



THE EFFECT OF JOB SATISFACTION ON ORGANIZATIONAL CITIZENSHIP BEHAVIORS (OCB) AT CV. MULIA ABADI

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ABSTRACT. The purpose of this study was to determine the effect of Job Satisfaction on Organizational Citizenship Behavior (OCB) at CV. Mulia Abadi. The method used in this study is a quantitative method. The population in this study were 35 employees and were also used as samples, with a sample technique of saturated samples. The method in this study is quantitative. Based on the results of the research conducted, the following conclusions can be drawn: Job satisfaction has a good effect on Organizational Citizenship Behavior. This means that employee satisfaction as seen from satisfaction with opportunities for promotion, satisfaction with organizational policies, satisfaction with superior performance, satisfaction with the work environment, satisfaction with communication within the organization can have an effect on Organizational Citizenship Behavior. Employee satisfaction partially affects Organizational Citizenship Behavior. This means that employee satisfaction can have an effect on Organizational Citizenship Behavior.

Keywords: Satisfaction, Job, Organizational Citizenship Behavior

Introduction

Quality human resources are those who possess knowledge, abilities, skills, and a positive work attitude. Employees are expected to continuously hone their knowledge, skills, and abilities to improve in line with the demands of the times and to enhance their performance within the organization. Employee development is the process of enhancing human resources to improve knowledge, abilities, and skills, as well as increase employee performance. Education and training strive to develop the intellectual capacity and personality of employees. Therefore, every organization that wants to grow must pay close attention to employee education and training, as it can influence the improvement of employee performance.

Organizational Citizenship Behavior (OCB) refers to employee behavior that goes beyond the formal job description provided by the organization. It is voluntary and contributes to the effectiveness and efficiency of organizational functions, without being directly rewarded by the organization. OCB is an extra-role behavior of an employee within the organizational work environment. In today's dynamic work world, where tasks are increasingly performed in teams and require flexibility, organizations need employees who exhibit OCB, such as helping other individuals in the team, volunteering to do extra work, avoiding conflicts with colleagues,

complying with regulations, and tolerating occasional workloads and work disruptions¹. In research, Organizational Citizenship Behavior (OCB) is a tangible form of behavior demonstrated by employees in every government office to lighten the workload of colleagues, without neglecting the primary tasks that must be carried out by the individual. The application of this concept is common in every company, although it will be slightly different for each office..

Basically, a person at work will feel comfortable and high loyalty to his organization, if in his work he feels satisfaction in accordance with what he wants. Therefore, job satisfaction is also very important, job satisfaction as one of the factors that influence OCB. According to Puspitawati² stated that job satisfaction is the result of employees' perceptions of how well their jobs provide things that are considered important. That job satisfaction is a pleasant or unpleasant emotional state with which employees view their work. If someone feels satisfied with the work he has done so far, then it is enough to motivate him to stay and endure all the poor conditions that must be accepted³. Job satisfaction will be felt if the person concerned feels satisfaction with, among others, payment, the job itself, the promotion he will get, the boss at work and also fellow employees.

Then the company or organization should also pay attention to employees so that they can provide the best for the company, the caring attitude of employees towards the company can make the company complete its targets quickly. OCB is the most important part in advancing the company because the progress of the company is determined by employees who really have high concern for the company rather than employees who are only concerned with their needs, there are several variables that affect employee OCB (Organizational Citizenship Behavior) behavior, including clarity of regulations, leadership, organizational commitment, organizational justice, and the nature of each individual.⁴

Job satisfaction is something that must be considered, because job satisfaction determines employee performance, not all employees who work in an agency have high job satisfaction. The phenomenon of low job satisfaction can be shown from the departure of employees⁵. When viewed that job satisfaction according to leindarita's opinion⁶ is a form of emotional reaction to a job done by someone. The purpose of this study was to determine the effect of job satisfaction on OCB (Organizational Citizenship Behavior).

¹ Stephen P Robbins dan Mary Coulter, *Management, Eleventh Edition* (United States of America: Pearson Education Limited, 2016).

² Puspitawati dan Riana, "PENGARUH KEPUASAN KERJA TERHADAP KOMITMEN ORGANISASIONAL DAN KUALITAS LAYANAN," *Jurnal Manajemen, Strategi Bisnis dan Kewirausahaan*, (2014).

³ Indra Bastian Tahir Kurnia Saputra, Muhammad Rizki, Armansyah, Herman, Risnawati, Tommy Saputra, *Manajemen Sumber Daya Manusia*, 1 ed. (Pasaman Barat: Pasaman Barat. CV. Azka Pustaka, 2023).

