

The Effect of Job Satisfaction and Work Motivation on the Organizational Citizenship Behavior of Freelance Daily Worker Employees at the Secretariat of the DPRD of Solok Regency

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Abstract

Organizational Citizenship Behavior is the attitude of an employee that exceeds the duties and obligations that are not directly or explicitly recognized by the official reward system. This study aims to measure the magnitude of the effect of job satisfaction and work motivation on OCB in employees of the Solok Regency DPRD Secretariat Thl. The population of this study were Thl employees who worked at the DPRD secretariat which opened 62 respondents, using a saturated sampling technique. The data analysis technique used validity, reliability and TCR tests for questionnaires and multiple linear regression analysis for variable tests. The results showed that there was a positive and significant influence on work on the Organizational Citizenship Behavior (OCB) of Employees at the DPRD Secretariat of Solok Regency and there was a positive and significant influence on work motivation on the Organizational Citizenship Behavior (OCB) of employees at the DPRD Secretariat of Solok Regency. While the F test shows that the level of significant value is $0.000 < 0.050$ and with a fcount of 362.605, it can be said that H_0 is rejected and accepted, meaning work motivation (X_2), and simultaneously has a positive and significant effect on Organizational Citizenship Behavior (Y).

Keywords: Job Satisfaction, Work Motivation, Organizational Citizenship Behavior.

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I. Introduction

Human resources are the most useful factor in an organization, be it a company or an institution. Because human resources are the spearhead in a company, which is able to have an impact on the rapid development of a company. Because human resources are part of the driving force, thinkers and planners so that the

company is able to move in a better direction. Even though there is already machine power, human resources still have a very important role, because the planning and driving parts of the machine still need power human beings. Thus, companies should consider their employees as an asset. If this can be done, it will create a good relationship between employees and leaders in the company.

Every employee in a company already has *their own jobdesk* and responsibilities. However, in the employee's work pattern, there is also the term *Organizational Citizenship Behavior* (OCB). OCB is the behavior of a person who is freely not directly or explicitly recognized in the rewarding system or in promoting the effective functioning of the organization or in the word other OCB is the attitude of an employee who exceeds the required duties and positions, which are not directly or explicitly recognized by the *reward* system officially (Rohayati, 2014).

The Solok Regency DPRD Secretariat has 100 employees, of which 62 are freelance daily labor (THL) employees. Thl at the solok regency dprd secretariat has implemented OCB, this is evidenced by the attitude of help in completing a job. This is evidenced by some employees having completed their work first than other employees, voluntarily he will help the employee, and if there are employees new without any demands from the old employee agency will participate to direct what the employee should do.

The behavioral characteristics of OCB can be characterized by the assistance provided not being part of the task but carried out spontaneously and unsolicited. OCB is a behavior carried out by an employee voluntarily and there is a sense of being a member of the organization who feels satisfied if he can do something more to organization so that even if it is not displayed, this behavior is not as a result of the existence of a system of rewards given by the company formally but this behavior is very important to improve the performance of the organization. Various opinions expressed about the importance of the behavior of employees who are willing to work exceed the description of the existing position, where tasks are increasingly being carried out in the team. Thus, it can be interpreted that OCB is the behavior of employees who are voluntary outside the *jobdesk* or responsibility that the company gives him, but gives an advantage to the company because the work done by the employee is not related to the reward or award given to the employee by agencies.

OCB optimization must be done by contributing to the growth of resources, innovation, and efforts to adjust. OCB optimization is able to reduce dependence on the use of infrequent resources and simplify the maintenance function, thereby being able to increase the effectiveness or efficiency of employees Hasan basri, (2007). Job satisfaction has a major or significant effect on job productivity, because with the job satisfaction owned by employees, it will cause work motivation for employees who later it can increase productivity.

