

RINGKASAN

Penelitian ini berjudul “Peran *Organizational Citizenship Behaviour* sebagai Mediator Pengaruh antara Kepuasan Kerja, Loyalitas Kerja, dan *Work Family Conflict* Terhadap Kinerja Perawat Rumah Sakit Wijayakusuma Purwokerto”. Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh kepuasan kerja, loyalitas kerja dan *work family conflict* terhadap kinerja dengan *organizational citizenship behaviour* sebagai variabel mediasi. Metode yang digunakan adalah survei dengan teknik pengambilan sampel *proportionate stratified random sampling*. Populasi dalam penelitian ini adalah perawat ruang perawatan wanita rumah sakit Wijayakusuma Purwokerto yang sudah menikah dengan sampel sebanyak 74 responden. Analisis data dalam penelitian ini adalah *Partial Least Square* (PLS) yang menunjukkan bahwa: (1) Kepuasan kerja berpengaruh positif dan signifikan terhadap *organizational citizenship behaviour* perawat rumah sakit Wijayakusuma Purwokerto (2) Loyalitas kerja berpengaruh positif dan signifikan terhadap *organizational citizenship behaviour* perawat rumah sakit Wijayakusuma Purwokerto (3) *Work family conflict* berpengaruh negatif dan signifikan terhadap *organizational citizenship behaviour* perawat rumah sakit Wijayakusuma Purwokerto (4) Kepuasan kerja berpengaruh positif dan signifikan terhadap kinerja perawat rumah sakit Wijayakusuma Purwokerto (5) *Work family conflict* berpengaruh negatif dan signifikan terhadap kinerja perawat rumah sakit Wijayakusuma Purwokerto (6) *Organizational citizenship behaviour* berpengaruh positif dan signifikan terhadap kinerja perawat rumah sakit Wijayakusuma Purwokerto (7) *Organizational citizenship behaviour* memediasi secara positif dan signifikan pengaruh kepuasan kerja terhadap kinerja perawat rumah sakit Wijayakusuma Purwokerto (8) *Organizational citizenship behaviour* memediasi secara positif dan signifikan pengaruh loyalitas kerja terhadap kinerja perawat rumah sakit Wijayakusuma Purwokerto (9) *Organizational citizenship behaviour* memediasi secara negatif dan signifikan pengaruh *work family conflict* terhadap kinerja perawat rumah sakit Wijayakusuma Purwokerto.

Implikasi dari penelitian ini adalah demi terus meningkatkan kinerja para perawatnya secara optimal, pihak manajemen Rumah Sakit Wijayakusuma Purwokerto perlu memperhatikan berbagai kebijakan khususnya yang terkait dengan upaya peningkatan kepuasan kerja, loyalitas kerja maupun *organizational citizenship behaviour* serta meminimalisir terjadinya *work family conflict*. Cara yang dapat dilakukan diantaranya adalah dengan memenuhi berbagai kebutuhan, keinginan dan harapan-harapan perawat berkaitan dengan pelaksanaan tugas dan pekerjaan serta pengorbanan mereka terhadap organisasi.

Kata kunci: Kinerja, *Organizational citizenship behaviour*, Kepuasan kerja, Loyalitas kerja, *Work family conflict*.

SUMMARY

The research titled "The Role of Organizational Citizenship Behaviour as a mediator between the Effect of Job Satisfaction, Loyalty Work and Work Family Conflict Performance Against Nurses Hospital Purwokerto Wijayakusuma". This study aims to identify and analyze the effects of job satisfaction, loyalty work and work family conflict on performance with organizational citizenship behavior as a mediating variable. The method used was survey with a sampling technique proportionate stratified random sampling. The population in this study were nurses hospital treatment room Wijayakusuma Purwokerto woman married with a sample of 74 respondents. Analysis of the data in this study is Partial Least Square (PLS) which showed that: (1) Job satisfaction positive and significant effect on organizational citizenship behavior hospital nurses Wijayakusuma Purwokerto (2) Loyalty work positive and significant effect on organizational citizenship behavior hospital nurses Wijayakusuma Purwokerto (3) Work family conflict negative and significant effect on organizational citizenship behavior hospital nurses Wijayakusuma Purwokerto (4) Job satisfaction positive and significant effect on the performance of hospital nurses Wijayakusuma Purwokerto (5) Work family conflict negative and significant effect on the performance of hospital nurses Wijayakusuma Purwokerto (6) Organizational citizenship behavior positive and significant effect on the performance of hospital nurses Wijayakusuma Purwokerto (7) Organizational citizenship behavior mediate a positive and significant effect of job satisfaction on the performance of hospital nurses Wijayakusuma Purwokerto (8) Organizational citizenship behavior mediate a positive and significant effect on the performance of work loyalty hospital nurses Wijayakusuma Purwokerto (9) Organizational citizenship behavior mediate negative and significant effect on the performance of work family conflict hospital nurse Wijayakusuma Purwokerto.

The implication of this research is in order continue to improve the performance of the nurses optimally, Hospital management Wijayakusuma Purwokerto need to pay attention to policies, particularly those related to efforts to increase job satisfaction, loyalty work and organizational citizenship behavior and minimize the occurrence of work family conflict. The way to do them is to meet various needs, desires and expectations of nurses concerning their job and work and their sacrifice to the organization.

Keywords: Performance, Organizational citizenship behavior, job satisfaction, Loyalty work, Work family conflict.