

HOW TO WORK MOTIVATION AND WORK SATISFACTION IMPACT ON THE EMPLOYEE OF ORGANIZATIONAL CITIZENSHIP BEHAVIOR

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Abstract. This study is to determine the influence of work motivation and job satisfaction on organizational citizenship behavior (OCB) to employee of PT Fumakilla Indonesia. The object of this research is employees of its company. This research was conducted on 50 respondents by using descriptive approach quantitative. Data analysis used is statistical analysis in the form of multiple linear regression test. The result of the research shows that work motivation have positive and significant effect to organizational citizenship behavior and job satisfaction have positive and significant influence.

Keywords: Work Motivation, Job Satisfaction, Organizational Citizenship Behavior

1. INTRODUCTION

In the this time of business competition, the development of human resources is getting more and more attention. Human resources owned by the company are very important assets to be considered. Therefor company has to consider what things make their company grow like motivating employees and paying attention to employee job satisfaction.

Job satisfaction is a problem that is quite interesting and important because it is very beneficial for the interests of individuals, industry and society. Job satisfaction reflects a person's feelings for his job. This is evident in the employee's positive attitude towards work and everything faced in his work environment. The behavior that demands the company today is not only in-role behavior, namely doing work in accordance with the tasks that are in the job description, but also extra-role behavior, namely the contribution of extra roles to complete the work of the organization.

This extra-role behavior is also called Organizational Citizenship Behavior (OCB) or also known as organizational citizenship behavior, and people who organizational citizenship behavior are referred to as good citizens. Examples of behaviors included in organizational citizenship include: arriving early to leave early, avoiding conflicts with colleagues, helping each other workers. The phenomena that occur in employees of PT Fumakilla Indonesia, based on direct observation and the results of the distributed questionnaires, as below:

1. There are still many employees who lack high work motivation, lack of good relationships among fellow employees, thus decreasing Organizational Citizenship Behavior (OCB) such as lack of awareness of employees in complying with regulations and lack of active role in following organizational development.
2. The existence of employees who have a sense of dissatisfaction in work such as: lack of promotion provided by the organization, less benefits for citizenship, and support for employers who are still lacking in organization, employees who are less comfortable with other colleagues. So that the decline of Organizational Citizenship Behavior (OCB) such as declining modesty and lack of sense of sportsmanship of employees.

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3. The lack of employees who have a high Organizational Citizenship Behavior (OCB) towards the company is indicated by a decrease in the attitude of employee awareness (such as honest behavior), and a decrease in the attitude of citizenship to keep abreast of company information.

Based on this phenomenon, researchers will conduct research to determine the effect of work motivation and job satisfaction on the role of extra citizenship behavior in the organization at this company. Where motivation is one indicator that affects job satisfaction and organizational behavior of employees, especially things related to extra-roles of employees.

2. LITERATURE REVIEW

2.1. Theory

2.1.1. Organizational Citizenship Behavior (OCB)

It is an individual contribution that exceeds the role demands in the workplace, involving various behaviors including helping others, volunteering for extra tasks, obeying the rules and regulations and procedures in the workplace. These behaviors describe "employee added value" which is one of the social behaviors, namely positive, controversial and meaningful social behavior (Sani, Achmad: 2013). According to Soelton dan Hardiati, "The Effect Of Standard of Work and Organizational Citizenship Behaviour Training on Employee's Performance on Sosial Assistance in The Netra "Tan Miyat" Bekasi, *Journal of Business Management Science*, Economic and Business Faculty, Universitas Mercu Buana Volume 3, No. 01, March 2017, Organizational Citizenship Behavior is the contribution of individuals in exceeding the demands of roles in the workplace. This OCB involves several behaviors including helping other people, volunteering for extra tasks, obeying the rules and procedures in the workplace. This behavior describes the value added of employees which is one form of prosocial behavior, namely positive, constructive and meaningful social behavior.

2.1.2. Work motivation

Basically according to Hasibuan (2014: 141) Motivation comes from other words, "movere" which means "the drive or the driving force" This motivation is only given to humans, especially to subordinates or followers.

2.1.3. Job satisfaction

One of the objectives of human resource management in a company is the creation of job satisfaction for members of the organization. High employee job satisfaction tends to increase employee work productivity which will also have an impact on achieving company goals.