Employees who have satisfaction with the results of their work will cause emotional in the employee. An employee will try his best and give good results in completing his work if the employee feels satisfaction in working and even he will do work that is not his responsibility, The thing that the employee does is known as OCB(Waspodo & Minadaniati, 2012).

This also has an impact on the agency of the Secretariat of the Regional People's Representative Council (DPRD) of Solok Regency, namely as a form of service to the community, where the DPRD is headed by the secretary and has the responsibility of against the head of the DPRD. However, based on the administrative guidance of the regional secretary (Sekda), and the core task that must be carried out by a secretary of the DPRD is to carry out administrative services to the members of the DPRD, conduct all efforts or activities to carry out meetings, management of household activities and financesDPRD. All forms of responsibility are always related to employee performance. A goal will be achieved if the employee in the company is able to provide something positive and constructive for the company where he works.

Similarly, according to Muayyad, (2016) where the employee job satisfaction factor is very meaningful for the company because of this factor, the company expects performance from employees to increase, which can influential on the progress of the company. And according to Ni'mah et al, (2017) Employees who obtain a high sense of job satisfaction have positive behavior towards their work, while employees who obtain a sense of satisfaction that low with his work has a negative behavior towards his work.

Research conducted by Vannecia, et al (2013) it can be concluded that job satisfaction and job loyalty have a positive effect on the OCB of PT employees. Surya Timur Sakti Jatim.

Research conducted by (Rusni, 2020) with the results of testing getting job satisfaction has a positive and significant influence on OCB, job satisfaction has a positive and significant effect on OCB, job satisfaction has a positive and significant influence on organizational commitment, organizational has a positive influence on OCB, and organizational commitment is considered to significantly mediate the relationship between job satisfaction and OCB.

H₁ : Suspected Job Satisfaction Has A Positive And Significant Effect On Organizational Citizenship Behavior (OCB)

Not only job satisfaction, but companies must also maintain and maintain employee work motivation so that employee desires can provide a positive at work and stay focused to the company's goals in order to be achieved. Employee motivation is very important to maintain because motivation is a driving factor for individuals to do things. Employees will not do their job optimally if there is no motivation from him to do his job. According to Nasuka et al, (2017) giving encouragement is a motivation that

must be carried out aimed at increasing the enthusiasm of employees at work so that they are able to achieve the desired results by the management of the company.

And research conducted by Febriani, (2016) found that work motivation variables have a positive and significant effect on the behavior of organizational citizens (OCB) towards PT employees. PELINDO III (Persero) tanjung perak branch Surabaya.

And there is also a study conducted by Luzman Rifqie (2019) which based on the results of the t test shows that work motivation variables have a positive and significant effect on *organizational citizenship behavior* (OCB). Luthans, (2006) in Danendra & Mujiati, (2016) explained that motivation is a process as the first step for employees in carrying out an action impacting physical deficiencies or psychic, which is an impulse that aims to achieve a certain goal. Thus motivation can be said to have an influence on OCB if employees are motivated and can make them able to accept whatever job they receive and carry it out well.

H₂ : Suspected Work Motivation Has A Positive And Significant Effect On Organizational Citizenship Behavior (OCB)

II. Material and Method

The type of research used for this study is a quantitative method, with data obtained from respondents' answers based on questionnaires. The object of the study was the Secretariat of the Solok Regency DPRD which is located at the Solok Regency Government Office Complex, Jl. Raya Solok – Padang Km 20 Arosuka, West Sumatra Province. The population in this study was all employees of the Solok Regency DPRD Secretariat. The technique used was to use a saturated sampling technique where the total population was sampled which amounted to 62 respondents. The data sources used for this study are 2 data sources, namely primary data sources and secondary data sources. Some of the primary data in this study are the answers to the employee questionnaire of the Solok Regency DPRD Secretariat, and the secondary data is indirect data providing data to the collection of data, as long as it is through others or documentation in this study, articles and books are secondary sources of data.

