

The Inter-Variable Influence of Organizational Justice, Career Success and Organizational Commitment as a Moderator toward Organizational Citizenship Behavior in the Public Hospital of Malinau Region, North Borneo

ABSTRACT

One of the indicators in measuring a good or a worse service quality in a hospital is the nurse performance. The problem that often occurs in a hospital is the imbalanced workload of the nurse. One of the methods that might be used in order to decrease the nurse workload is organizational citizenship behavior (OCB).

The research aims to understand how deep the inter-variable influence is between and among organizational justice, career success and organizational commitment toward the OCB in the Public Hospital of Malinau Region in North Borneo. In specific, the research aims to find which variable that is able to increase the OCB.

The subject in the research is the nurses in the Public Hospital of Malinau Region in North Borneo. The number of the nurses is 200 people and all of the nurses are working in Emergency Room Unit of Public Hospital of Malinau Region in North Borneo. Some of them are the main one while the other are the tenure one. The data analysis in the research is conducted by means of Structural Equation Modelling (SEM) under the Amos program.

The results of the research show that there is a directly significant influence between the organizational justice to the organizational commitment, between the career success to the organizational commitment, between the organizational commitment to the OCB, between the career success to the OCB and between the organizational commitment to the OCB. On the other hand, in terms of reciprocal relationship, there is no influence between the career success and the organizational justice.

Kata kunci : *Organizational Citizenship Behavior*, organizational justice, organizational commitment, career success.