

ABSTRACT

This study aims analyze to the effect of stress and organizational citizenship behavior on the performance of nurses, the population in this study were 40 nurses in the ICU of Tarakan Jakarta Hospital. The sample used is the entire population, calculated based on the Slovin formula, the sampling method uses the saturated sample technique. The method of collecting data uses a survey method, with the research instrument being a questionnaire. Data analysis method uses Partial Least Square. This study proves that work stress negatively influences nurse performance and organizational citizenship behavior influences nurse performance.

Keywords: Job Stress, Organizational Citizenship Behavior, Nurse performance



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ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh stres kerja dan *organizational citizenship behaviour* terhadap kinerja perawat. Populasi dalam penelitian ini adalah sebanyak 40 perawat Ruang ICU RSUD Tarakan Jakarta. Sampel yang dipergunakan adalah seluruh populasi, dihitung berdasarkan rumus Slovin. Metode penarikan sampel menggunakan teknik sampel jenuh. Metode pengumpulan data menggunakan metode survey, dengan *instrument* penelitian adalah kuesioner. Metode analisis data menggunakan *Partial Least Square*. Penelitian ini membuktikan bahwa stres kerja berpengaruh negatif terhadap kinerja perawat dan *organizational citizenship behaviour* berpengaruh terhadap kinerja perawat.

Kata kunci: Stres Kerja, *Organizational Citizenship Behaviour*, Kinerja Perawat



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