan sebagai mediator yang memperkuat hubungan antara beban kerja dan kinerja pegawai. Sebaliknya, *Organizational Citizenship Behavior* tidak mampu memediasi hubungan tersebut secara signifikan. Implikasi praktis dari hasil ini mendorong pentingnya evaluasi beban kerja dan peningkatan kualitas kehidupan kerja pegawai demi mendorong kinerja optimal. Secara teoritis, penelitian ini memperluas pemahaman mengenai dinamika kerja di sektor publik dan membuka peluang kajian lanjutan dalam konteks institusi yang berbeda.

Kata Kunci:, *Quality Of Work Life*, *Organizational Citizenship Behavior*, **Beban Kerja, Kinerja Pegawai**

ABSTRACT
QUALITY WORK OF LIFE AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR
MEDIATING THE EFFECT OF WORKLOAD ON EMPLOYEE PERFORMANCE
IN THE PUBLIC WORKS AND SPATIAL PLANNING OFFICE (DINAS PUPR) OF
CENTRAL MALUKU

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This study aims to examine and analyze the influence of workload on the performance of employees at the Public Works and Spatial Planning Office (Dinas PUPR) of Central Maluku, both directly and through the mediating roles of Quality of Work Life (QWL) and Organizational Citizenship Behavior (OCB). This quantitative research employs a survey method, encompassing all 80 employees of the Central Maluku PUPR Office using a census sampling technique. Data were collected through questionnaires and interviews, then analyzed using Partial Least Squares Structural Equation Modeling (PLS-SEM). The findings reveal that workload has a positive and significant effect on employee performance. Additionally, Quality of Work Life acts as a mediator that strengthens the relationship between workload and employee performance. Conversely, Organizational Citizenship Behavior does not significantly mediate this relationship. The practical implications of these results highlight the importance of evaluating workload and improving employees' quality of work life to foster optimal performance. Theoretically, this study expands the understanding of work dynamics in the public sector and opens opportunities for further research in different institutional contexts.

Keywords: *Quality of Work Life, Organizational Citizenship Behavior, Workload, employee performance.*