

ABSTRACT

The health center performance, effectiveness, and image can be greatly influenced by the health professionals' tendencies in exerting organizational citizenship behaviour (OCB). The tendency of employees in displaying discretionally behaviour beyond their prescribed formal job duty can be influenced by ethical leadership, employee engagement and job satisfaction This research aims to determine the relationship between ethical leadership, employee engagement and job satisfaction toward OCB among health professionals who work in Puskesmas at Salatiga city.

This quantitative descriptive research with total of 155 health professionals were collected through a questionnaire using the purposive sampling method from six Puskesmas Salatiga. The survey included instrument scales of ethical leadership, employee engagement, job satisfaction and organizational citizenship behaviour. The hypotheses were tested through multiple linear analysis with SPSS 26.

The results of this study show that the variables of ethical leadership, employee engagement, and job satisfaction have a positive and significant effect on organizational citizenship behavior in health professionals at the Salatiga Puskesmas. Having health professionals who demonstrate OCB is crucial to the health center for an effective service delivery and copes with increasing demands from the patients. Hence, effective measures are required to improve ethical leadership amongst the health professionals.

Kata Kunci: Health Professionals, Ethical Leadership, Employee Engagement, Job Satisfaction, Organizational Citizenship Behavior, Salatiga Puskesmas.