In this study, there are two variables, namely bound variables and free variables, where the bound variables in this study are *Organizational citizenship behavior* (Y) and the free variable is job satisfaction. (X1) and work motivation (X2). Data analysis techniques using isontrument tests(validity tests and reliability tests), descriptive analysis of classical assumption tests (normality tests, multicholnearity and heteroskedasticity tests) regression counts multiple linear and hypothesis test t

III. Results and Discussion

Based on the calculation of multiple regression between job satisfaction (X1) and work motivation (X2) and *Organizational citizenship behavior* (Y) assisted by the SPSS program in the ranking, the following results can be obtained:

Table 9
Multiple Linear Regression Analysis

Type	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	3.745	1.652		2.267	.027
Kepuasan_Kerja	.155	.044	.178	3.535	.001
Motivasi_Kerja	1.032	.063	.828	16.458	.000

a. Dependent Variable:

ORGANIZATIONAL_CITIZEND_BEHAVIOR

Source : SPSS 21 Data (Data processed in the year (2022))

Based on table 9 above, the regression equation can be seen as follows:

$$Y = a + b_1X_1 + b_2X_2 + e$$

$$Y = 3.745 + 0.155 X_1 + 1.032 X_2 + e$$

Interprsrstion based on the equation can be interpreted as follows:

- The constant of 3,745 means that if Job satisfaction (X₁) and Work motivation (X₂) are not present then *Organizational Citizenship Behavior*(Y) remains at a constant of 3,745.
- The job satisfaction variable (X₁), shows the value of the positive regression coefficient of 0.155. This result is interpreted as any increase in job satisfaction by one unit assuming that other variables are considered constant (fixed) then *Organizational Citizenship Behavior* (Y) will increase by 0.155 units.
- The variability of work motivation (X₂), shows the value of the positive regression coefficient of 1,032. This result is interpreted as any increase in work motivation by one unit assuming that other variables are considered constant (fixed) then *Organizational Citizenship Behavior* (Y) will increase by 1,032 units.

5. CoefficientDetermination Test (R²)

Table 10
Coefficient of Determination Test

Model Summary^b

Type	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.962 ^a	.925	.922	1.61341	1.497

a. Predictors: (Constant), MOTIVASI_KERJA, KEPUASAN_KERJA

b. Dependent Variable: ORGANIZATIONAL_CITIZEND_BEHAVIOR

Source : SPSS 24 Data (Data processed in the year (2022))

Based on the table of 10 obtained the number R² (R square) of 0.92 or 92%, this shows that the percentage of contribution of the independent variable to the dependent variable is 0.92 or 92% . Meanwhile, 0.08 or 8% is influenced by variations of abellain outside the research.

Table 11

Hypothesis Test

Type	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	3.745	1.652		2.267	0.027
Kepuasan_Kerja	.155	.044	.178	3.535	0.001
Motivasi_Kerja	1.032	.063	.828	16.458	0.000

a. Dependent Variable:
ORGANIZATIONAL_CITIZEND_BEHAVIOR

Based on table 11 above, it can be interpreted as follows:

1. Effect of Job Satisfaction (X₁) on *Organizational Citizenship Behavior*(Y)

Based on table 11, it shows that the variable Job satisfaction (X₁) with a significant value of 0.000 < 0.050 and a calculated t value Greater Than Table 3,535 > 1.998, it can be concluded that Ho is rejected and Ha is accepted, meaning Job satisfaction (X₁) has a partial positive and significant effect on *Organizational Citizenship Behavior*(Y).

2. Effect of Work Motivation (X₂) on *Organizational Citizenship Behavior*(Y)

Based on table 11, it shows that the Variable Work Motivation (X₂) with a significant value of 0.000 < 0.050 and a calculated t value Greater Than Table 16. 458 > 1,998, it can be concluded that Ho is rejected and Ha is accepted, meaning that Work

Motivation (X_2) has a partial positive and significant effect on *Organizational Citizenship Behavior*(Y).

