

The Influence of Organizational Citizenship Behavior (OCB) and Quality of Work Life (QWL) on Employee Performance at PT. Milan Ecowood Indonesia in Tangerang

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Abstract

The purpose of this study includes to determine the partial effect of Organizational Citizenship Behavior (OCB) on the performance of employees at PT. Milan Ecowood Indonesia in Tangerang, to determine the partial effect of Quality Of Work Life (QWL) on employee performance at PT. Milan Ecowood Indonesia in Tangerang and to determine the simultaneous influence of Organizational Citizenship Behavior (OCB) and Quality Of Work Life (QWL) on employee performance at PT. Milan Ecowood Indonesia in Tangerang. The stages of this research method are gradually adjusted to the level of the author's needs, starting with an introduction in the form of writing a research title proposal, seminar proposal, improving the proposal, making research instruments, collecting primary and secondary data, processing data that has been obtained by the author. and preparation of research reports. The methods used are Validity, Reliability, Classical Assumptions, Hypotheses, Multiple Regression Analysis and Coefficient of Determination. This analysis test uses SPSS version 20. Partial research results OCB has an effect on employee performance and QWL also affects employee performance.

Keywords: OCB, QWL, Employee Performance

1. Introduction

The facts show that the company's most dominant asset and must be considered by the company (HR Management) is the employee's asset. Because if not, then all the vision and mission of a company will be just a wall decoration. Without employees, a company will not operate and is just a useless pile of buildings. Hasibuan (2017:12) said that management is a science in managing the effective use of human resources to achieve a certain goal. The encouragement of employees in carrying out their obligations is a very important gamble in an obligation that is also a very important gamble in an organization. According to Wilson Bangun (2015:4) one of the organizational resources that has an important role in achieving goals is human resources. Because of the importance of the role of humans in both short-term and long-term competition in the business agenda, an organization must have more value than other organizations. According to Mangkunegara (2015: 67) reveals that performance is the result of work in

quality and quantity achieved by an employee in carrying out his duties according to the responsibilities given to him.

In this case the management can measure the level of employee competence based on their respective performance. Performance is an action, not an event. The performance action itself consists of many components and is not a result that can be seen from the real conditions of PT. Milan Ecowood Indonesia in Tangerang. Basically, performance is an individual thing, because each employee has a different level of ability in doing their job. Herewith attach the employee performance data of PT. Milan Ecowood Indonesia in Tangerang.

Table 1. employee performance appraisal of PT Milan Ecowood Indonesia in Tangerang

No	Penilaian Kinerja Karyawan	Jumlah Karyawan	Tahun 2019
1	Kuantitas pekerjaan	55	89.60
2	Kualitas pekerjaan	55	87.43
3	Ketepatan Waktu	55	65.74
4	Kehadiran	55	72.66
5	Kerjasama	55	83.43
Jumlah			398.86
Rata-rata			79.77

Based on the table above, it can be seen that the performance of employees at PT. Milan Ecowood Indonesia in Tangerang, the quantity of work is said to be good at 89.60, the quality of work is said to be good at 87.43, punctuality is said to be not good at 65.74, attendance is said to be quite good at 72.66, and cooperation is said to be good at 83.43. The behavior that is demanded in organizations today is not only in-role behavior, but also extra-role behavior or behavior that exceeds the demands of roles in the workplace, where extra-role behavior is meant by the growth of Organizational Citizenship Behavior (OCB) in an organization. . This behavior tends to see a person (driver) as a social being (becoming a member of an organization), rather than as an individual being who is only selfish. Based on the description above, the authors are interested in conducting research on "The Effect of Organizational Citizenship Behavior (OCB) and Quality Of Work Life (QWL) on Employee Performance at PT. Milan Ecowood Indonesia in Tangerang."

2. Literature Review

Organizational Citizenship Behavior (OCB)

Organizational Citizenship Behavior (OCB) is a new concept in terms of performance analysis. This concept explains that Organizational Citizenship Behavior (OCB) is carried out by an individual with full freedom (at will) in determining something and mutual understanding without any requests for rewards or other formal rewards to the organization, so this behavior is very helpful and beneficial to the organization. The concept of behavior was first introduced in the mid-1980s by Dennis Organ and continues to grow and expand. Giving the definition of Organizational Citizenship Behavior (OCB) behavior carried out by previous researchers, there are not many differences in context,

content and background, there are only a few consistent attitudes found in the way of interpretation. According to Spitzmuller, Van Dyne and Ilies in Gunawan (2013: 121) "Organizational Citizenship Behavior (OCB) is an individual behavior that is not regulated by the organization, and which is not taken into account by the formal reward system, but this behavior will encourage the effectiveness and efficiency of organizational functions. overall". The most important thing contained in Organizational Citizenship Behavior (OCB) is that there is a big influence in terms of profit (profit) but not on satisfaction. Organizational Citizenship Behavior) is good, will have a better performance than other organizations. Positive employee behavior will be able to support individual performance and organizational performance for better organizational development.

