

Abstrak

Perawat dituntut untuk meningkatkan kinerja dalam pelayanan kesehatan kepada pengguna jasa atau pasien, Namun jika kinerja perawat kurang dapat berdampak pada Nilai *Bed Occupancy Rate* (BOR) Rerata Nilai BOR pada Rumah Sakit Syarifah Ambami Rato Ebu di bawah kriteria baku standar nasional indikator mutu pelayanan rumah sakit, yaitu sebesar 75-80%, Tujuan Penelitian menganalisis pengaruh pemberdayaan dan komitmen terhadap kinerja perawat dengan *Organizational Citizenship Behavior* (OCB) sebagai variabel intervening. Desain penelitian Analitik dengan survey analitik menggunakan pendekatan waktu crosssectional, populasi adalah Perawat dengan sampel sebanyak 112 perawat dengan menggunakan teknik Random sampling dan dianalisis menggunakan uji SEM dengan Aplikasi AMOS 23. Hasil penelitian menunjukkan Pemberdayaan perawat signifikan mempengaruhi OCB perawat dengan *p-value* (0,023), Komitmen perawat signifikan mempengaruhi terhadap OCB perawat dengan *p-value* (0,000), OCB perawat secara signifikan mempengaruhi Kinerja perawat dengan *p-value* (0,000), Komitmen perawat secara signifikan mempengaruhi Kinerja perawat dapat signifikan secara *direct* mempengaruhi tanpa harus melewati variabel OCB dengan *p-value* (0,000), Pemberdayaan perawat Kinerja secara tidak signifikan mempengaruhi dengan Kinerja perawat secara *direct* dengan *p-value* (0,779). Kesimpulan Pemberdayaan perawat, Komitmen perawat, *Organizational Citizenship Behavior* (OCB) memberikan kontribusi besar dalam kinerja perawat melaksanakan tanggung jawabnya, Namun Pemberdayaan perawat tidak bisa secara langsung berkontribusi terhadap kinerja perawat karena membutuhkan *Organizational Citizenship Behavior* (OCB) untuk mempengaruhi kinerja perawat.

Keyword: *Pemberdayaan, Komitmen, OCB, Kinerja, Perawat.*

Abstract

Nurses are required to improve performance in health services to service users or patients, but if the nurse's performance is lacking, it can have an impact on the Bed Occupancy Rate (BOR) The average BOR value at Syarifah Ambami Rato Ebu Hospital is below the national standard criteria for hospital service quality indicators , which is 75-80%. The research objective is to analyze the effect of empowerment and commitment on nurse performance using Organizational Citizenship Behavior (OCB) as an intervening variable. Analytical research design with analytical survey using a cross-sectional time approach, the population is nurses with a sample of 112 nurses using random sampling technique and analyzed using SEM test with AMOS 23 application. The results showed that nurse empowerment significantly affected nurses' OCB with p-value (0.023) , Nurses' commitment significantly affects nurses' OCB with p-value (0.000), nurses' OCB significantly affects nurse's performance with p-value (0.000), nurses' commitment significantly affects nurses' performance can significantly directly affect without having to pass the OCB variable with p -value (0.000), Empowerment of nurses' performance does not significantly affect the performance of nurses directly with p-value (0.779). Conclusion Nurse empowerment, nurse commitment, Organizational Citizenship Behavior (OCB) make a major contribution to the performance of nurses carrying out their responsibilities, however, nurse empowerment cannot directly contribute to nurse performance because it requires Organizational Citizenship Behavior (OCB) to influence nurse performance.

Keyword: Empowerment, Commitment, OCB, Performance, Nurse.