

ABSTRACT

The purpose of this present study is to investigate the effect of Quality of Work Life on Organization Commitment amongst the Outbound Call Center service employees of PT Infomedia Solusi Humanika. What is studied in this research is how Quality of Work Life and organization commitment of Outbound Call Center service at PT Infomedia Solution Humanika. Quality of Work Life is considered to build the commitment of employee organizations.

This research uses quantitative method with descriptive and causal research type. The research statistical covered 211 person from 449 populations were sampled using the Slovin formula. Data analysis techniques used are descriptive analysis and simple linear regression analysis.

Based on the results of hypothesis testing as a whole Quality of Work Life significantly influence the organizational commitment in Outbound Call Center service at PT Infomedia Solution Humanika. Based on the coefficient of determination, Quality of Work Life affects organizational commitment by 56,1% and the remaining 43,9% is influenced by other variables not examined in this study.