

ABSTRAK

“PENGARUH PERSEPSI DUKUNGAN ORGANISASI TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* DENGAN KOMITMEN ORGANISASI SEBAGAI VARIABEL MEDIASI”

Studi Pada Perawat Rumah Sakit Advent Bandar Lampung

Oleh

Sartika Margareta Turnip

Tindakan sukarela dan tidak terpaksa oleh karyawan, dianggap penting untuk menciptakan iklim kerja yang positif dan meningkatkan efektifitas *organizational citizenship behavior*. Penelitian ini bertujuan untuk menyelidiki pengaruh langsung persepsi dukungan organisasi dengan komitmen organisasi sebagai mediator pada perawat RS Advent Bandar Lampung. Metode pengambilan sampel menggunakan teknik *simple random sampling*, dengan menyebarkan kuesioner kepada 110 perawat sebagai sampel penelitian. Analisis data dengan SmartPLS 4 digunakan untuk menguji hipotesis yang diajukan. Hasil penelitian ini menunjukkan bahwa persepsi dukungan organisasi berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*, persepsi dukungan organisasi berpengaruh positif dan signifikan terhadap komitmen organisasi, komitmen organisasi berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* dan komitmen organisasi terbukti memediasi pengaruh persepsi dukungan organisasi terhadap *organizational citizenship behavior*. Rumah sakit perlu memahami kebutuhan perawat dan mempertahankan kenyamanan perawat dalam bekerja sehingga perawat merasa senang dan berkomitmen dalam bekerja. Harapannya, perawat dapat membagi waktu bekerja secara efektif dan efisien untuk berpartisipasi secara sukarela sehingga meningkatkan tanggung jawab ekstra terhadap rumah sakit.

Kata Kunci: Persepsi Dukungan Organisasi, Komitmen Organisasi, *Organizational Citizenship Behavior*

ABSTRACT

“THE INFLUENCE OF PERCEIVED ORGANIZATIONAL SUPPORT ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR WITH ORGANIZATIONAL COMMITMENT AS A MEDIATING VARIABLE”

Study on Advent Hospital Nurses Bandar Lampung

By

Sartika Margareta Turnip

Voluntary and involuntary actions by employees are considered important to create a positive work climate and increase the effectiveness of organizational citizenship behavior. This study aims to investigate the direct effect of perceived organizational support with organizational commitment as a mediator in nurses of Advent Hospital Bandar Lampung. The sampling method used simple random sampling technique, by distributing questionnaires to 110 nurses as research samples. Data analysis with SmartPLS 4 was used to test the proposed hypothesis. The results of this study indicate that perceived organizational support has a positive and significant effect on organizational citizenship behavior, perceived organizational support has a positive and significant effect on organizational commitment, organizational commitment has a positive and significant effect on organizational citizenship behavior and organizational commitment is proven to mediate the effect of perceived organizational support on organizational citizenship behavior. Hospitals need to understand the needs of nurses and maintain nurses' comfort at work so that nurses feel happy and committed to work. The hope is that nurses can divide their work time effectively and efficiently to participate voluntarily so as to increase their extra responsibility to the hospital.

Keywords: *Perceived Organizational Support, Organizational Commitment, Organizational Citizenship Behavior*