

## ABSTRAK

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**ANTESEDEN DARI QUALITY OF CARE IN DELIVERY ROOM  
DENGAN HOSPITAL'S ORGANIZATIONAL CITIZENSHIP BEHAVIOR  
SEBAGAI MEDIASI (STUDI PADA BIDAN DI 14 RUMAH SAKIT  
UMUM PROVINSI KALIMANTAN TENGAH)  
(xv + 153 halaman; 7 gambar; 29 tabel; 1 lampiran)**

Tujuan penelitian ini memprediksi *quality of care in delivery room* pada bidan yang bekerja pada rumah sakit umum di Provinsi Kalimantan Tengah. Variabel-variabel yang akan diukur dalam penelitian ini didasarkan pada data yang diperoleh langsung dari para responden. Variabel independen dalam penelitian ini yaitu *Job Satisfaction, Safety Climate, Team-Work, Working Condition, Stress Recognition, Perception of Management, Hospital Organizational Citizenship Behavior, dan Midwife's Length of Service*. Objektif pada studi ini adalah menguji dan menganalisis pengaruh positif dari setiap variabel independen yang dimediasi oleh *hospital organizational citizenship behavior* dan *midwife's length of service*. Semua variabel tersebut diukur untuk memprediksi outcome berupa *quality of care in the delivery room* di rumah sakit yang menjadi subjek penelitian ini. Pada penelitian ini dampak peningkatan kualitas pelayanan kesehatan pada ruangan bersalin di rumah sakit diprediksi secara langsung oleh *hospital organizational citizenship behavior* dari bidan-bidan yang bekerja pada ruang bersalin. Sedangkan, *hospital organizational citizenship behavior* diprediksi oleh 6 variabel independen yang dikembangkan dari keenam domain pada *Safety Attitudes Questionnaire-Labor Version (SAQ-LV)*. Didapatkan data dari 214 responden bidan dari 6 rumah sakit umum yang ada di Provinsi Kalimantan Tengah yang kemudian dianalisis dengan PLS-SEM. *Hospital organizational citizenship behaviour* mempunyai dampak yang positif dan signifikan pada *quality of care in delivery room*. *Midwife's length of service* memperkuat secara signifikan pengaruh positif dari *hospital organizational citizenship behavior* pada *quality of care in the delivery room*. Pada *stress recognition* tidak ditemukan pengaruh yang signifikan pada *hospital organizational citizenship behavior* ( $p= 0.150$ ).

**Referensi : 68 (1984-2024)**

**Kata kunci : PLS-SEM, SAQ-LV, Quality of Care in Delivery Room, Hospital Organizational Citizenship Behavior, rumah sakit daerah, Kalimantan Tengah**

## ABSTRACT

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***ANTECEDENTS OF QUALITY OF CARE IN DELIVERY ROOMS WITH HOSPITAL ORGANIZATIONAL CITIZENSHIP BEHAVIOR AS A MEDIATOR VARIABLE: A STUDY ON MIDWIVES ACROSS 14 GENERAL HOSPITALS IN CENTRAL KALIMANTAN***

*(xv + 153 pages; 7 figures; 29 tables; 1 appendices)*

*This study aims to predict the quality of care in delivery rooms provided by midwives working across 14 general hospitals in Central Kalimantan. The research evaluates multiple independent variables, including job satisfaction, safety climate, teamwork, working conditions, stress recognition, perception of management, hospital organizational citizenship behavior (OCB), and midwives' length of service, using data collected directly from respondents. The primary objective is to analyze the impact of these variables on quality of care, with hospital OCB and midwives' length of service acting as mediator variables. This study identifies hospital OCB as a direct predictor of improved quality of care in delivery rooms, and six independent variables—derived from the Safety Attitudes Questionnaire-Labor Version (SAQ-LV)—were examined for their influence on OCB. Data were collected from 214 midwives working in six general hospitals and analyzed using Partial Least Squares Structural Equation Modeling (PLS-SEM). Results showed that hospital OCB had a significant positive impact on quality of care in delivery rooms. Additionally, midwives' length of service strengthens this positive effect. There were no statistically significant impact of stress recognition on hospital OCB ( $p = 0.150$ ). The findings emphasize the importance of fostering hospital OCB and improving work-related factors to enhance the care quality in delivery rooms.*

**References** : 68 (1984-2024)

**Keywords:** *PLS-SEM, SAQ-LV, Quality of Care in Delivery Room, Hospital Organizational Citizenship Behavior, regional hospitals, rural hospitals, Central Kalimantan*