

Peran *Anchor Virtues* dan *Quality of Work Life* terhadap *Organizational Citizenship Behavior* pada Tenaga Kesehatan di RSUP Fatmawati

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Abstrak. Indonesia hingga saat ini masih berusaha untuk menyelesaikan permasalahan tenaga kesehatan yang dimiliki. Hasil laporan kinerja RSUP Fatmawati juga menunjukkan bahwa RSUP Fatmawati masih harus mengoptimalkan sumber daya manusia yang dimiliki dalam hal kompetensi dan tanggung jawab kerja. Dalam mendukung menciptakan pelayanan kesehatan yang berkualitas, diperlukan sumber daya manusia yang melakukan *extra-role* dalam bekerja atau yang disebut dengan *organizational citizenship behavior*. Contoh variabel yang dapat mendorong perilaku OCB adalah variabel *anchor virtues* dan *quality of work life*. Penelitian ini bertujuan untuk menguji peran *anchor virtues* dan *quality of work life* terhadap *organizational citizenship behavior*. Subjek penelitian berjumlah 361 orang (N=361) tenaga kesehatan yang bekerja di RSUP Fatmawati. Penelitian menggunakan skala *Anchor Personality Inventory*, skala *quality of work life*, dan skala *organizational citizenship behavior* dengan metode statistik regresi linear berganda. Hasil menunjukkan variabel *anchor virtues* dan *quality of work life* memiliki peran sebesar 45% terhadap variabel *organizational citizenship behavior*.

Keyword: *Anchor virtues, quality of work life, organizational citizenship behavior, tenaga kesehatan*

The Role of Anchor Virtues and Quality of Work Life towards Organizational Citizenship Behavior of Health workers at RSUP Fatmawati

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Abstract. *Indonesia is still trying to solve the problem of health workers. The results of the RSUP Fatmawati performance report also show that it still has to optimize its human resources regarding competency and work responsibilities. Human resources who carry out extra roles at work, or organizational citizenship behavior, are needed to support the creation of quality health services. Examples of variables that can encourage OCB behavior are anchor virtues and quality of work-life variables. This research examines the role of anchor virtues and work-life quality in organizational citizenship behavior. The research subjects were 361 people (N=361) health workers who worked at RSUP Fatmawati. The research uses the Anchor Personality Inventory scale, quality of work life, and organizational citizenship behavior with multiple linear regression statistical methods. The results show that the anchor virtues and quality of work-life variables have a 45% role in the organizational citizenship behavior variable.*

Keyword: *Anchor virtues, quality of work life, organizational citizenship behavior, health workers*