

ABSTRACT

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Effect Work-Family Conflict on Organizational Citizenship Behavior (OCB) in Nurse Who Are Married; Dr.Rostiana, M.Si, Psi. Undergraduate Program of Psychology, Tarumanagara University.

Nurse is a human resource who has an important role in health service industry in hospital. The role of the nurse as a facilitator in achieving the mission of the hospital exceeds other employees. Organizational Citizenship Behavior (OCB) is a voluntary behavior which is outside the job description of individuals that can provide benefits to the organization. While work-family conflict is a conflict in which the role pressures from work and family roles conflicting. The aim of this research is to examine the effect of work-family conflict on Organizational Citizenship Behavior (OCB) in nurses who are married. This study is being applied to 104 nurses who are married in the hospital X North Jakarta. The data were processed using simple linear analysis technique. Results of this study provide an explanation that the work-family conflict has a significant negative effect on Organizational Citizenship Behavior. To determine the magnitude of the effect of work-family conflict dimension, the data is processed using multiple regression techniques. The research result indicated that dimension of Strain-Based FIW conflict has a greater influence that other work-family conflict dimension in influencing Organizational Citizenship Behavior in nurse who are married at Hospital X. This means that nurses tend to experience pressure from family that affect performance at work.

Key words: Work-Family Conflict, Organizational Citizenship Behavior, Nurse