

## SUMMARY

# ANALISIS PENGARUH KEPUASAN KERJA TERHADAP ORGANIZATIONAL CITIZENSHIP BEHAVIOR MELALUI KOMITMEN ORGANISASIONAL (Studi Kasus Pada Perawat Rumah Sakit Sari Asih Karawaci)

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**Subject** : KEPUASAN KERJA, ORGANIZATIONAL CITIZENSHIP, ORGANIZATIONAL BEHAVIOR

**Subject Alt** : JOB SATISFACTION, ORGANIZATIONAL BEHAVIOR

**Keyword** : kepuasan kerja; komitmen organisasional

### Description :

Penelitian ini bertujuan untuk mengetahui pengaruh kepuasan kerja terhadap komitmen organisasional, untuk mengetahui pengaruh komitmen organisasional terhadap Organizational Citizenship Behavior dan untuk mengetahui pengaruh kepuasan kerja terhadap Organizational Citizenship Behavior melalui komitmen organisasional.

Metode analisis yang digunakan dalam penelitian ini adalah Path Analysis. Responden dalam penelitian ini berjumlah 83 responden yang merupakan perawat Rumah Sakit Sari Asih Karawaci yang bekerja dibagian Rawat inap dan Poliklinik.

Hasil Penelitian ini menunjukkan bahwa terdapat pengaruh kepuasan kerja terhadap komitmen organisasional, terdapat pengaruh komitmen organisasional terhadap Organizational Citizenship Behavior, dan terdapat pengaruh kepuasan kerja terhadap Organizational Citizenship Behavior melalui komitmen organisasional sebagai variabel intervening. Akan tetapi pengaruh langsungnya lebih besar dibandingkan dari pengaruh tidak langsung, sehingga dapat di katakan bahwa komitmen organisasional tidak memiliki peran sebagai variabel intervening pada penelitian ini.

### Description Alt:

This research has three objectives. First, to analyze the influence of Nurse's Job Satisfaction to Organizational Commitment. Second, to analyze the influence of Nurse's Organizational Commitment to Organizational Citizenship Behavior. And the last is to analyze the relationship for the whole model, between Nurse's Job Satisfaction to Organizational Citizenship Behavior through Organizational Commitment. To meet those objectives above, survey using questionnaire as the tools has been conducted and the data has collected from 83 nurses for inpatient and outpatient clinic in Sari Asih Hospital. And those data are calculated using Path Analysis as the statistics method for this study. The result of this research, shows that Nurse's Job Satisfaction influenced significantly and positively to Organizational Commitment. Second Nurse's Organizational Commitment also significantly and has positive influenced to Organizational Citizenship Behavior. And the last is for the whole model, there direct and indirect relationship between Nurse's Job Satisfaction to Organizational Citizenship Behavior through Organizational Commitment. But since the direct relationship is stronger than the indirect, we can say that Organizational Commitment has no roles as an intervening variable in this study.

**Date Create** : 17/11/2015

**Type** : Text

**Format** : PDF

**Language** : Indonesian

**Identifier** : UEU-Undergraduate-201111155

**Collection** : 201111155  
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