

**HUBUNGAN ANTARA KEPEMIMPINAN MELAYANI DENGAN  
ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) PADA PERAWAT  
RAWAT INAP RSI SULTAN AGUNG SEMARANG**

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**ABSTRAK**

Perawat memegang peranan yang sangat penting dalam kegiatan rumah sakit karena selama 24 jam perawat berada di sekitar pasien dan bertanggung jawab terhadap pelayanan kesehatan pasien, sehingga dibutuhkan perawat yang memiliki *Organizational Citizenship Behavior* (OCB) yang mampu bekerja diluar *jobdesc* dan tanggap melayani kebutuhan pasien. Penelitian ini bertujuan untuk mengetahui hubungan antara kepemimpinan melayani dengan *Organizational Citizenship Behavior* (OCB) pada Perawat Rawat Inap RSI Sultan Agung Semarang. Kepemimpinan melayani adalah penilaian bawahan terhadap kemampuan pemimpin sejauh mana atasannya adalah seseorang yang mampu mendengarkan setiap kebutuhan, impian dan harapan dari yang dipimpin. Populasi penelitian sebanyak 150 orang perawat RSI Sultan Agung Semarang. Uji coba diberikan kepada 75 orang perawat RSI Sultan Agung dan penelitian dilakukan kepada 75 orang perawat RSI Sultan Agung Semarang. Teknik pengambilan sampel yang digunakan adalah *convenience sampling*. Alat pengumpul data yang digunakan adalah Skala *Organizational Citizenship Behavior* (OCB) (20 aitem valid,  $\alpha = 0,922$ ) dan Skala Kepemimpinan Melayani (20 aitem valid,  $\alpha = 0,964$ ). Analisis korelasi *Spearman's* menunjukkan nilai  $r_{xy} = 0,435$  dan  $p=0,000$  ( $p<0,05$ ). Hasil ini menunjukkan ada hubungan positif yang signifikan antara Kepemimpinan Melayani dengan *Organizational Citizenship Behavior* (OCB). Semakin positif Kepemimpinan melayani maka semakin tinggi pula *Organizational Citizenship Behavior* (OCB), dan sebaliknya.

**Kata kunci:** *Organizational Citizenship Behavior* (OCB), Kepemimpinan Melayani, Perawat.

**THE RELATIONSHIP BETWEEN SERVANT LEADERSHIP AND  
ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) HOPITALIZATION  
NURSES AT SULTAN AGUNG SEMARANG ISLAMIC HOSPITAL**

**ABSTRACT**

*Nurses hold very important role in hospital because they are around the patients for 24 hours and responsible for their health services. In that case, the nurses are required to have Organizational Citizenship Behavior who are able to work beyond their main job description and experienced in taking care of the patients' needs. This research aimed to investigate the relationship between servant leadership which was based on Organizational Citizenship Behavior at Hopitalization Nurses at Sultan Agung Semarang Islamic Hospital. Servant leadership in this context referred to an assessment concerning the leader's abilities which was done by the subordinates to see whether their leader was the one who was able to listen what employee's needs, dreams dan hopes were. Population of this research was 250 nurses of Sultan Agung Semarang Islamic Hospital. Try out was given to 75 nurses and the research was done to 75 nurses at Sultan Agung Semarang Islamic Hospital. Sampling technique in this research is is use convenience sampling. For collecting the data, the researcher used Organizational Citizenship Behavior Scale (20 items valid,  $\alpha = 0,922$ ) and Servant Leadership Scale (20 items valid,  $\alpha = 0,964$ ). Spearman's correlation analysis showed  $r_{xy} = 0,435$  and  $p=0,000$  ( $p<0,05$ ). This research show us there is significant positive correlation between Servant Leadership and Organizational Citizenship Behavior. The more positive servant leadership, the higher Organizational Citizenship Behavior was, and vice versa.*

*Key words: Organizational Citizenship Behavior, Servant Leadership, Nurses.*