⁴ Zahra Alizadeh, "Antecedents and Consequences of Organizational Citizenship Behavior," *Institute of Interdisciplinary Business Research* 3, no. 9 (2012): 494–505.

⁵ Armansyah Agustinus Sihombing, Ayu Dwi Lestari, "Pengaruh Kepuasan Kerja Terhadap Organizational Citizenship Behavior," *EKOMA : Jurnal Ekonomi, Manajemen, Akuntansi* 3, no. 2 (2024).

⁶ Leindarita dkk, "Hubungan Kepuasan Kerja Kinerja Pegawai Koperasi Sawit Karya Bhakti Desa Mahato," *Jurnal Inovasi Penelitian* 2, no. 8 (2022): 2667–2670, <https://stp-mataram.e-journal.id/JIP/article/view/1141>.

Literature Review

Job Satisfaction

According to leindarita⁷ Job satisfaction is employee satisfaction in working, job satisfaction is difficult to define because satisfaction is not a permanent state because it can be influenced and changed by forces both from within and from outside the work environment. According to malayu Hasibuan⁸ job satisfaction is an emotional attitude that enjoys and loves one's work. According to Satrio Bimo Syahputro Yurianto⁹ and Kurnia Saputra¹⁰ job satisfaction is a pleasant or unpleasant emotional state with which employees view their work.

Organizational Citizenship Behavior

According to A. P. Mangkunegara¹¹ OCB is defined as an individual's voluntary behavior, in this case, employees, which is not directly related to rewards but contributes to organizational effectiveness. According to Agustinus Sihombing¹² OCB is defined as a set of discretionary work behaviors that go beyond the requirements of one's job. They are often described as behaviors that go 'above and beyond the call of duty.

Research methods

The research to be conducted is a quantitative descriptive study. Quantitative research is research that obtains data in the form of numbers or qualitative data that is converted into numerical form¹³. The data sources in this study are primary data and secondary data. Data collection techniques use questionnaires and literature studies. The research location is CV. Mulia Abadi, which is engaged in the field of savings and loan cooperatives.

The sampling technique in this study is saturated sampling. According to Sugiyono¹⁴ "saturated sampling is a sampling technique when all members of the population are used as samples." In other words, saturated sampling can be called a census, where all members of the population are used as samples, so the number of samples in this study is 35 employees of CV. Mulia Abadi.

Results and Discussion

Research Results

To determine the model or form of the relationship between variables and to determine whether the independent variable (X) has a positive or negative influence on the dependent variable (Y), a simple linear regression analysis is used with the following calculation results:

⁷ Ibid.

⁸ Malayu Hasibuan, "Manajemen Sumber Daya Manusia" (Jakarta: Penerbit Bumi Aksara, 2016).

⁹ Satrio Bimo Syahputro Yurianto, Alfi Hendri, M Syafnur, Armansyah, Catry Jintar, Tommy Saputra, *Pengantar Manajemen Teori dan Aplikasi*, 1 ed. (Pasaman Barat: Pasaman Barat. CV. Azka Pustaka, 2023).

¹⁰ Kurnia Saputra, Muhammad Rizki, Armansyah, Herman, Risnawati, Tommy Saputra, *Manajemen Sumber Daya Manusia*.

¹¹ A. P. Mangkunegara, *Manajemen Sumber Daya Manusia* (Perusahaan Bandung : Remaja Rosdakarya, 2013).

¹² Agustinus Sihombing, Ayu Dwi Lestari, "Pengaruh Kepuasan Kerja Terhadap Organizational Citizenship Behavior."

¹³ Isa Alamsyahbana dkk, *Metodologi Penelitian Kuantitatif dan Kualitatif*, 1 ed. (Bandung: CV. Media Sains Indonesia, 2023).

¹⁴ Sugiyono, "Metode Penelitian Kuantitatif, Kualitatif, dan R&D" (Bandung: Alfabeta, CV, 2019).

Table 1 Simple Linear Regression Results

<i>Coefficients</i>						
		<i>Unstandardized Coefficients</i>		<i>Standardized Coefficients</i>		
Model		<i>B</i>	<i>Std. Error</i>	<i>Beta</i>	<i>t</i>	<i>Sig.</i>
	(Constan)	15.537	4.513		3.443	.001
	Kepuasan kerja	.403	.145	.409	2.777	.008
<i>Devendent Variabel: Organization Citizenship Behaviour</i>						

Source: SPSS Processing Results Version 24. 2024

From the calculations in table 1 above, it can be seen that the linear equation formed is :

$$Y = a + bX + e$$

$$Y = 15.537 + 0.403X + e$$

Keterangan :

Y = *Organization Citizenship Behaviour*

a = Constants

b = Regression Coefficient

X = Job satisfaction

e = Residu / error

From the regression equation above, the conclusion that can be explained is as follows:

