

ABSTRAK

Siti Rani Fatimah NIM: 7183210027. Pengaruh Kepuasan Kerja dan Komitmen Organisasi Terhadap *Organizational Citizenship Behavior* (OCB) Pada Perawat di Rumah Sakit Umum Haji Medan. Skripsi, Jurusan Manajemen Program Studi Manajemen, Fakultas Ekonomi Universitas Negeri Medan 2022.

Penelitian ini bertujuan untuk menganalisis dan mengetahui pengaruh kepuasan kerja dan komitmen organisasi terhadap *organizational citizenship behavior* (OCB) pada perawat di Rumah Sakit Umum Haji Medan. Penelitian ini menggunakan pendekatan kuantitatif. Subjek dalam penelitian ini adalah perawat di Rumah Sakit Umum Haji Medan yang berjumlah 144 orang. Sampel dalam penelitian ini berjumlah 106 orang dengan menggunakan teknik *simple random sampling*. Teknik pengumpulan data dilakukan melalui observasi, studi pustaka, dan penyebaran kuesioner kepada perawat di Rumah Sakit Umum Haji Medan. Teknik analisis data yang digunakan adalah uji validitas dan uji reliabilitas, uji asumsi klasik, analisis regresi linear berganda, dan uji hipotesis. Hasil penelitian menunjukkan bahwa variabel kepuasan kerja secara parsial berpengaruh terhadap *organizational citizenship behavior* (OCB) dan variabel komitmen organisasi secara parsial berpengaruh terhadap *organizational citizenship behavior* (OCB). Berdasarkan pengujian simultan menunjukkan bahwa kepuasan kerja dan komitmen organisasi berpengaruh signifikan terhadap *organizational citizenship behavior* (OCB). Secara keseluruhan dapat disimpulkan bahwa kepuasan kerja dan komitmen organisasi berpengaruh secara positif dan signifikan terhadap *organizational citizenship behavior* (OCB) pada perawat di Rumah Sakit Umum Haji Medan.

Kata Kunci: Kepuasan Kerja, Komitmen Organisasi, dan *Organizational Citizenship Behavior*



ABSTRACT

Siti Rani Fatimah NIM: 7183210027. The Effect of Job Satisfaction and Organizational Commitment on Organizational Citizenship Behavior (OCB) on Nurses at Rumah Sakit Umum Haji Medan. Thesis, Department of Management, Management Study Program, Faculty of Economics, Medan State University 2022.

This study aims to analyze and determine the effect of job satisfaction and organizational commitment to organizational citizenship behavior (OCB) in nurses at Rumah Sakit Umum Haji Medan. This research uses a quantitative approach. The subjects in this study were nurses at Rumah Sakit Umum Haji Medan, which totaled 144 people. The sample in this study was 106 people using a simple random sampling technique. Data collection techniques were carried out through observation, literature studies, and the distribution of questionnaires to nurses at Rumah Sakit Umum Haji Medan. The data analysis techniques used are validity test and reliability test, classical assumption test, multiple linear regression analysis, and hypothesis test. The results showed that the job satisfaction variable partially affects organizational citizenship behavior (OCB) and the organizational commitment variable partially affects organizational citizenship behavior (OCB). Based on simultaneous testing, it shows that job satisfaction and organizational commitment have a significant effect on organizational citizenship behavior (OCB). Overall, it can be concluded that job satisfaction and organizational commitment have a positive and significant effect on organizational citizenship behavior (OCB) in nurses at Rumah Sakit Umum Haji Medan.

Keywords: *Job Satisfaction, Organizational Commitment, and Organizational Citizenship Behavior*