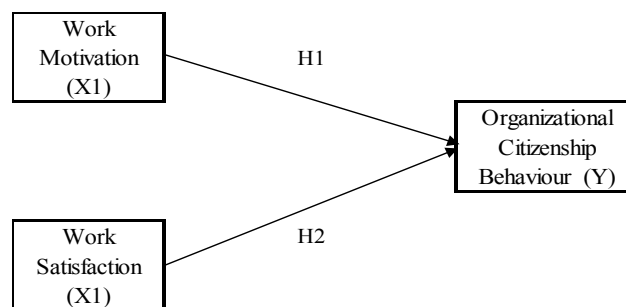


Figure 1: Conceptual Framework

2.2. Hypothesis

Development of Hypotheses

H1: Work motivation has a positive and significant effect on Organizational Citizenship Behavior (OCB) on employees of PT Fumakilla Indonesia

H2: Job satisfaction has a positive and significant effect on Organizational Citizenship Behavior (OCB) on employees of PT Fumakilla Indonesia.

3. RESEARCH METHODOLOGY AND RESULT

3.1. Methodology

The research design used in the study used causal research. According to Sugiyono (2010: 56) causal research is a causal relationship. So in this study there are independent variables (which affect) and the dependent variable (influenced) in the study to find out whether there is an influence between the variables of work motivation and job satisfaction on Variable Organizational Citizenship Behavior (OCB) on employees of PT Fumakilla Indonesia.

3.2. Sampling

The population is relatively small, the entire population is used as a respondent or referred to as census (saturated sampling) of 50 employees. Saturated sampling according to Sugiyono (2012: 126) is a sampling technique if all members of the population are used as samples, this is often done if the population is relatively small or research wants to make generalizations with very small errors.

3.3. Measures

1. Data Quality Test Results

Validity Test Results of Work Motivation Variables

Variables	<i>Pearson Correlation</i>	Note
MK1	0,786	Valid
MK2	0,916	Valid
MK3	0,719	Valid
MK4	0,794	Valid
MK5	0,768	Valid
MK6	0,706	Valid

2. Variable Validity Test Results for Job Satisfaction

Variables	<i>Pearson Correlation</i>	Note
KK1	0,559	Valid
KK2	0,380	Valid
KK3	0,488	Valid
KK4	0,582	Valid
KK5	0,724	Valid
KK6	0,729	Valid

KK7	0,520	Valid
KK8	0,726	Valid
KK9	0,385	Valid
KK10	0,730	Valid
KK11	0,575	Valid

3. *Test Results for OCB Variable Validity*

Variables	<i>Pearson Correlation</i>	Note
OCB1	0,698	Valid
OCB2	0,418	Valid
OCB3	0,449	Valid
OCB4	0,701	Valid
OCB5	0,663	Valid
OCB6	0,802	Valid
OCB7	0,315	Valid
OCB8	0,698	Valid
OCB9	0,362	Valid
OCB10	0,686	Valid
OCB11	0,686	Valid
OCB12	0,351	Valid

Reliability Test Results			
Variabel	<i>Cronbach's Alpha</i>	<i>N of Items</i>	Note
Work Motivation	0,869	6	Reliabel
Work Satisfaction	0,806	11	Reliabel
OCB	0,810	13	Reliabel

Based on the table above, the Work Motivation, Job Satisfaction and OCB variables show the value of Cronbach's Alpha is more than 0.60, which means that all variables in this study are declared reliable. This means that the statement items used are able to obtain reliable data.

Classical Assumption Test Results

Normality Test Results

		<i>Unstandardized Residual</i>
N		50
	<i>Mean</i>	0,0000000

<i>Normal Parameters^{a,b}</i>	<i>Std. Deviation</i>	0,21218603
<i>Most Extreme Differences</i>	<i>Absolute Positive</i>	0,117
	<i>Negative</i>	-0,080
<i>Kolmogorov-Smirnov Z</i>		0,826
<i>Asymp. Sig. (2-tailed)</i>		0,502

For decision making whether the data is normally distributed or not, then just read the significance value (Asymp.Sig 2-tailed). If the significance is more than 0.05, then the data is normally distributed. Based on table 4.10 the magnitude of significance is 0.502, this means that the residual data in this study are normally distributed.

Multicollinearity Test Results

Independent Variabel	Tolerance	VIF	Keterangan
Work Motivation	0,779	1,283	Non Multikolinieritas
Work Satisfaction	0,779	1,283	Non Multikolinieritas

Based on the table above, it can be seen that the two independent variables in this study have Tolerance values of more than 0.10 and VIF less than 10. Thus, it can be said that there are no symptoms of multicollinearity among the independent variables in this study.