Ratio *Quality Of Work Life* (QWL)

Quality of Work Life (QWL) is one of the management system approaches to coordinate and link the potential of Human Resources, where the quality of work life in the organization is an effort by the leadership to meet the needs of members and the organization simultaneously and continuously. According to Dubrin (1994: 376) "Quality of Work Life is related to the degree to which the full range of human needs is met". Quality of work life can be defined as the degree of fulfillment of human needs in a work environment. Meanwhile, according to Nawawi (2014: 23) revealed that Quality of Work Life (QWL), namely the company must create a sense of security and satisfaction at work in order to realize the company's goals. In line with this, Porkiani, et al. (2013: 688) in his journal states that Quality Work Of Life (QWL) can be defined as a company strategy, process and formation of an environment that stimulates employee satisfaction.

Employee performance

In most organizations, the performance of individual employees is a major factor determining the success of the organization. Factors that affect individual employee performance (Gibson: 2013:18) are:

- Individual ability, consists of several components, namely talents, interests and personality factors.

- The effort that is devoted consists of motivation, work ethic, attendance and task design.

- The organizational support he received consisted of training and development, equipment and technology, performance standards, management and co-workers compensation.

Framework

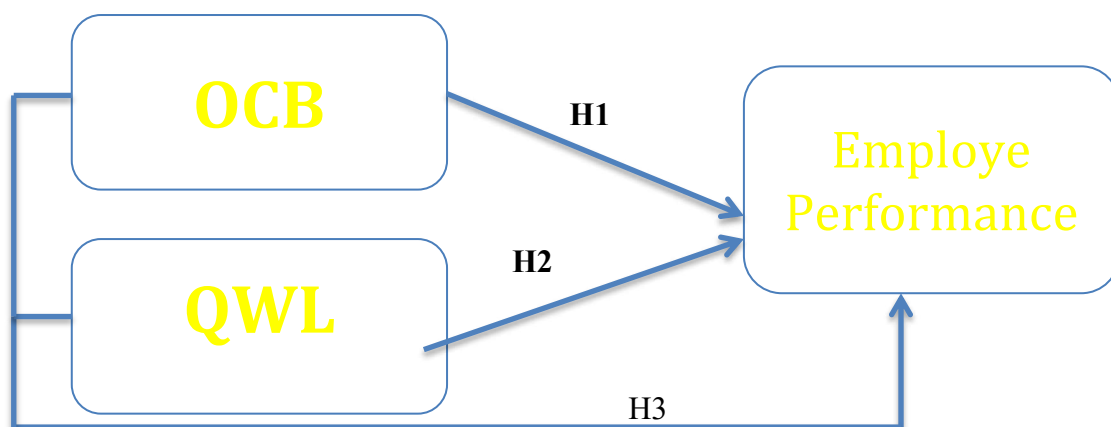


Figure 1. Research Framework

Hypothesis:

1. H₁: There is an influence between the OCB on Employee Performance at PT. Milan Ecowood Indonesia in Tangerang
2. H₂: There is an effect of QWL on Employee Performance at PT. Milan Ecowood Indonesia in Tangerang
3. H₃: It is suspected that there is an influence between the OCB and QWL on Employee Performance simultaneously at PT. Milan Ecowood Indonesia in Tangerang

3. Methods

This research method is quantitative, according to Sugiyono (2017:8) quantitative research is: "Research methods based on the philosophy of positivism, used to examine certain populations or samples, data collection using research instruments, data analysis is quantitative or statistical, with the aim of to test the established hypothesis. Sampling Technique.

According to Sugiyono (2017:81) "Sampling technique is a sampling technique for use in research". In sampling can use saturated sampling. According to Sugiyono (2017: 82), he argues "saturated sampling is a sampling technique when all members of the population are used as samples". Another term for a saturated sample is a census, where members of the population are sampled. In this study, the sample used was all employees of PT Milan Ecowood Indonesia in Tangerang, totaling 55 employees. The data analysis technique used is Validity Test, Reality Test, Model feasibility test using Partial T Test and Simultaneous F Test then using multiple regression analysis test and coefficient of determination test

4. Results and Discussion

Validity Test

Validity test is intended to test the statement on each question item on the questionnaire is valid or not. To process the validity test, the researcher used SPSS Version 26 with the following criteria:

1. If the value of r count $>$ r table, then the instrument is valid
2. If the value of r count $<$ r table, then the instrument is not valid

Table 2. Result Validity Test

Variables	Item	Validity
<i>Organizational Citizenship Behaviour</i>	10	Valid
<i>Quality of Work Life (QWL)</i>	10	Valid
Employee Performance	10	Valid

Based on the table data above, the OCB variable (X₁) obtained the value of r count $>$ r table (0.266), thus all questionnaire items were declared valid. For this reason, the questionnaire used is feasible to be processed as research data. Based on the table data above, the QWL variable (X₂) obtained the value of r count $>$ r table (0.266), thus all questionnaire items were declared valid. For this reason, the questionnaire used is feasible to be processed as research data. Based on the table data above, the employee performance variable (Y) is obtained by the value of r count $>$ r table (0.266), thus all questionnaire items are declared valid. For this reason, the questionnaire used is feasible to be processed as research data..

