

PalArch's Journal of Archaeology of Egypt / Egyptology

EFFECT OF JOB SATISFACTION AND ORGANIZATIONAL COMMITMENT TO ORGANIZATIONAL CITIZENSHIP BEHAVIOR CV. MULYA PASIR NUSANTARA GARUT

Syifa Shafila Nur Fauzyah¹, Delia Lestari², Triana Widya Agustin³, Muhammad Ikhsan

Wiratama⁴, Mariana Rachmawati⁵

Widyatama University, Bandung, Indonesia

syifa.shafila@widyatama.ac.id¹,

Syifa Shafila Nur Fauzyah, Delia Lestari, Triana Widya Agustin, Muhammad Ikhsan Wiratama, Mariana Rachmawati. Effect Of Job Satisfaction And Organizational Commitment To Organizational Citizenship Behavior Cv. Mulya Pasir Nusantara Garut--Palarch's Journal Of Archaeology Of Egypt/Egyptology 17(10), 3933-3941. ISSN 1567-214x

Keywords: Job Satisfaction, Organizational Commitment, Organizational Citizenship Behavior.

ABSTRACT:

The object of this study is to identify job the effect of job satisfaction and organizational commitment on organizational citizenship behavior at CV. Mulya Pasir Nusantara Garut. The unit of research analysis was population, which comprised the entire 38 staff at CV. Mulya Pasir Nusantara Garut. The samples in this study were population. Regression model was used in analyzing the effect on various independent variables on dependent variables. The formula for some linear regression and correlation coefficient analysis were meant to measure the strength and the weakness of relation and direction of independent and dependent variables, it depends on both variables which were measured on ordinal scale. The employee's satisfaction at CV. Mulya Pasir Nusantara Garut was deemed adequate. Organizational commitment at CV. Mulya Pasir Nusantara Garut was deemed adequate. Organizational citizenship behavior of the employee was also deemed adequate. Job satisfaction and organizational commitment has significant effect on organizational citizenship behavior of the employees at CV. Mulya Pasir Nusantara Garut.

INTRODUCTION

In this era, every company should need human resources who are considered important who greatly influence the effectiveness of organizational performance, especially in the long term. This is done solely as one of the

company's efforts to achieve its goals. Human resources play an important role in dealing with changes that occur and are important assets or assets owned by an organization or company, because the success of the organization is largely determined by the human element. Good human resource management will increase the effectiveness and efficiency of the company in carrying out its functions. Human resources are an important factor in achieving organizational goals, therefore the role of human resources as part of business competition will determine the value of an organization or company. An employee must have maximum productivity and usability for the company because this will determine how productivity is the company as a whole. Good or bad productivity of an employee can be seen from the level of performance it shows in the company. Organizational Citizenship Behavior is an employee behavior that appears outside of the employee's work obligations which includes several new tasks as a volunteer who is working on something for the common interest. Organizational Citizenship Behavior is also a voluntary attitude by employees in carrying out tasks that exceed the workload for which they are responsible without formal requests and gifts from the organization. One of the strategic attitudes in the human resources division is to develop Organizational Citizenship Behavior in the organization. Organizational Citizenship Behavior is reflected in the behavior of helping others, volunteering for extra tasks, obeying rules and procedures in the workplace. This behavior illustrates the added value of employees, which is a form of pro-social behavior, namely positive, constructive and helpful social behavior. CV. Mulya Pasir Nusantara Garut is a company engaged in mining which is located in the new block of Tutugan Pasir Laku, Margaluyu, Leles District, Garut Regency. The company's business activities include processing / production and selling of sand and stone commodities. At the company CV. Mulya Pasir Nusantara Garut human resources are important because employees are directly related to company operations. Therefore, it is better for companies to pay attention to the right way to develop existing human resources in order to encourage the progress of the company and to achieve company goals effectively and efficiently. The researcher chose the research location at CV. Mulya Pasir Nusantara Garut, of course, cannot be separated from various reasons. As for the reason researchers chose CV. Mulya Pasir Nusantara Garut as a place of research is that researchers often hear issues about bad Organizational Citizenship Behavior, one of which is: Issues regarding Organizational Citizenship Behavior at CV. Mulya Pasir Nusantara Garut. The initiative to help colleagues who do not come to work, or because they are unable to attend work can still be said to be low, usually the boss must give instructions first and then the employees help complete the work, Lack of employee participation in company activities, Not all employees can tolerate their co-workers. That is the reason researchers are interested in conducting research at CV. Mulya Pasir Nusantara Garut. One of the factors that can be of concern is the Organizational Citizenship Behavior. Organizational Citizenship Behavior can be one of the factors that need attention from the company, because if an employee already has Organizational Citizenship Behavior and becomes a volunteer for other employees, the employee will work as much as possible for the

