

ABSTRACT

THE RELATION BETWEEN WORKING SATISFACTION AND *ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB)* ON NURSING SECTION EMPLOYEE OF GENERAL REGION HOSPITAL Dr.H.ABDUL MOELOEK BANDARLAMPUNG

By

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RSUD Dr.H.Abdul Moeloek Bandarlampung is one of hospital owned by the government since 1914 and has a vision of being pride professional hospital of Lampung Society.

Problem comes in this institution is unbalanced amount of nursing employee with patient capacity in RSUD Dr.H.Abdul Moeloek, and also about sanitary and electricity availability which affects of decreasing employee's convenience and satisfaction in working. Therefore, the problem issued in this research is about how is the relation between working satisfaction *organizational citizenship behavior* (OCB) of nursing employee RSUD Dr.H.Abdul Moeloek Bandarlampung?

The purpose of this research is to examine the relation between working satisfaction *organizational citizenship behavior* (OCB) of nursing employee RSUD Dr.H.Abdul Moeloek Bandarlampung. This research uses questionnaire for 60 respondents or 15% of total employee (402 total employees).

Correlation analysis of *Spearman Rank* shows correlation coefficient between variable of employee working satisfaction and variable of OCB is about 0,602. It concludes that there is strong relationship between variable of employee working satisfaction and variable of OCB. The t-test shows that the score of arithmetic t (5,745) is greater than table t (1.672) with 95% significance, so that it supports the hypotheses of “employee working satisfaction has a relationship with *Organizational Citizenship Behavior* (OCB) on nursing employee of RSUD Dr.H.Abdul Moeloek Bandarlampung”.

The author suggest RSUD Dr.H.Abdul Moeloek to improve working satisfaction problem and *organizational citizenship behavior* (OCB) by increasing award for employees and conduct the gathering activity in order to increase the togetherness and harmony of employee in achieving the goals.