Heteroscedasticity Test Results

Independent Variabel	Significance	Note
Work Motivation	0,904	Non Heteroskedastisitas
Work Satisfaction	0,798	Non Heteroskedastisitas

Based on the table above using the Spearman rho correlation method, it can be seen that the two independent variables have a significance value (Sig. 2 Tailed) of more than 0.05. Because the significance is greater than 0.05, it can be said that there is no heteroscedasticity in this regression model.

Results of Multiple Linear Regression Analysts

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	0,508	0,253		2,003	0,051
Work Motivation	0,163	0,049	0,255	3,322	0,002
Work Satisfaction	0,733	0,076	0,737	9,599	0

$$Y = 0,508 + 0,163 X_1 + 0,733 X_2$$

Model Suitability Test Results

a. Test Result of Determination Coefficient (R²)

<i>R Square</i>	<i>Adjusted R Square</i>
0,784	0,775

Based on the table above the Adjusted R Square value (R²) is 0.775 = 77.5%. That is, the magnitude of the effect of work motivation and job satisfaction variables on OCB variables in this study is 77.5% and the remaining 22.5% is influenced by other variables not found in this study such as: work culture, work environment, work discipline, compensation, and so on.

Anova Test (F Test)

<i>F Statistic</i>	<i>Significance</i>
85,397	0,000

Based on the table above the results of the F ANOVA test obtained F count of 85,397 and a significance value of 0,000. F table can be seen in the statistical table at a significance level of 0.05 with df 1 (number of variables - 1) = 2, and df 2 (n - k - 1) or 50 - 2 - 1 = 47, the results obtained for F tables are 3.20. These results indicate that the regression model used in this study is appropriate and can be used to test multiple linear regression analysis and hypothesis testing (t test).

Hypothesis Test Results

<i>Independent Variabel</i>	<i>t- stat</i>	<i>Sig.</i>
Work Motivation	3,322	0,002
Work Satisfaction	9,599	0

Based on the above table it can be seen that:

1. Hypothesis test results for Work Motivation variables obtained t count value of 3.322 greater than t table 2.010 (3.322 > 2.010), and significance of 0.002 smaller than 0.05 (0.002 < 0.05), which means influential work motivation significant to OCB. Hypothesis 1 which states that "Work Motivation Significantly Affects OCB" means accepted.

2. Hypothesis test results for Job Satisfaction variables obtained t count value of 9.599 greater than t table 2.010 ($9.599 > 2.010$), and Significance of 0.000 smaller than 0.05 ($0.000 < 0.05$), which means influential Job Satisfaction significant to OCB. Hypothesis 2 which states that "Job Satisfaction Significantly Affects OCB" means accepted.

4. ACKNOWLEDGEMENTS

4.1. Effect of Work Motivation on OCB

The results of this study indicate that work motivation has a positive and significant effect on OCB for employees of PT Fumakilla Indonesia. The results of this study are in line with the results of previous research conducted by Susanto (2013), Hapsari (2015) which states that work motivation has a positive and significant effect on OCB.

4.2. Effect of Job Satisfaction on OCB

The results of this study indicate that job satisfaction has a positive and significant effect on OCB for employees of PT Fumakilla Indonesia. The results of this study are in line with the results of previous studies conducted by Fote and Tang (2009), Bening and Zulaicha (2012), Sutanto (2013) which state that job satisfaction has a positive and significant effect on Organizational Citizenship Behavior (OCB).

5. CONCLUSION AND RECOMMENDATIONS

5.1. Conclusion

1. Work motivation has a positive and significant effect on Organizational Citizenship Behavior (OCB) on PT Fumakilla Indonesia employees. That is, the better the motivation of work for employees of PT Fumakilla Indonesia, it will increase Organizational Citizenship Behavior (OCB) for employees of PT Fumakilla Indonesia.

2. Job satisfaction has a positive and significant effect on Organizational Citizenship Behavior (OCB) on employees of PT Fumakilla Indonesia. That is, the better job satisfaction for PT Fumakilla Indonesia employees, it will increase Organizational Citizenship Behavior (OCB) for employees of PT Fumakilla Indonesia.

5.2. Suggestion

Companies can motivate the performance of their employees with several things, one of them is by increasing policy in awarding employees who excel. Another thing that can be done by companies is to increase work motivation and strengthen employee relations with their superiors through training / training for employees, such training can be done both inside and outside the company, such as: outing, recreation, or seminars.

The higher the motivation of one's work, the higher the citizenship behavior of the employee organization. For this purpose, in order to obtain a description of the variables and obtain more accurate results that contribute positively to organizational citizenship behavior. Then it is necessary to do further research with different variables, for example, add compensation variables or perception variables towards organizational support.

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