

RINGKASAN

Tujuan penelitian ini adalah untuk mengetahui pengaruh *perceived organizational support* dan komitmen afektif terhadap *organizational citizenship behavior*. Responden dalam penelitian ini adalah perawat bagian rawat inap Rumah Sakit Tingkat III 04.06.01 Wijayakusuma. Jumlah responden dalam penelitian ini ditentukan berdasarkan metode Slovin dengan jumlah 100 responden.

Berdasarkan hasil penelitian dan analisis data dengan menggunakan regresi sederhana dapat disimpulkan bahwa : (1) *Perceived organizational support* berpengaruh positif terhadap *organizational citizenship behavior* perawat. (2) *Perceived organizational support* berpengaruh positif terhadap komitmen afektif perawat. (3) Komitmen afektif berpengaruh positif terhadap *organizational citizenship behavior* perawat dan (4) Komitmen afektif memediasi pengaruh *perceived organizational support* terhadap *organizational citizenship behavior* perawat.

Implikasi berdasarkan hasil penelitian ini maka pihak rumah sakit perlu melakukan berbagai macam dukungan dan bantuan untuk memunculkan persepsi di benak perawat bahwa organisasi menghargai kontribusi personal perawat dan peduli terhadap kesejahteraan mereka (POS). Dimana adanya dukungan dan bantuan dari organisasi akan memenuhi kebutuhan sosioemosional perawat yang akan meningkatkan keterikatan emosional perawat terhadap organisasi yang pada akhirnya keterikatan emosional ini akan memengaruhi perawat untuk melakukan pekerjaan

dengan sebaik-baiknya bahkan melakukan pekerjaan ekstra di luar uraian tugas formalnya (OCB).

Kata Kunci : *Perceived Organizational Support*, Komitmen Afektif, *Organizational Citizenship Behavior*

SUMMARY

The aim of this research is to determine the effect of perceived organizational support and affective commitment toward organizational citizenship behavior. The respondents in this research are nurses in hospitalization service at Rumah Sakit Tingkat III 04.06.01 Wijayakusuma. The number of the respondents in this research is determined based on Slovin method, and determined amount of 100 respondents

Based on the results of this research and data analysis using simple regression analysis, can be concluded that: (1) Perceived organizational support has positive effect on organizational citizenship behavior of nurses. (2) Perceived organizational support has positive effect on affective commitment of nurses. (3) Affective commitment has positive effect on organizational citizenship behavior of nurses and (4) Affective commitment mediates the relationship between perceived organizational support for organizational citizenship behavior of nurses.

Implication based on result of this study, board of hospital needs to do many supporting and assistance to emerge nurses' perception that organization appreciates nurses' personal contribution and care of their prosperousness (POS). Supports and assistance from organization will fulfill nurses' socioemotional need that will increase their emotional bond to organization and this bond will affect them to do their best work, even extra work beyond their formal job description (OCB).

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