

ABSTRACT

THE INFLUENCE OF JOB TRAINING AND ORGANIZATIONAL CULTURE ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB)

(A Study of Nurses of Prasetya Bunda Hospital

Tasikmalaya City)

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The objective of this study was to determine the effect of job training and organizational culture on organizational citizenship behavior (OCB) in nurses at Prasetya Bunda Hospital, Tasikmalaya City. The research method used is the survey method, the data obtained directly through questionnaires to 70 respondents who were nurses of Prasetya Bunda Hospital, Tasikmalaya City. Sample determination using Census (saturated sampling) and the method used in this analysis was path analysis. Based on the results of the study, it was known that job training on organizational citizenship behavior (OCB) in nurses at Prasetya Bunda Hospital, Tasikmalaya City were classified as high, and organizational culture on organizational citizenship behavior (OCB) in nurses at Prasetya Bunda Hospital, Tasikmalaya City were classified as high. Based on the research, job training and organizational culture have a significant effect on organizational citizenship behavior (OCB) of nurses at Prasetya Bunda Hospital, Tasikmalaya City both partially and simultaneously. From the results of this study, researchers suggest that companies can improve and maintain training programs and organizational culture that can build a sense of family, loyalty, and communication in nurses, so that nurses have a sense of belonging and caring behavior towards their coworkers.

Keywords: Job Training, Organizational Culture, Organizational Citizenship Behavior (OCB)