

## ABSTRACT

*The development of science and technology has brought changes in almost all aspects of human life. Education requires qualified human resources to carry out its role in serving the educational needs of the community. The importance of the balance of HR affects the Quality of Work Life of an agency or company. Based on the results of observations found problems in the implementation of Quality of Work Life in teachers at Telkom Telkom Bandung. The purpose of this research is to find out and analyze the performance and expectations of Quality of Work Life and find out the magnitude of GAP between performance and expectations of teachers in SMP Telkom.*

*This research uses a descriptive method with a quantitative approach. Data collection techniques were carried out using a questionnaire with 28 statement indicators based on variable quality of work life with nine dimensions using a Likert to 33 respondents scale and data sourced from books, literature study journals, research results and internet articles relevant to this study.*

*Based on the results of descriptive analysis, the expected value of quality of work life in Telkom Bandung Junior High School teachers has a percentage of 89% with a very important category while the value of quality of work life performance for teachers has an 86% percentage with the very satisfied category. Based on the results of the gap analysis, the average performance is 4.31 and the average expectation is 4.47. As well as based on the results of the Importance Performance Analysis (IPA), Telkom Bandung Junior High School can map the preparation of strategies with the first priority improvement in quadrant I which contains 1 statement item, attributes that are maintained performance in quadrant II which has 11 statement items, attributes that are low priority in quadrant III which contained 11 statement items and attributes that were considered excessive in quadrant IV which contained 5 statement items. Based on these results the school can hold together and apply 5S (greetings, greetings, smiles, polite and polite), reduce unnecessary training activities, give gifts and excessive security facilities.*

*Keywords: Quality of Work Life, Importance Performance Analysis (IPA), Human Resources.*