company. Employees who have an Organizational Citizenship Behavior attitude and become a volunteer have better performance, this is in line with Robbins and Judge in Soegandhi (2013) which states that organizations that have employees who behave in Organizational Citizenship Behavior will show better performance than other organizations. Many factors can form Organizational Citizenship Behavior, one of which is job satisfaction. So it can be concluded that there is less tolerance given if they get into problems or make mistakes in work, employees are more concerned with personal interests than the interests of others, lack of willingness to help colleagues complete work and lack of desire to work hard to get the job done. In addition to distributing a pre-survey questionnaire regarding Organizational Citizenship Behavior, the authors distributed a pre-survey questionnaire regarding the factors that caused the lack of Organizational Citizenship Behavior among employees with the aim of knowing. What factors are considered problematic according to employees that can affect Organizational Citizenship Behavior. In addition, employees become proud beyond the demands of their duties because employees want to repay their positive experiences. It is the employee's reply that shapes the employee's behavior called Organizational Citizenship Behavior. When employees are happy, satisfied and comfortable at work, the Organizational Citizenship Behavior will emerge. Based on this, Organizational Citizenship Behavior will be a positive thing for the organization. Thus, job satisfaction is one of the most important elements in the organization because it can influence employee behavior at work, such as being lazy, diligent, productive, and other things related to employee behavior in the organization. From this value it can be interpreted that employees are not satisfied, such as employees feel that the salary they receive is not in accordance with their work, lack of openness at work and lack of support for infrastructure. to work This phenomenon is a problem in employee job satisfaction at CV. Mulya Pasir Nusantara Garut. Job satisfaction in an organization or company is very important for management to pay attention to. The high level of employee job satisfaction with jobs, salaries, relationships with superiors, cooperation with colleagues, conditions work, to opportunities for promotion can help organizations achieve goals effectively and efficiently and can improve the performance of the organization. Conversely, if the level of job satisfaction of employees in an organization is low, then the goals of the organization will not be achieved and will result in decreased organizational performance. Apart from being influenced by job satisfaction, Organizational Citizenship Behavior is also influenced by organizational commitment. Commitment is one of the factors that have been known to have a strong influence on Organizational Citizenship Behavior, employees who have high commitment will try to give maximum effort and even exceed company expectations. Commitment is the ability and willingness to align personal behavior with organizational needs, priorities and goals. This includes ways to develop goals or meet organizational needs which essentially put the mission of the organization ahead of personal interests. Some organizations include an element of commitment as one of the conditions for holding a position or position in qualifying job vacancies. Organizational commitment reflects how an individual identifies himself with the organization and how that individual

is bound to the goals of the organization. To increase employee commitment, managers are advised to increase job satisfaction. Organizations that have employees who are satisfied with their organization tend to be more effective and productive than employees who are not satisfied. CV. Mulya Pasir Nusantara Garut is not optimal, there are still many employees who do not have the will to stay in the organization and the lack of willingness of employees to work until retirement. This shows that there is a problem regarding the organizational commitment of CV. Mulya Pasir Nusantara Garut.

LITERATURE REVIEW

- **Human Resource Management** is a system that is part of the most central activity process in the company, it is because human resource management is a series to achieve goals. The function of human resources is grouped into 2 points, which was stated by Sedarmayanti (2017), The company already has a complete plan with its people to carry out the activity plan, the function of the mobilization is important because it is the first step to mobilize, direct, motivate, get the workforce to work voluntarily, effectively and efficiently, Supervision
- **Job Satisfaction** is a positive feeling that is put forward by Robbins (2015) job satisfaction is a positive feeling about work, which results from an evaluation of its characteristics. Another opinion according to Edy Sutrisno (2014) that job satisfaction is a problem that is quite interesting and important, because it has proven to be of great benefit to the interests of individuals, industry and society
- **Organizational Commitment** according to the opinion of Robbin and Judge which is translated by Zelvia (2015): "A situation where an employee siding with a particular organization and its goals and desires to maintain membership in that organization. "In addition, organizational commitment according to Allen and Meyer in Wulan Witaliza, Kirmizi & Restu Agusti (2015) defines organizational commitment as follows: "Organizational commitment is a feeling of an employee's obligation to be in the organization, this feeling is generated from the internalization of individual normative pressures when entering the organization. or next.
- **Organizational Citizenship Behavior** is a free individual behavior as defined by the internal organs (Titisari, 2014) defines that: "Organizational Citizenship Behavior is independent individual behavior, not directly or explicitly related to the reward system and can improve the effective functioning of the organization". Meanwhile, according to Griffin and Moorhead (2014)

