

HUBUNGAN *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* PERAWAT DENGAN KUALITAS PELAYANANN KEPERAWATAN PADA MASA PANDEMI COVID-19 DI RSUD DEPOK

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Abstrak

Pandemi COVID-19 membawa pengaruh besar pada institusi rumah sakit yang merupakan organisasi yang terfasilitasi pelayanan kesehatan, terutama perawat sebagai garda terdepan yang mempunyai peran besar dalam menentukan kualitas pelayanan keperawatan. Perilaku *organizational citizenship behavior* merupakan perilaku sukarela perawat dalam berkerja yang memiliki beberapa dimensi. Tujuan penelitian ini yaitu menganalisis hubungan *organizational citizenship behavior* perawat dengan kualitas pelayanan keperawatan pada masa pandemi COVID-19 di RSUD Depok. Penelitian ini menggunakan desain penelitian deskriptif *analitik korelational* dengan menggunakan pendekatan *cross sectional* dan teknik *total sampling* dengan jumlah sampel sebanyak 60 perawat. Pengumpulan data menggunakan kuesioner serta dianalisis menggunakan Uji *Chi Square*. Hasil uji statistik didapatkan bahwa ada hubungan antara *altruisme* ($p=0.035$), *conscientiousness* ($p=0.000$), *sportsmanship* ($p=0.002$), *courtesy* ($p=0.000$), *civic virtue* (0.001), dan *organizational citizenship behavior* perawat ($p=0.000$) dengan kualitas pelayanan keperawatan. Kesimpulan dari penelitian ini adalah terdapat hubungan antara *organizational citizenship behavior* dengan kualitas pelayanan keperawatan. Rekomendasi untuk peneliti selanjutnya dapat melakukan penelitian terhadap perbandingan sikap perilaku *organizational citizenship behavior* dengan kualitas pelayanan keperawatan saat pandemi COVID-19 dengan pasca pandemi COVID-19.

Kata Kunci: Kualitas Pelayanan Keperawatan, *Organizational Citizenship Behavior*, Perawat

THE RELATIONSHIP BETWEEN ORGANIZATIONAL CITIZENSHIP BEHAVIOR OF NURSES WITH QUALITY OF NURSING SERVICES DURING THE COVID-19 PANDEMIC IN RSUD DEPOK

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Abstract

The COVID-19 pandemic has had a major impact on hospital institutions, which are organizations that are facilitated by health services, especially nurses as the frontline who have a major role in determining the quality of nursing services. Organizational citizenship behavior is a nurse's voluntary behavior at work which has several dimensions. The purpose of this study was to analyze the relationship between nurses' organizational citizenship behavior and the quality of nursing services during the COVID-19 pandemic at the Depok Hospital. This study used a correlational analytic descriptive research design using a cross-sectional approach and a total sampling technique with a total sample of 60 nurses. Collecting data using a questionnaire and analyzed using the Chi-Square Test. The results of statistical tests showed that there was a relationship between altruism ($p=0.035$), conscientiousness ($p=0.000$), sportsmanship ($p=0.002$), courtesy ($p=0.000$), civic virtue (0.001), and organizational citizenship behavior of nurses ($p= 0.000$) with the quality of nursing services. The concludes that there is a relationship between organizational citizenship behavior and the quality of nursing services. Recommendations for further researchers can research the comparison of organizational citizenship behavior with the quality of nursing services during the COVID-19 pandemic and after the COVID-19 pandemic.

Keywords: Nursing Service Quality, Organizational Citizenship Behavior, Nurse