

ABSTRACT

M DANNY PERDANA. *The Relationship between Nurse's Job Satisfaction to Organizational Citizenship Behavior through Organizational Commitment. Study in Sari Asih Hospital. (Supervised by Hasyim).*

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.

Keywords : Job Satisfaction, Organizational Commitment, Organizational Citizenship Behavior.