Framework and Hypothesis

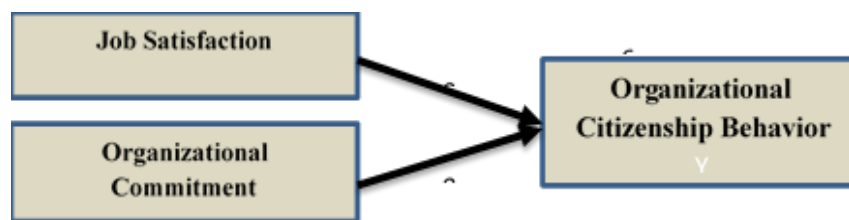


Fig. 1. Framework Research

Hypothesis

Hypothesis 1: The Effect of Job Satisfaction on Organizational Citizenship Behavior

Hypothesis 2: The Effect of Organizational Commitment on Organizational Citizenship Behavior

Hypothesis 3: The Effect of Job Decision and Organizational Commitment on Organizational Citizenship Behavior

RESEARCH METHODOLOGY

Based on the variables studied, this type of research is descriptive and verification research. Descriptive research is research that describes or analyzes a research effort but is not used to make broader conclusions. Through this type of descriptive research, it can be obtained an overview of "The Influence of Job Satisfaction and Organizational Commitment on Organizational Citizenship Behavior of CV. Mulya Pasir Nusantara Garut. This study population is all employees at CV. Mulya Pasir Nusantara Garut, amounting to 38 people. The sample in this study was the entire population. The regression model is used to analyze the effect of various independent variables on a dependent variable. Formula for multiple linear regression, Correlation coefficient analysis aims to measure the strength or weakness of the relationship and the direction of the independent variable (free) and the dependent variable (dependent) both variables are measured on an ordinal scale.

Research Finding and Argument

- **Multiple Linear Regression Analysis**

Table 1
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.257	3.359		2.458	.019
	x1	.409	.134	.533	3.065	.004
	x2	.212	.143	.257	1.479	.148

a. Dependent Variable: y

With the following information:

The constant value is 8,257 and is positive, this indicates an increase in Organizational Citizenship Behavior of 8,257.

The job satisfaction value is 0.409, this shows a positive direction, therefore if job satisfaction is increased with the assumption of another variable, namely organizational commitment equal to 0, the Organizational Citizenship Behavior variable will increase by 0.409.

The organizational commitment value is 0.212, this shows a positive direction, therefore if the organizational commitment variable is increased with the assumption of another variable, namely cooperation satisfaction with 0, then the Organizational Citizenship Behavior variable will increase by 0.212. Thus, if there is an increase or decrease in satisfaction and organizational commitment will affect the company's Organizational Citizenship Behavior.

Correlation Coefficient Test

To determine the relationship between job satisfaction and organizational commitment with Organizational Citizenship Behavior based on the results of the correlation calculation, the value of rs is 0.747. This means that job satisfaction and organizational commitment have a strong relationship with Organizational Citizenship Behavior, which is in the interval 0.600 - 0.799.

Table 2
Model Summary^b

Model	R	R Square	Adjusted Square	R
1	.747 ^a	.559	.533	
a. Predictors: (Constant), x1, x2				
b. Dependent Variable: y				

Test The Coefficient of Determination

Simultaneously the effect of job satisfaction and organizational commitment on organizational citizenship behavior based on the r square value is 0.599 or 59.9%. While the partial effect is based on the results of the zero order calculation, namely:

Table 3
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	Correlations		
	B	Std. Error	Beta	Zero-order	Partial	Partial
1 (Constant)	8.257	3.359				
x1	.409	.134	.533	.729	.460	.344
x2	.212	.143	.257	.663	.243	.166

a. Dependent Variable: y

$$Kd = B \times zero \times 100\%$$

The partial effects are described below.

