

ABSTRACT

The Laboratory Animal Division of PT Bio Farma (Persero) held the first key in the testing and vaccine safety process. Over the past 5 years, most of the perform sections has never reached the specified target due to the lack of uneven career development program. This inequality was triggered by the level of education owned by employees, where it affects the level of self-confidence to increased ability and mastery of work. This condition was called Psychological Capital and Quality of Work Life. In this regard, division management needs to consider the key potentials and capabilities of their resources through the aspect of Psychological Capital and Quality of Work Life.

The aim of this research was to measure the level of Psychological Capital and Quality of Work Life of the Laboratory Animal Division employees. Moreover, this study also analyzed whether Psychological Capital and Quality of Work Life have a positive and significant effect on the employees performs.

Data were collected through the distribution of questionnaires directly to the entire population of 96 employees. Then, the data were processed by using Multiple Linear Regression Analysis with the help of the program "IBM SPSS Statistics Version 20.0"

The result showed that the level of Psychological Capital owned by the Laboratory Animal Division employees is high, with an average percentage of 79.68%. While the level of Quality of Work Life is quite high (average), with an average percentage of 71.70%, and in terms of performance, employees of the Laboratory Animal Division has a relatively high level of performance with an average percentage of 84.79%. Based on the empirical result, this research concluded that the Psychological Capital had a positive and significant influence on performance, as well as the Quality of Work Life which also had a positive and significant influence on performance.

This research suggested that to improve the performance, the management of the Laboratory Animal Division should make Psychological Capital and Quality of Work Life of employees as a consideration in the policy making process. The management must involve them in a decision-making meetings, so the Psychological Capital can be increased, especially Self Efficacy component. Increasing Quality of Work Life can be done by establishing employee participation meetings and quality improvement teams. Besides that, the management must give all employees the same opportunities of career development, such as training that support jobs and expertise.

Keywords : *Psychological Capital; Quality of Work Life; Performance; Laboratory Animal Division*