

ABSTRAK

**PENGARUH *ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB)*
TERHADAP KEPUASAN KERJA KARYAWAN**

Studi pada Karyawan Rumah Sakit Pertamina Cirebon (RSPC)

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Penelitian ini bertujuan untuk mengetahui tingkat (*organizational citizenship behavior*) OCB, tingkat kepuasan kerja dan pengaruh OCB terhadap kepuasan kerja karyawan Rumah Sakit Pertamina Cirebon (RSPC). Populasi dalam penelitian ini berjumlah 171 orang, dengan sampel sebanyak 120 responden. Pengambilan sampel menggunakan teknik *convenience sampling*. Teknik pengumpulan data menggunakan kuesioner. Analisis data menggunakan teknik analisis regresi linier sederhana. Hasil penelitian ini menunjukkan bahwa karyawan Rumah Sakit Pertamina Cirebon (RSPC) sering berperilaku *organizational citizenship behavior* (OCB) dengan skor penilaian 3,40 dan tingkat kepuasan kerja karyawan RSPC juga tergolong tinggi dengan skor penilaian 3,86. Hasil penelitian ini juga menunjukkan bahwa OCB berpengaruh secara positif terhadap kepuasan kerja karyawan. Artinya semakin sering karyawan berperilaku OCB maka semakin tinggi kepuasan kerja karyawan.

Kata kunci: *Organizational citizenship behavior* (OCB), kepuasan kerja.

ABSTRACT

**ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) INFLUENCE ON
THE EMPLOYEE JOB SATISFACTION**

Study At Pertamina Hospital Cirebon Employee

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This research attempts to learn the organizational citizenship behavior (OCB) level and to learn the influence of organizational citizenship behavior (OCB) on the job satisfactions Pertamina Hospital Cirebon employees. Population in this research is 171 people and this research took 120 respondents as the sample. The method sampling is convenience sampling. The data for this study is collected by questionnaire. Data analysis used is simple linear regression. The result of this research shows that the employees of Pertamina Hospital Cirebon often do organizational citizenship behavior (OCB) with assessment scores 3,40, and the level of employee job satisfaction Pertamina Hospital Cirebon also quite high with assessment scores 3,86. The result of this research also showed that organizational citizenship behavior (OCB) influence positively to the employee job satisfaction. It means that the more frequent OCB employees behave the higher the job satisfaction.

Key word: Organizational Citizenship Behavior (OCB), job satisfaction.