

The Effect of Organizational Citizenship Behavior (OCB) on Job Satisfaction in Bulukunyi Health Center and Bontokassi Health Center Employees of Takalar Regency

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ARTICLE INFO

Keywords:

Organizational Citizenship Behavior (OCB), Job Satisfaction, Puskesmas Employees

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ABSTRACT

Participants in this research were all temporary staff members working at either the Bulukunyi Health Center or the Bontokassi Health Center in the Takalar Regency. Analysis of the data using the technique of partial least squares (PLS). The majority of interviewees are female, have worked for less than five years, and have a college degree. There is a substantial favorable influence of Organizational Citizenship Behavior (OCB) on Job Satisfaction in both of the Puskesmas ($p = 0.000$). The results of this study lead us to the conclusion that employees working at the Bulukunyi Health Center and the Bontokassi Health Center in Takalar Regency are affected by the organizational citizenship behavior, also known as OCB..

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1. INTRODUCTION

A group of individuals who are working toward the same objective can be considered an organization. The people who work for an organization are a company's most valuable Human Resources (HR). To put it simply, employees are one of the most valuable organizational assets, and in order for them to make the most out of their potential to contribute to the organization, they need to be handled effectively. In Indonesia, one of the organizations that is also used as a method of providing public health services is called a Community Health Center (Puskesmas for short). According to Regulation of the Minister of Health Number 43 of 2019 concerning Puskesmas, it is mentioned that Puskesmas is a health service institution that coordinates public health efforts and first-level individual health efforts, prioritizing promotive and preventive efforts in their work regions. This information is based on the fact that Puskesmas was established in 2019.¹

Based on energy data, it is known that the human resources of the two Puskesmas located in Takalar Regency are still lacking. This is not in accordance with Law of the Republic of Indonesia No. 36 of 2014 concerning Health Workers where Puskesmas must have 9 (nine) types of health workers consisting of doctors or primary care doctors, dentists, nurses, midwives, community health workers, environmental sanitation personnel, medical laboratory technologists, nutrition workers and pharmaceutical personnel. Puskesmas is said to be sufficient or fulfilling if there is at least 1 (one) person from each type of health worker.^{2,3}

The shortage of energy in one type of energy will certainly have an impact on other employees who must concurrently hold positions. This will certainly have an impact on the ineffectiveness of employees at work. Based on this background, researchers wanted to find out whether there was an influence of Organizational Citizenship Behavior (OCB) on Job Satisfaction in Bulukunyi Health Center and Bontokassi Health Center Employees of Takalar Regency.

2. METHOD

This investigation took place primarily at the Bulukunyi Health Center and the Bontokassi Health Center, both of which are situated within the Takalar Regency. It is anticipated that the *The Effect of Organizational Citizenship Behavior (OCB) on Job Satisfaction in Bulukunyi Health Center and Bontokassi Health Center Employees of Takalar Regency*; **Badriani Badaruddin, et al**

investigation will take place in February of 2023. In this kind of study, quantitative research techniques and a cross-sectional research strategy are employed, both of which are research strategies. The subject for this study consisted of all of the non-permanent staff members working at Bulukunyi Health Center and Bontokassi Health Center, and a total of 105 samples were collected from that population. The findings of this study will be used to inform future research at both of these facilities. The technique of collecting data was carried out with the assistance of an instrument in the form of a questionnaire that included a Likert scale. On the basis of the data that was gathered, a Partial Least Square (PLS) analysis was carried out by means of the program smartPLS 3, which was utilized.

3. RESULTS AND DISCUSSION

Result

The author has prepared a presentation that can be found below in which they discuss the findings of the research and how they can be interpreted. The research that was done was aimed at determining the effect of Organizational Citizenship Behavior (OCB) on Job Satisfaction in employees of Bulukunyi Health Center and Bontokassi Health Center. There was a total of 105 people who answered the survey.:

Univariate Analysis

Age

The results showed that the frequency distribution based on the age of employees of Bulukunyi Health Center (A) and Bontokassi Health Center (B) can be described as follows.

Table 1 Frequency Distribution Based on Age of Bulukunyi Health Center (A) and Bontokassi Health Center (B) Employees

Age	N	Min	Max	Mean	Std. Deviation
PKM A	55	23.00	56.00	31.9818	6.65413
PKM B	50	0.00	47.00	29.6200	6.70330

Source: Primary data (2023)

Table 1 shows the age description of respondents with the minimum age in PKM A being 23 years, while the maximum age is 56 years. The average age of respondents was 31.98 years. The age description of respondents with the minimum age in PKM B is 0 years, while the maximum age is 47 years. The average age of respondents was 29.62 years.

Gender

The results showed that the frequency distribution based on the sex of employees of Bulukunyi Health Center (A) and Bontokassi Health Center (B) can be described as follows.