1. The constant value (α) of 15.537 with a positive sign states that if the employee satisfaction variable is considered constant, the Y value is 15.537.
2. The regression coefficient value of the employee satisfaction variable (X) of 0.403 with a positive sign states that if employee satisfaction increases by one unit assuming other independent variables remain constant, then Organization Citizenship Behavior will increase by 0.403.

t-test

Table 2 t-Test Results

<i>Coefficients</i>						
		<i>Unstandardized Coefficients</i>		<i>Standardized Coefficients</i>		
Model		<i>B</i>	<i>Std. Error</i>	<i>Beta</i>	<i>t</i>	<i>Sig.</i>
	(Constan)	15.537	4.513		3.443	.001
	Kepuasan kerja	.403	.145	.409	2.777	.008
<i>Devendent Variabel: Organization Citizenship Behaviour</i>						

Source: SPSS Processing Results Version 24. 2024

With a value of $n = 45$, $\alpha = 5\%$ (2-sided test) where n = number of samples, with a 2-sided test the result for the ttable value = 2.016. The conclusion that can be drawn from the table analysis is that job satisfaction has a tcount of 2.777 so that the tcount > ttable value, namely $2.777 > 2.016$. Based on this value, it can be concluded that H_a is accepted, this shows that partially Job satisfaction has a significant influence on Organization Citizenship Behaviors. Based on the table above, it can be seen that the significance value of job satisfaction is 0.008,

this shows that job satisfaction has a partial effect on Organization Citizenship Behaviors, because the significance value is smaller than 0.05.

Coefficient of Determination

The determination coefficient (R²) aims to see how much influence each independent variable has on the dependent variable to determine the percentage of the partial contribution of the independent variable (job satisfaction) to the dependent variable (Organization Citizenship Behavior).

Table 3 Results of Determination Coefficient Test

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.700 ^a	.491	.466	3.05564	2.333
a. Predictors: (Constant), Kepuasan Kerja					
b. Devendent Variabel: Organization Citizenship Behaviour					

Source: SPSS Processing Results Version 24. 2024

From the results of Table 4.9, the Adjusted R Square value based on the analysis results with SPSS 24 is 0.491. Thus, the magnitude of the influence given by the Organizational Commitment variable on Organizational Citizenship Behavior is 49.1%, while the remaining 50.9% is influenced by other factors not examined in the study.

Discussion

The Influence of Job Satisfaction on Organizational Citizenship Behavior

The research conducted by Pradhiptya¹⁵ states that job satisfaction has a positive and significant effect on organizational commitment. This means that the higher the job satisfaction, the higher the organizational commitment. The same results were also stated in research conducted by Tania & Sutanto¹⁶ that job satisfaction has a positive and significant effect on organizational commitment, and research conducted by Puspitawati & Riana¹⁷ that job satisfaction has a significant positive effect on organizational commitment.

Based on the results of the research conducted, it can be seen that job satisfaction has a t-value of 2.777 so the t-value is > t-table, namely 2.777 > 2.016. Based on this value, it can be concluded that H_a is accepted, this indicates that partially job satisfaction has a significant effect on Organizational Citizenship Behavior.

It can be seen that the significance value of Job Satisfaction is 0.008, this indicates that Job Satisfaction has a partial effect on Organizational Citizenship Behavior, because the significance value is smaller than 0.05. Job satisfaction relates to the physical environment where services are provided and how that environment affects Organizational Citizenship Behavior. This is in line with research conducted by Hidayat & Ratna Kusumawati¹⁸ where there is an influence between job satisfaction and Organizational Citizenship Behavior.

¹⁵ Pradhiptya, 2013)

¹⁶ Tania & Sutanto, 2013)

¹⁷ Puspitawati & Riana, 2014)

¹⁸ Hidayat & Ratna Kusumawati, 2014)

Conclusion

Based on the results of the research conducted, the following conclusions can be drawn, Job satisfaction has a good effect on Organizational Citizenship Behaviors. This means that Employee Satisfaction can be seen from satisfaction with promotion opportunities, satisfaction with organizational policies, satisfaction with superior performance, satisfaction with the work environment, satisfaction with communication within the organization can have an effect on Organizational Citizenship Behaviors.

Suggestions

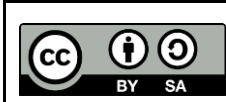
For Further Researchers

1. It is suggested to further researchers to be able to add variables that influence Organization Citizenship Behaviors so that they can explain the factors that influence Organization Citizenship Behaviors.
2. It is suggested to further researchers to be able to conduct testing by adding intervening and moderating variables in the research analysis process

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