

ABSTRACT

OCB is often interpreted as behavior that exceeds formal obligations (extra roles) that are not related to direct compensation. However, some permanent employees of the Medan Puskesmas Bromo seemed to be united with their work, even though they were in accordance with their educational background. Some important factors that can increase OCB include commitment, competence, and organizational culture. This study aims to analyze the influence of commitment, competence, and organizational culture on organizational citizenship behavior. This type of research is quantitative descriptive and the nature of this research is explanatory research. The population in this study were permanent employees of Puskesmas Bromo totaling 35 people and the sample of this study was a saturated sample (census). Analysis of the data used is multiple linear regression. The results showed first that commitment has a positive and significant effect on organizational citizenship behavior, secondly that competence has a positive and significant effect on organizational citizenship behavior, thirdly that organizational culture has a positive and significant effect on organizational citizenship behavior, fourthly that commitment, competence and Organizational culture has a significant effect on the organizational citizenship behavior of the Employee Medan Puskesmas Bromo

Keywords : *Commitment, Competence, Organizational Culture, Organizational Citizenship Behavior.*

ABSTRAK

OCB sering diartikan sebagai perilaku yang melebihi kewajiban formal (ekstra role) yang tidak berhubungan dengan kompensasi langsung. Namun, beberapa pegawai Puskesmas Bromo Medan terlihat seperti kurang menyatu dengan pekerjaannya, padahal sudah sesuai dengan latar belakang pendidikan. Beberapa faktor penting yang dapat meningkatkan OCB diantaranya adalah komitmen, kompetensi, dan budaya organisasi. Penelitian ini bertujuan untuk menganalisis pengaruh komitmen, kompetensi, dan budaya organisasi terhadap organizational citizenship behaviour. Jenis penelitian ini adalah deskriptif kuantitatif dan sifat penelitian ini adalah penelitian penjelasan. Populasi pada penelitian ini adalah pegawai Puskesmas Bromo Medan yang berjumlah 35 orang dan sampel penelitian ini adalah sampel jenuh (sensus). Analisis data yang digunakan adalah regresi linier berganda. Hasil penelitian menunjukkan pertama bahwa komitmen berpengaruh positif dan signifikan terhadap organizational citizenship behaviour, kedua bahwa kompetensi berpengaruh positif dan signifikan terhadap organizational citizenship behaviour, ketiga bahwa budaya organisasi berpengaruh positif dan signifikan terhadap organizational citizenship behaviour, keempat bahwa secara bersama-sama komitmen, kompetensi dan budaya organisasi berpengaruh signifikan terhadap organizational citizenship behaviour pegawai Puskesmas Bromo Medan.

Kata Kunci : *Komitmen, Kompetensi, Budaya Organisasi, Organizational Citizenship Behaviour*