Table 2 Frequency Distribution Based on Gender of Bulukunyi Health Center (A) and Bontokassi Health Center (B) Employees

Gender	Man		Woman		Total	
	n	%	n	%	n	%
PKM A	8	14.5	47	85.5	55	100
PKM B	5	10	45	90	50	100

Source: Primary data (2023)

Based on table 2, it shows the distribution of gender distribution of PKM A respondents, most of the respondents were female as many as 47 respondents (85.5%), while male respondents were 8 respondents (14.5%). The gender distribution of PKM B respondents was mostly female respondents as many as 45 respondents (90%), while male respondents were 5 respondents (10%).

Period of Service

The results showed that the frequency distribution based on the length of service of employees of Bulukunyi Health Center (A) and Bontokassi Health Center (B) can be described as follows.

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Table 3 Frequency Distribution Based on Length of Service of Bulukunyi Health Center Employees (A) and Bontokassi Health Center (B)

Period of Service	< 1 Year		≥ 1 Year		≥ 5 Years		Total	
	n	%	n	%	n	%	n	%
PKM A	1	1.8	21	38.2	33	60	55	100
PKM B	0	0	20	40	30	60	50	100

Source: Primary data (2023)

The distribution of PKM A service period characteristics is displayed in table 3, which shows that the majority of respondents have a working period of more than 5 years. There are 33 respondents who account for 60% of the total, so these respondents make up the majority of the total. The remaining respondents have an employment duration that is either greater than or equivalent to one year, and this group accounts for 38.2% of the total respondents. The remaining individuals have an employment duration that is shorter than one year, and one of them accounts for 1.8% of the total. The majority of respondents have a working period of more than 5 years (as many as 30 respondents, 60%), a working period of more than 1 year or equal to (as many as 20 respondents, 40%), and the remaining respondents have a working period of less than 1 year (as many as 0 respondents, 0%), as indicated by the distribution of PKM B service period descriptions.

Education Level

The results showed that the frequency distribution based on the education level of Bulukunyi Health Center (A) and Bontokassi Health Center (B) employees was as follows.

Table 4 Frequency Distribution Based on Education Level of Bulukunyi Health Center (A) and Bontokassi Health Center (B) Employees

Education Level	D3		S1		High School/SMK/SIMPLE		Total	
	n	%	n	%	n	%	n	%
PKM A	31	56.4	22	40	2	3.6	55	100
PKM B	27	54	23	46	0	0	50	100

Source: Primary data (2023)

According to table 4, which displays the distribution of dissertations, the majority of PKM A respondents have a D3 education background, consisting of 31 respondents (56.4%), while the number of respondents with an S1 education background is 22, representing 40% of the total. The remaining respondents have a high school, vocational, or equivalent education background, consisting of as many as 2 respondents (3.6%). The distribution of the dissertation for the majority of PKM B respondents had a D3 educational background of 27 respondents (54%), while the S1 educational background was 23 respondents (46%).

Table 5 Frequency Distribution Based on Work Unit of Bulukunyi Health Center Employees

Work unit	Hospitalization		Outpatient		Total	
	n	%	n	%	n	%
Pharmacist	0	0	1	1,8	1	1,8
Administrative Personnel	0	0	3	5,5	3	5,5
Paramedics	11	20	27	49,1	38	69,1
Other	3	5,5	10	18,2	13	23,6
Total	14	25,5	41	74,5	55	100

Source: Primary data (2023)

Based on table 5 shows that most respondents as outpatient paramedic work units as many as 27 respondents (49.1%) while the rest are outpatient pharmacist work units as many as 1 respondent (1.8%), outpatient administrative personnel as many as 3 responses (5.5%), inpatient paramedic personnel as many as 11 responses (20%), others for inpatient as many as 3 responses (5.5%) and outpatient as many as 10 respondents (18.2%).

Table 6 Frequency Distribution Based on Work Unit of Bontokassi Health Center Employees

Work unit	Hospitalization		Outpatient		Total	
	n	%	n	%	n	%
Pharmacist	0	0	1	1,8	1	1,8
Administrative Personnel	0	0	4	8	4	8
Paramedics	20	40,1	20	40,1	40	80,2
Other	0	0	5	10	5	10
Total	14	40,1	41	59,9	50	100

Source: Primary data (2023)

Based on table 6, it shows that most of the respondents as outpatient and inpatient paramedic work units were 20 respondents (40.1%) while the rest were outpatient pharmacist work units as many as 1 respondent (1.8%), outpatient administrative personnel as many as 4 responses (8%), others for inpatient as many as 0 responses (0%) and outpatient as many as 5 respondents (10%).

Bivariate Analysis

The results showed the relationship between Organizational Citizenship Behavior (OCB) and Job Satisfaction of Bulukunyi Health Center and Bontokassi Health Center Employees can be described as follows.

