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**The Influence of Organizational Culture, Quality of Work Life and Work Motivation on Operational Employee Performance at XYZ Sidoarjo with Trust as a Moderation Variable**

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**ABSTRACT**

This study aims to examine and analyze the influence of organizational culture, quality of work life and work motivation on the performance of operational employees at XYZ Sidoarjo with trust as a moderating variable. The population in this study were operational employees at the XYZ Sidoarjo. The population in this study were all operational employees at the XYZ Sidoarjo, totaling 70 employees, so this research is a census study because the population is the same as the sample. The data obtained were analyzed using the PLS (Partial Least Square) analysis technique through the SmartPLS software.

The results of this study indicate that organizational culture has a positive effect on the performance of operational employees at XYZ Sidoarjo. Quality of work life does not have a positive effect on the performance of operational employees at the XYZ Sidoarjo. Motivation has a positive effect on the performance of operational employees at the XYZ Sidoarjo. Trust has a positive effect on the performance of operational employees at the XYZ Sidoarjo. Organizational culture does not have a positive effect on the performance of operational employees at the XYZ Sidoarjo with trust as a mediating variable. Quality of work life does not have a positive effect on the performance of operational employees at the XYZ Sidoarjo with trust as a mediating variable. Motivation has a positive effect on the performance of operational employees at the XYZ Sidoarjo with trust as a mediating variable.

**Keywords:** organizational culture, quality of work life, work motivation, trust and employee performance

**INTRODUCTION**

The highly competitive competition in the business world requires companies to innovate and the role of human resources is very strategic in anticipating global issues. In connection with a significant change, human resource management is needed. This is because employees become company assets and employees have common sense and behavior. In fact, Ghoniya and Masurip (2011) stated that the human resource factor is important for a company's success in competing in the era of globalization.

One of the efforts to achieve success is to maximize employee performance. Employee performance is the key for the company in achieving success in competition with other companies. Various efforts have been made by the company to continue to maintain employee performance, such as providing training to improve employee skills and abilities, providing facilities to support work, creating a pleasant work atmosphere, and others (Osman et al., 2016).