

ABSTRAK

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Penelitian ini bertujuan untuk mengetahui apakah Pengawasan dan *Quality of Work Life* berpengaruh terhadap Kinerja melalui Motivasi sebagai variabel intervening pada pegawai Bank Permata KC Zainul Arifin. Penelitian dilakukan terhadap pegawai tetap pada Bank Permata KC Zainul Arifin. Populasi dalam penelitian ini sebanyak 40 orang. Dikarenakan jumlah populasi sedikit, maka teknik pengambilan sampel pada penelitian ini yaitu sampel jenuh dengan jumlah sampel sebanyak 40 orang. Teknik pengumpulan data yang digunakan adalah data primer berupa kuesioner dan data sekunder yang diperoleh melalui studi dokumentasi. Teknik analisis data menggunakan data kuantitatif yang diolah dengan program SPSS versi 25, yaitu uji t, uji sobel dan analisis jalur. Hasil yang didapat dalam penelitian ini menunjukkan 1) terdapat pengaruh positif dan signifikan antara Pengawasan terhadap Motivasi, 2) terdapat pengaruh positif dan signifikan antara *Quality of Work Life* terhadap Motivasi, 3) terdapat pengaruh positif dan signifikan antara Pengawasan terhadap Kinerja, 4) terdapat pengaruh positif dan signifikan antara *Quality of Work Life* terhadap Kinerja, 5) terdapat pengaruh positif dan signifikan antara Motivasi terhadap Kinerja, 6) Terdapat pengaruh antara Pengawasan terhadap Kinerja melalui Motivasi sebagai variabel intervening, 7) Terdapat pengaruh antara *Quality of Work Life* terhadap Kinerja melalui Motivasi sebagai variabel intervening.

Kata Kunci: Kinerja, Motivasi, Pengawasan, dan *Quality of Work Life*.

**THE INFLUENCE OF INTELLECTUAL INTELLIGENCE AND QUALITY
OF WORK LIFE ON EMPLOYEE PERFORMANCE THROUGH
MOTIVASI AS AN INTERVENING VARIABLE IN BANK PERMATA KC
ZAINUL ARIFIN**

ABSTRACT

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This study aims to determine whether Supervision and Quality of Work Life affect Performance through Motivation as an intervening variable on employees of Bank Permata KC Zainul Arifin. The study was conducted on permanent employees at Bank Permata KC Zainul Arifin. The population in this study was 40 people. Because the population is small, the sampling technique in this study is a saturated sample with a sample size of 40 people. The data collection technique used is primary data in the form of questionnaires and secondary data obtained through documentation studies. The data analysis technique uses quantitative data processed with the SPSS version 25 program, namely the t-test, Sobel test and path analysis. The results obtained in this study indicate 1) there is a positive and significant influence between Supervision on Motivation, 2) there is a positive and significant influence between Quality of Work Life on Motivation, 3) there is a positive and significant influence between Supervision on Performance, 4) there is a positive and significant influence between Quality of Work Life on Performance, 5) there is a positive and significant influence between Motivation on Performance, 6) There is an influence between Supervision on Performance through Motivation as an intervening variable, 7) There is an influence between Quality of Work Life on Performance through Motivation as an intervening variable..

Keywords: Performance, Motivation, Supervision, and Quality of Work Life.