

ABSTRAK

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ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) MEMEDIASI PENGARUH PERSONALITY, ORGANIZATIONAL COMMITMENT, JOB SATISFACTION TERHADAP JOB PERFORMANCE PERAWAT RAWAT INAP DI RSUD DR. ADJIDARMO KABUPATEN LEBAK

(xvii + 168 halaman; 31 tabel; 5 gambar; 10 lampiran)

Salah satu indikator keberhasilan rumah sakit adalah tingkat kinerja karyawan terutama kinerja perawat dalam memberikan pelayanan kesehatan. Kinerja yang baik mencerminkan kinerja suatu rumah sakit, sehingga kinerja penting untuk dioptimalkan agar tingkat keberhasilan rumah sakit menjadi optimal. *Organizational Citizenship Behavior* (OCB) merupakan aspek penting untuk mendukung efektifitas bekerja, tingkat komitmen terhadap organisasi merupakan aspek yang berperan bagi setiap perawat dalam mendukung tercapainya tujuan rumah sakit, dan komitmen yang tinggi. tingkat kepuasan kerja membuat perawat memberikan pelayanan yang terbaik. Tujuan penelitian ini adalah untuk mengetahui pengaruh *personality, organizational commitment, job satisfaction*, dan OCB terhadap *job performance* dan mengetahui peran OCB sebagai mediasi. Data penelitian akan dikumpulkan melalui kuesioner fisik yang akan diberikan kepada 160 perawat rawat inap di RSUD Dr. Adjidarmo Kabupaten Lebak. Analisis data menggunakan aplikasi Smart PLS versi 4.0.7.8 dan metode analisis persamaan *partial least square*. Terdapat pengaruh positif dan signifikan *Personality* terhadap OCB, *organizational commitment* terhadap OCB, *job satisfaction* terhadap OCB, *Personality* terhadap *job performance*, *organizational commitment* terhadap *job performance*, *job satisfaction* terhadap *job performance*, OCB terhadap *job performance*. OCB terbukti memediasi *Personality, organizational commitment*, dan *job satisfaction* terhadap *job performance*.

Referensi: 71 (2013-2022)

Keywords: *Personality, Organizational citizenship behavior, Organizational commitment, Job satisfaction, Job performance*

ABSTRACT

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ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) MEDIATION THE EFFECT OF PERSONALITY, ORGANIZATIONAL COMMITMENT, JOB SATISFACTION ON JOB PERFORMANCE OF INPATIENT DEPARTMENT NURSES AT RSUD DR. ADJIDARMO LEBAK DISTRICT

(xvii + 168 page; 31 table; 5 picture; 10 attachment)

One of the performances that plays an important role is the performance of nurse services to patients, nurses have an obligation to provide medical and non-medical services to patients. Good performance reflects the performance of a hospital, so performance is important to be optimized so that the hospital's success rate is optimal. Organizational Citizenship Behavior (OCB) is an important aspect that every nurse needs to have to support effectiveness at work, the level of commitment to the organization is an aspect that plays a role for every nurse in supporting the achievement of hospital goals, and a high level of job satisfaction makes nurses provide the best service. The purpose of this study was to determine effect of personality, organizational commitment, OCB, and job satisfaction on job performance. Another purpose is to determine mediation effect of OCB. Research data will be collected through a physical questionnaire which will be given to 160 inpatient nurses at RSUD Dr. Adjidarmo Lebak district. Data analysis used the Smart PLS application version 4.0.7.8 and the partial least square equation analysis method. Personality has a positive effect on OCB, organizational commitment has a positive effect on OCB, job satisfaction has a positive effect on OCB, Personality has a positive effect on job performance, organizational commitment has a positive effect on job performance, job satisfaction has a positive effect on job performance, OCB has a positive effect on job performance, and OCB has a mediation effect.

Reference: 71 (2013-2022)

Keywords: Personality, Organizational citizenship behavior, Organizational commitment, Job satisfaction, Job performance