Table 12
Research Hypothesis Testing Results

Hypothesis	Statement	Significant t	Decision
H1	Suspected Job Satisfaction Has A Positive And Significant Effect On Organizational Citizenship Behavior (OCB)	0,000	Accepted
H2	It is Suspected that Work Motivation Has a Positive and Significant Effect on Organizational Citizenship Behavior (OCB)	0,000	Accepted

Source: SPSS 23.0 and primary data processed

Effect of Job Satisfaction (X_1) on *Organizational Citizenship Behavior*(Y)

Based on table 12, it shows that the variable Job satisfaction (X_1) with a significant value of $0.000 < 0.050$ and a calculated t value Greater Than Table $3,535 > 1,998$, it can be concluded that H_0 is rejected and H_a is accepted, means Job satisfaction (X_1) has a partial positive and significant effect on *Organizational Citizenship Behavior*(Y). Organizational Citizenship Behavior can arise from various factors in the organization, including due to the presence of job satisfaction from employees and high organizational commitment. When employees feel satisfaction with the work they do, the employee will work optimally in completing their work, even doing some things that maybe out of his duty. OCB is an individual's contribution that exceeds the demands of a role in the workplace and is rewarded by the achievement of task performance. This OCB involves several behaviors including helping others, volunteering for extra tasks, complying with rules and procedures in the workplace. these behaviors describe the added value of employees which is one of the forms of prosocial behavior. To display the OCB attitude is important for every employee to have a sense of job satisfaction because individuals who have a sense of satisfaction with their work will feel like they consider work or tasks that are carried out with dedication and full responsibility. So there is almost no debate among researchers who research the effect of job satisfaction on OCB. Jehad Mohammad, et al (2011) in their research explained that job satisfaction factors both internal and external have a very important role in triggering the occurrence of OCB for employees.

This result is the same as the research conducted by Yanti Astika Dewi with the test results getting job satisfaction has a positive and significant influence on OCB, job satisfaction has a positive and significant effect on OCB, job satisfaction has a positive

and significant influence on organizational commitment, organizational has a positive influence on OCB, and organizational commitment is considered to significantly mediate the relationship between job satisfaction and OCB.

Effect of Work Motivation (X_2) on Organizational Citizenship Behavior(Y)

Based on table 12, it shows that the variable Work Motivation(X_2) with a significant value of $0.000 < 0.050$ and a calculated t value Greater Than Table 16,458 > 1,998, it can be concluded that H_0 is rejected and H_a is accepted, meaning That Work Motivation (X_2) partially has a positive and significant effect on *Organizational Citizenship Behavior*(Y). Motivation is a process that explains the intensity, direction and perseverance of an individual to achieve his goals. In this context, the motivation in question is to focus on organizational goals to reflect interest in work-related behaviors. The results of the research conducted by Siti Nurnaningsih and Wahyono (2017) stated that job satisfaction, work motivation, and commitment in the organization will have an influence, namely the influence directly or indirectly for performance using OCB using a positive direction. OCB is also able to mediate the influence of job motivation, job satisfaction, and commitment in the organization to the level of employee performance. This result is the same as the research conducted by Hesty Dwi Febriani (2016) found that work motivation variables have a positive and significant effect on the behavior of organic citizens (OCB) against employees of PT. PELINDO III (Persero) tanjong perak branch Surabaya

IV. Conclusion

From the discussion in the previous chapters of the Effect of Job Satisfaction and Work Motivation on Employee Organizational Citizenship Behavior (OCB) at the Solok Regency DPRD Secretariat, several can be drawn conclusion as follows :

1. There is a positive and significant influence of Job Satisfaction on the Organizational Citizenship Behavior (OCB) of Employees at the Solok Regency DPRD Secretariat.
2. There is a positive and significant influence of Work Motivation on the Organizational Citizenship Behavior (OCB) of Employees at the Solok Regency DPRD Secretariat

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