



Effect of Organizational Citizenship Behavior on Employee Performance at PT Surya Dermato Medica Palembang

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Abstract

This study aims to investigate the effect of organizational citizenship behavior on employee performance at PT Surya Dermato Medica Palembang. The total sample of 51 was all employees of PT Surya Dermato Medica. Data were collected through observation and questionnaires, and analyzed using simple linear regression on SPSS V23. The results show that organizational citizenship behavior has a positive and significant effect on employee performance. The R^2 value of 0.538 indicates that employee performance can be explained by organizational citizenship behavior by 53.8%.

Keywords: organizational citizenship behavior, employee performance

1. Introduction

Human Resources is a vital part of the continuity and success of an organization. Humans are like fuel which is a source of energy for the running of an organization to achieve its goals. Humans, as a resource, in the organization must be arranged in such a way so that they are well coordinated and can support the achievement of the organization's strategic plan. If human resources are not managed properly, the success of the organization in achieving its strategic plans will be difficult to materialize. Therefore, human resource management as a management activity can never be ignored from managing an organization regardless of its organizational form. Profit and non-profit organizations need sound resource management. Likewise, private and government organizations need good human resource management. According to Hanggraeni (2011: 3-4).

OCB is a form of voluntary activity from members of the organization that supports organizational functions. This behavior is usually expressed in the form of actions that show selflessness and concern for others. Employees who have OCB will control their own behavior so that they are able to choose the best behavior for the benefit of the organization. Successful organizations need workers who are willing to do more than their job and seek to perform beyond what is expected by the company. OCB behavior towards employees deserves special attention and appreciation so that employees will continue to be motivated to do OCB. These behaviors include helping colleagues, obeying rules and procedures at work, volunteering for extra assignments. (Novelia et al, 2016).

Performance is defined as the level of achievement of results as well as the level of achieving organizational goals on an ongoing basis. An organization both public and private in achieving the stated goals must go through the means in the form of an organization that is driven by a group of people who play an active role as behavior in achieving the goals of the organization concerned. According to Rue and Bryan (2016).

Based on the background described above, this study formulates the problem "How is the Effect of Organizational Citizenship Behavior (OCB) on Employee Performance at PT Surya



Dermaco Medica Palembang?". The purpose of this study was to determine the effect of Organizational Citizenship Behavior (OCB) on Employee Performance at PT Surya Dermato Medica Palembang.

The hypotheses in this study are as follows:

Ho: It is suspected that the Organizational Citizenship Behavior (OCB) has no effect on the performance of the employees of PT Surya Dermato Medica Palembang.

Ha: It is suspected that the Organizational Citizenship Behavior (OCB) affects the performance of the employees of PT Surya Dermato Medica Palembang.

2. Literature Review

2.1 Organizational Citizenship Behavior

According to Smith in Sule and Priansa (2018: 416-417). states, that OCB is the employee's contribution above and more than the formal job description it carries. OCB involves several behaviors, including the behavior of helping others, volunteering for various extra tasks, obeying various rules and procedures in the workplace. This behavior illustrates the added value of employees and is a form of prosocial behavior, namely behavior that is positive, constructive and meaningful to help.

2.2 Employee Performance

The definition of performance according to Mangkunegara (2011) states that employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him, and performance indicators are divided into four, namely: work quality, work quantity, task implementation and responsible.

3. Methodology

3.1 Type of Data

The types of data used in this study are:

a. Qualitative Data

That is, the method used is research data which is also called the artistic method, because the research process is more artistic (less patterned), and is called an interpretive method because the research data is more concerned with the interpretation of the data found in the field.

b. Quantitative Data

Namely the method used is research data in the form of numbers and analysis using statistics.

3.2 Data Source

a. Primary data

It is data that is directly collected by the researcher (or his officers) from the first source.

b. Secondary data

It is data that is usually arranged in the form of documents, for example data on the demographic condition of an area, data on the productivity of a university, data on food

supply in an area, and so on.

3.3 Population and Sample

a. Population

The population is a generalization area consisting of objects or subjects that have certain qualities and characteristics that are determined by researchers to study and then draw conclusions (Sugiyono, 2017). In this study, the population is 51 employees of PT Surya Dermato Medica Palembang.

b. Samples

The sample is part of the number and characteristics of the population. If the population is large, and it is impossible for researchers to study everything in the population, for example, because of limited funds, energy and time. According to Sugiyono, (2016: 81). So researchers can use samples taken from the population, the sample in this study amounted to 51 people.

3.4 Data Collection Technique

The data collection methods used in this study are:

a. Questionnaire

The questionnaire technique is data collection which is done by giving a set of questions or written statements to the respondent to answer.

b. Observation

The observation technique is a data collection technique with observation used if the research is related to human behavior, work processes, natural phenomena and if the observed respondents are not too large.

4. Results and Discussion

4.1 Validity Test Testing

Validity is a condition that describes the level of the instrument in question able to measure what will be measured. To obtain an instrument that has logical validity, both content validity and construction, the researcher can arrange it by planning at the time the instrument will be compiled. According to Arikunto (2016: 167)

- If $r_{\text{count}} > r_{\text{table}}$ and is positive, then the variable is valid.
- If $r_{\text{count}} < r_{\text{table}}$, then the variable is valid.
- If $r_{\text{count}} > r_{\text{table}}$, but marked negative, then H_0 is rejected and H_a is accepted.

