

ABSTRAK

Tujuan penelitian dilakukan untuk menganalisis pengaruh dari stres yang dialami saat kerja dan *organizational conflict* terhadap kinerja dengan *quality of worklife* sebagai variabel intervening. Data primer digunakan disini, yang berarti data yang didapatkan adalah data asli dari sumbernya melalui kuesioner. Karyawan PT. BPR Rudo Indobank dijadikan sampel. Pengambilan sampel ini dilakukan dengan menggunakan teknik metode sensus dan jumlah sample sebanyak 132 responden. Data-data yang telah terkumpul di analisis menggunakan analisis faktor untuk pengujian validitas pernyataan, pengujian reliabilitas dengan menggunakan *Cronbach Alpha*, dan pengujian hipotesis menggunakan analisis SEM-PLS. Hasil analisis dan pembahasan menunjukkan bahwa stres kerja, *organizational conflict* memiliki suatu pengaruh yang negatif terhadap pekerjaan yang dilakukan karyawan PT. BPR Rudo Indobank sedangkan *quality of worklife* berpengaruh positif terhadap kinerja karyawan.

Kata Kunci : stres kerja, *organizational conflict*, *quality of worklife*, kinerja karyawan.

ABSTRACT

The purpose of this study was to analyze the effect of stress experienced at work and organizational conflict on performance with quality of work life as an intervening variable. Primary data is used here, which means that the data obtained is the original data from the source through a questionnaire. Employees of PT. BPR Rudo Indobank was used as a sample. Sampling was carried out using the census method technique and the number of samples was 132 respondents. The data that has been collected were analyzed using factor analysis for testing the validity of the statement, reliability testing using Cronbach Alpha, and hypothesis testing using SEM-PLS analysis. The results of the analysis and discussion show that work stress, organizational conflict have a negative influence on the work done by employees of PT. BPR Rudo Indobank, while quality of worklife has positive impact on work performance .

Keywords. : *work stress, organizational conflict , quality of worklife, employee performance.*

