

## SUMMARY

### **Development Effort of Organizational Citizenship Behaviour (OCB) to Midwives of Public Health Center to achieve Universal Child Immunization Sub District Target. (Case Study in Surabaya Health Centers)**

Human resource is an essential factor in a organization. A factor that affects individual performance and also affects on organizational performance is Organizational Citizenship Behavior (OCB). Organizational Citizenship Behavior as a discretionary behavior which is not indirectly or explicitly admitted in a reward giving system increases effective function of organization.

Organizational Citizenship Behavior is defined as an extra behavior which related to work beyond tasks which are mentioned in the work description or measured in formal evaluation (Bateman and Organ, 1983). Organ (1988) in Podsakoff (2000) stated that if Organizational Citizenship Behavior is applied in the long term and by a lot of people, it will take impact on the effectiveness of organization.

Until now, Indonesia still in the fourth of greatest country in the world ranking in the amount of children which did not get DPT 3 immunization. This will affect Indonesia become one of priority country which is identified by WHO and UNICEF to undergo an acceleration in achieving 100% UCI county.

Surabaya city is a metropolitan city which has 160 sub district and decreases into 154 sub district spread in 62 Public Health Center which also did not achieve UCI in the end of 2014 yet. There are health centers that have not yet reached UCI sub district as 24,03% from the target 100% in Surabaya city in 2014. The purpose of this study is arranging a recommendation of development effort of Organizational Citizenship Behavior to midwives of Public Health Center in achieving UCI Sub District target in Surabaya.

This study was observational analytics study by using cross sectional. The location of study was in 62 Public Health Center in Surabaya with random selection sampling. This study was conducted in May 2015. Data, in this case was sample by using two stage random sampling.

The statistic analysis result of study by using linier regression test showed that there was relation between work satisfactions with Organizational Citizenship Behavior. The relation is the better behavior of Organizational Citizenship Behavior, the higher work satisfaction from midwives of Public Health Center. This matter was influenced by satisfaction feeling to current job, the existence of monitoring from super ordinate, non-financial reward provided by Public Health Center and promotion opportunity provided by Public Health Center toward achievement of performance and satisfaction to co-workers.

The test by using linier regression test on organization commitment showed that there was significant relation between organization commitment and Organizational Citizenship Behavior. The relation is the better grade of Organizational Citizenship Behavior, the higher grade of organization commitment of the midwives. This matter is influenced by the willingness of

working in Public Health Center forever, the indulgence of working in immunization department and do immunization service well to achieve performance.

The behavior of Organizational Citizenship Behavior relate to performance, from 5 indicators Organizational Citizenship Behavior they are, Altruism, Conscientiousness, Sportsmanship, Civic Virtue, Courtesy. From 5 indicators above, there are only 2 indicators that have significant relation. The 2 indicators, altruism behavior and Conscientiousness relate to performance, the better of both behavior of Organizational Citizenship Behavior (OCB), the better of performance achieved.

From the explanation above, it can be concluded that development effort of Organizational Citizenship Behavior was discussed in Focus Group Discussion which Public Health Center needs to select officers as necessary competency before open enrollment. The grade of satisfaction which is high in this current situation need to be maintained and the grade of satisfaction which is average in this current situation need to be enhanced, it needs solid team to achieve targeted performance.

The role City Health Office of Surabaya and Public Health Center is very essential for Public Health Center midwives because it can enhance their motivation in completing task for achieving their best performance.