Table 7 HO CB relationship with Job Satisfaction of Bulukunyi Health Center Employees

OCB	Job Satisfaction				Total	p
	Tall		Low			
	n	%	n	%		
Tall	51	92,7	0	0	51	92,7
Low	2	3,6	2	3,6	4	7,3
Total	53	96,4	2	3,6	55	100

Ket: Chi-square test, *significant (p<0.05)

Source: Primary data (2023)

According to figure 7, there is a correlation between the organizational citizenship behavior of employees at the Bulukunyi Health Center and their level of job satisfaction. As many as 51 respondents (92.7%), representing the high category OCB, indicated that they experienced high category work satisfaction. While there were 2 respondents (3.6% of the total) in the group of respondents with low OCB who reported high job satisfaction, there were also 2 respondents who reported poor job satisfaction. The findings of the chi test indicate that the p-value is 0.000, which is less than 0.05 (p-value 0.05). Since the p-value is less than 0.05, this indicates that there is a substantial connection between OCB and job satisfaction.

The connection between Organizational Citizenship Behavior and Job Satisfaction in Employees of the Bontokassi Health Center, with OCB in the high category, respondents having high category job satisfaction with as many as 50 respondents (100%). While there were 0 respondents (0%) who reported having a high level of work satisfaction among those with a low OCB, there were also 0 respondents (0%) who reported having a poor level of job satisfaction..

Multivariate Analysis

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The basis used in testing the hypothesis is that the values contained in the output are shown in the table as follows:

Table 8 Analysis of the Effect of OCB with Job Satisfaction of Bulukunyi Health Center Employees (A) and Bontokassi Health Center (B)

Influence	Coefficient	T-Statistics	p-value
Organizational Citizenship Behavior (OCB) (X1) → Job Satisfaction (X2) PKM A	0,873	19,698	0,000*
Organizational Citizenship Behavior (OCB) (X1) → Job Satisfaction (X2) PKM B	0,818	13,925	0,000*

Ket: p-value* < 0.05 = Significant

Source: Primary data (2023)

Based on table 8 h of PKM A test results show that the path coefficient value is 0.873 with T-Statistics results of 19.698 which is greater than 1.985. A p-value of 0.000 that is smaller than 0.05 indicates that there is a significant positive influence between (X1) and (X2). This means that any increase in value at (X1) will increase the value at (X2).

The PKM B test results show that the line coefficient value is 0.818 with a T-Statistics result of 13.925 which is greater than 1.985. A p-value of 0.000 that is smaller than 0.05 indicates that there is a significant positive influence between (X1) and (X2). This means that any increase in value at (X1) will increase the value at (X2).

DISCUSSION

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The findings indicated that there was a substantial favorable association between Organizational Citizenship Behavior (OCB) and Job Satisfaction, with a p-value of 0.000, which was less than 0.05, indicating the significance of the relationship. According to the findings of the investigation into the framework of the model, the factor that has the greatest impact on OCB behavior is courtesy or politeness, while the factor that has the greatest impact on job satisfaction is intrinsic job satisfaction. (Independence).

The findings of this research are consistent with those found in studies carried out by Priyadi et al. (2020), Nafi' and Indrawati (2017), who found that there is a substantial positive relationship between Organizational Citizenship Behavior (OCB) and Job Satisfaction. The researchers concluded that this relationship contributes significantly to job satisfaction. The findings of this study contradict those of Lukito (2020), who found that organizational citizenship behavior (OCB) does not have a beneficial impact on job satisfaction. Lukito found that OCB does not have a positive influence on job satisfaction.⁴⁻⁶

This means that the higher the Organizational Citizenship Behavior (OCB), the higher the Job Satisfaction, and vice versa. The lower the Organizational Citizenship Behavior, the lower the Job Satisfaction.

The Effect of Organizational Citizenship Behavior (OCB) on Job Satisfaction in Bontokassi Health Center Employees, Takalar Regency

The findings indicated that there was a substantial favorable association between Organizational Citizenship Behavior (OCB) and Job Satisfaction, with a p-value that was less than 0.05, indicating that there was a significant relationship between the two. According to the findings of the investigation into the framework of the model, the factor that has the greatest impact on OCB behavior is courtesy or politeness, while the factor that has the greatest impact on job satisfaction is intrinsic job satisfaction. (Independence).

According to previous studies carried out by Chaerani and Nimran (2018) and Charmiati and Surya (2019), Organizational Citizenship Behavior (OCB) is shown to have a beneficial influence on Job Satisfaction. The findings of this study are consistent with those previous studies' findings.

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According to the findings of this study, the research conducted by Hapsari and Widiartanto (2018), which claims that Organizational Citizenship Behavior (OCB) does not have a substantial impact on work satisfaction, is not supported by the findings of this study.⁷⁻¹⁵

This means that the higher the level of Organizational Citizenship Behavior owned by employees, the more satisfied employees are with their work.

4. CONCLUSION

The findings of the research and the subsequent conversation led to the conclusion that there is a substantial beneficial relationship between Organizational Citizenship Behavior (OCB) and Job Satisfaction in the Employees of the Bulukunyi Health Center and the Bontokassi Health Center in the Takalar Regency.

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