Effects of Quality of Work Life (QWL) and Organizational Citizenship Behaviour (OCB) on Job Performance Among Community Health Centre Paramedics in Bekasi City, Indonesia

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Abstract

The purpose of this research is to empirically study the community health centres staffs perception on the influence of Quality of Work Life (QWL) and Organizational Citizenship Behaviour (OCB) on Job Satisfaction and its Implication toward Job Performance. The research designed used quantitative approach through research instrument. The population in this study were 499 paramedical staffs of community health centres in Bekasi City, West Java Province, Indonesia. The data was gathered through direct and face to face distribution by the researchers. Proportionate and probability random sampling was used to collect sample of this research. Total respondents of this study were 285 who were selected from 499 paramedical staffs of community health centres. Structural Equation