Table 1. Validity of the OCB variable

Statement	R-value	R-table	Description
OCB1	0,394	0,276	Valid
OCB2	0,586	0,276	Valid
OCB3	0,386	0,276	Valid



OCB4	0,622	0,276	Valid
OCB5	0,625	0,276	Valid
OCB6	0,550	0,276	Valid
OCB7	0,302	0,276	Valid
OCB8	0,375	0,276	Valid
OCB9	0,564	0,276	Valid
OCB10	0,456	0,276	Valid

Table 2. Validity of employee performance

Statement	R-value	R-table	Description
KK1	0,613	0,276	Valid
KK2	0,878	0,276	Valid
KK3	0,356	0,276	Valid
KK4	0,794	0,276	Valid
KK5	0,368	0,276	Valid
KK6	0,802	0,276	Valid
KK7	0,587	0,276	Valid
KK8	0,801	0,276	Valid

The results of the validity test of the two variables in tables 1 and 2 show that all statement items are valid, because the calculated r-value is greater than the r-table (0.276).

4.2 Reliability Test Results

Reliability testing in this study uses Cronbach Alpha. Reliability test is used to measure a questionnaire which is an indicator of this study. The results of reliability testing can be seen in the chart below:

Table 3. Reliability Test Results

Variable	Cronbachs Alpha	Reliability Standard	Description
X	0,762	0,60	Reliable
Y	0,665	0,60	Reliable

Based on table 4.8, it can be seen that Conbach's alpha from the OCB variable, 0.762 and the performance variable is 0.665. Both of these variables have a value greater than 0.6. This shows that the instruments of these two variables are reliable.

4.3 Simple Linear Regression Analysis

In this study, a simple linear regression analysis was used to prove the research hypothesis. This analysis used input based on data obtained through a questionnaire.

Table 4. Results of Multiple Regression Analysis

Model	Unstandardized Coefficients	T
Constant	20,879	2,466
X	0.642	7,647

From these results it can be concluded that the regression equation obtained is as follows:

$$Y = 20.879 + 0.642 X.$$

The regression equation can be explained in simple and understandable language as follows:

- A constant value of 20.879 means that if the variables of promotion, transfer and job placement are zero, the employee's performance will be worth 20.879.
- Job promotion variable affects employee performance by 0.642 or has a positive effect.

4.4 T-test

The T test is used to determine whether the independent variable is individually against the dependent variable, whether the effect is significant or not. Based on this analysis, it will be known whether or not the effect of variable X is significant on variable Y. According to Priyatno (2013: 84)

Table 5. Test Results for Variable OCB (X)

Model	Unstandardized Coefficients	T	Sig
Constant	20,879	2,466	0.000
X	0.642	7,647	0.000

Based on the test, it is known that the t value in the OCB variable is greater than the t table (t count 20.879 > t table 2.466). This shows that Ho is accepted and OCB has a significant effect on employee performance.

4.5 Result of Determination Coefficient Test (R^2)

The coefficient of determination is used to determine how much the percentage of closeness between variables to the dependent variable is.

Table 6. Determination Coefficient Test Results (R^2)

Model Summary ^b				
Model	R	R Square	Adjusted Square	Std.Error of the Estimate
1	0.732	0.538	0.531	2.282

Based on table 4.13, it is known that the strong relationship between OCB and employee performance is proven by the correlation coefficient (R) of 0.732. While the coefficient of determination R Square is 0.531 which shows that employee performance (Y) can be explained by OCB of 53.8%. While the remaining 46.2% is influenced by other variables which were not examined in this study.

5. Conclusions and Recommendations

5.1 Conclusion

Based on the research results, the following conclusions can be made:

- OCB has a significant effect on the performance of the employees of PT Surya Dermato Medica, because the sig value is $0.000 < 0.05$, then OCB (X) has a significant effect on employee performance (Y).
- From the test results of the correlation coefficient (R) obtained a value of 0.732, this indicates that the relationship between the variable OCB (X) and the variable Performance Y is strong, which is worth (73.2%).
- From the results of the research the coefficient of determination (R^2) is 0.538 or 53.8%, this shows that there is an influence of the OCB variable on employee performance by 53.8%, the remaining 46.2% can be explained by other independent variables not included in the study. this.

5.2 Suggestion

Based on the above conclusions, several suggestions are given to use in an effort to improve performance:

- Leaders at PT Surya Dermato Medica in Palembang should approach their subordinates so that employees will feel that their superiors are open and familiar with their superiors so that organizational citizenship behavior can be realized properly, namely paying attention to performance, providing motivation at work, checking employees who are performing low each month and directly communicate with the employee to find out why and why the employee was underperforming for the month.
- PT Surya Dermato Medica in Palembang should give more fair rewards based on the work done by employees well in order to improve Organizational Citizenship Behavior. Employees who start and complete work should be given an understanding of their abilities, skills and potential. Employees also have the right to provide ideas, assessments and criticism of something at work. Companies can provide rewards or compensation to employees who have a good performance. This will motivate employees as well as make employees feel valued for the work they do.



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