

# A PHENOMENOLOGICAL PERSPECTIVE ON QUALITY OF WORK LIFE AND EMPLOYEE PERFORMANCE FOR COMMUNITY HEALTH CENTER

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**Abstract:** This study aims to get a clear picture of the application of the Quality of Work Life (QWL) at Community Health Center/Puskesmas Banjarmasin Indah. This study seek to explore the phenomenon of Quality of Work Life (QWL) and to find out and analyze whether the application of Quality of Work Life (QWL) has an effect on employee performance for Community Health Center/Puskesmas Banjarmasin Indah. Data for this study was collected from 30 key informants whose willingness was based on snowball sampling and by observing as passive participants, semi-structured interviews, and with the help of open and closed question instruments. This research prioritized the emic perspective - with full attention to key informant perceptions. Miles and Huberman's phenomenological approach was used in this study. It was found that Quality of Work Life (QWL) has an effect on employee performance for Community Health Center/Puskesmas Banjarmasin Indah.

**Keywords:** Work Life (QWL), employee performance, Puskesmas Banjarmasin Indah

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