The effect of job satisfaction on organizational citizenship behavior is $0.533 \times 0.279 = 0.388$ or 38.8%.

The effect of organizational commitment on organizational citizenship behavior, namely $0.257 \times 0.663 = 0.1701$ or 17.03%.

Simultaneous Hypothesis Testing

Table 4
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.257	3.359		2.458	.019
	x1	.409	.134	.533	3.065	.004
	x2	.212	.143	.257	1.479	.148

a. Dependent Variable: y

The effect of job satisfaction on Organizational Citizenship Behavior. It can be seen that t count is $3.065 > t$ table 2.02439 which means H_0 is rejected and H_a is accepted. This means that job satisfaction has an effect on Organizational Citizenship Behavior.

The influence of organizational commitment on Organizational Citizenship Behavior. It can be seen that t count $1.479 > t$ table 2.02439 which means H_a is rejected and H_0 is accepted. This means that organizational commitment has no effect on Organizational Citizenship Behavior.

Simultaneous Hypothesis Testing

The result obtained from the comparison of the level of significance is that H_0 is rejected because: $F \text{ sig } 0.00 < 0.05$

Table 5
ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1050.733	2	525.367	22.146	.000 ^b
	Residual	830.319	35	23.723		
	Total	1881.053	37			

Based on the calculation, the Fcount is obtained for 22.146. While the value of Ftable with numerator 2 and denominator of 35 degrees of freedom at α (0.05) is 3.27. Thus, $F_{\text{count}} (21.035) > F_{\text{table}} (3.27)$, so it is clear that H_0 is rejected and H_1 is accepted. This shows that job satisfaction (X_1) and organizational

commitment (X₂) simultaneously influence Organizational Citizenship Behavior (Y) at CV. Mulya Pasir Nusantara Garut.

CONCLUSION

Employee job satisfaction at CV. Mulya Pasir Nusantara Garut is considered quite good.

Employee organizational commitment at CV. Mulya Pasir Nusantara Garut is considered quite good.

Organizational Citizenship Behavior of employees at CV. Mulya Pasir Nusantara Garut is considered quite good.

Job satisfaction and organizational commitment have a significant effect on the Organizational Citizenship Behavior of employees at CV. Mulya Pasir Nusantara Garut.

SUGGESTIONS

It is expected that the company can further improve employee job satisfaction so that in their work employees can be more motivated to work actively.

Employee organizational commitment also depends on how the work system in the company and how leadership in the company. Therefore, the leadership should also pay more attention to the rights of employees so that employees feel valued.

A good enough organizational commitment causes the Organizational Citizenship Behavior to be improved so that the leadership continues to create a harmonious, conducive work atmosphere and gives employees freedom to develop talents and take the initiative to do positive things at work, so that employees can feel comfortable in work.

REFERENCES

- Arif Partono Prasetyo, Tjutju Yuniarsih, Eeng Ahman. 2017. Job Satisfaction, Organizational Commitment, and Organizational Citizenship Behavior in State-Owned Bank. Telkom University School of Economic & Business. Vol. 05 32-38
- Bagus Asta. 2016. The Influence of Job Satisfaction and Organizational Commitment to Organizational Citizenship Behavior. Udayana University. Vol. 5 4892-4920
- Edy Sutrisno. 2016. Human Resource Management. Jakarta: Kencana Prenada Media Group.
- Intan Nofika Mustikasari, Mudji Rahardjo. 2016. Analysis of the Effect of Organizational Justice, Job Satisfaction, and Organizational Commitment on Organizational Citizenship Behavior. Vol. 5 1-12
- I Putu Wida Arimbawa, I Nyoman Sudharma, 2016. The influence of Transformational leadership, job satisfaction and organizational commitment on organizational citizenship behavior. E-Journal of Management of Udayana University, Vol. 5, No.7, 2016: 4367-4393
- R. Supomo and Eti Nurhayati. 2018. Human Resource Management, Yrama Widya, Bandung

- Robbins, Stephen P., Judge Timothy A. 2015, *Organizational Behavior*. New Jersey: Pearson Education Inc.
- Sedarmayanti. 2017. *Human Resource Management: Bureaucratic Reform and Civil Service Management*, PT. Refika Aditama, Bandung.
- Sugiyono. (2017). *Quantitative Research Methods, Qualitative, and R & D*. Bandung: Alfabet