

ABSTRACT

IMPROVING MEDICAL PERFORMANCE OF HOSPITAL IN BHAYANGKARA POLDA LAMPUNG THROUGH ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) AND WORK MOTIVATION

By:

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This research was conducted at the Bhayangkara Polda Lampung Hospital. This study aims to improve the performance of medical personnel at the Bhayangkara Polda Lampung hospital through organizational citizenship behavior (OCB) and work motivation. The type of research used in this research is quantitative research with an associative method, namely using multiple linear regression analysis, as an analysis tool using SPSS 20 for windows. The population of this study were 50 people with the same number of research samples as the population of 50 people who were taken with saturated sampling technique. The results of this study found that there was an influence between Organizational Citizenship Behavior (OCB) and Work Motivation on Medical Personnel Work.

Keywords: Organizational Citizenship Behavior (OCB), Work Motivation and Performance

ABSTRAK

MENINGKATKAN KINERJA TENAGA MEDIS RUMAH SAKIT BHAYANGKARA POLDA LAMPUNG MELALUI ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) AND WORK MOTIVATION

Oleh :

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Penelitian ini dilakukan di Rumah Sakit Bhayangkara Polda Lampung. Penelitian ini bertujuan untuk meningkatkan kinerja tenaga medis di RS Bhayangkara Polda Lampung melalui Organizational Citizenship Behavior (OCB) dan motivasi kerja. Jenis penelitian yang digunakan dalam penelitian ini adalah penelitian kuantitatif dengan metode asosiatif yaitu menggunakan analisis regresi linier berganda, sebagai alat analisisnya menggunakan SPSS 20 for windows. Populasi penelitian ini adalah 50 orang dengan jumlah sampel penelitian yang sama dengan populasi 50 orang yang diambil dengan teknik sampling jenuh. Hasil penelitian ini menemukan bahwa terdapat pengaruh antara Organizational Citizenship Behavior (OCB) dan Motivasi Kerja terhadap Kerja Tenaga Medis.

Kata kunci: Organizational Citizenship Behavior (OCB), Motivasi Kerja dan Kinerja