Reliability Test

Reliability testing is intended to test a questionnaire is reliable or reliable or not. According to Ghozali (2014:47) "Reliability Test is a tool to measure a questionnaire which is an indicator of a variable or construct. A questionnaire is said to be reliable or reliable if a person's answer to the statement is consistent or stable from time to time. The criteria or provisions in deciding whether the statement is reliable or not, are as follows:

1. If the Cronbatch Alpha value > 0.60 , then the instrument is reliable.
2. If the Cronbatch Alpha value < 0.60 , then the instrument is not reliable.

The results of the reliability test in this study were carried out using the Statistical Package for Social Science (SPSS) for window Version 26 software, the results were as follows:

Table 3. Result Reliability Test

Variables	Cronbatch Alpha	Standard Cronbach Alpha	Decision
OCB (X1)	0.798	0.60	Reliable
QWL (X2)	0.653	0.60	Reliable
Employee Performance (Y)	0.686	0.60	Reliable

Based on the test results in the table above, it shows that the variables OCB (X1), QWL (X2) and employee performance (Y) are declared reliable, this is evidenced by each variable having a Chronbach Alpha value greater than 0.60.

Multiple Linier Regression

Table 4. multiple regression test results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	8.110	3.327		2.438	.018
OCB (X1)	.416	.081	.518	5.143	.000
QWL (X2)	.385	.102	.381	3.784	.000

Based on the results of the analysis of the regression calculations in the table above, the regression equation $Y = 8.110 + 0.416X_1 + 0.385X_2$ can be obtained. From the above equation, it can be concluded as follows:

- a. The constant value of 8.110 means that if the OCB (X_1) and QWL (X_2) variables do not exist, then there is an employee performance value (Y) of 8.110 points.
- b. OCB value (X_1) 0.416 means that if the constant is fixed and there is no change in the QWL variable (X_2), then every 1 unit change in the OCB (X_1) variable will result in a change in employee performance (Y) of 0.416 points.
- c. The value of QWL (X_2) 0.385 means that if the constant is fixed and there is no change in the OCB variable (X_1), then every 1 unit change in the QWL (X_2) variable will result in a change in employee performance (Y) of 0.385 points.

Partial Test

Hypothesis testing of OCB (X_1) and QWL (X_2) variables on employee performance (Y) was carried out by t-test (partial test). In this study, a significance criterion of 5% (0.05) was used by comparing the t-count value with the t-table, namely as follows:

- a. If the value of t count < t table: means H_0 is accepted and H_1 is rejected
- b. If the value of t count > t table: it means that H_0 is rejected and H_1 is accepted

As for determining the value of t table is sought by using the following formula: $t_{table} = t_{\alpha, df}$ (Level Alpha x Degree of Freedom) = 5% real rate $df = (n-2)$, then obtained $(55-2) = 53$, then $t_{table} = 2.006$. The criteria are said to be significant if the value of t count > t table or value < Sig.0.05.

Table 5. Hypothesis Test

No.	Variables	t-value	Sig	t-table
1.	OCB (X_1)	7,726	0,000	2,006
2.	QWL(X_2)	6,501	0,000	2,006

Based on the test results in the table above, the value of t arithmetic > t table or $(7.726 > 2.006)$ is also strengthened by the value of value < Sig.0.05 or $(0.000 < 0.05)$. Thus, H_0 is rejected and H_1 is accepted, this shows that there is a partially significant influence between motivation on employee performance at PT. Milan Ecwood Indonesia in Tangerang. Based on the test results in the table above, the value of t count > t table or $(6.501 > 2.006)$ is obtained. This is also reinforced by the value of value < Sig.0.05 or $(0.000 < 0.05)$. Thus, H_0 is rejected and H_2 is accepted, this shows that there is a partially significant influence between QWL on employee performance at PT. Milan Ecwood Indonesia in Tangerang.

Goodness of Fit

To test the effect of OCB and QWL variables simultaneously on employee performance at PT. Milan Ecwood Indonesia in Tangerang was conducted with the F statistical test (simultaneous test) with a significance of 5%. In this study, a significance criterion of 5% (0.05) was used, namely comparing the calculated F value with the F table with the following conditions:

- 1) If the calculated F value < F table: means H_0 is accepted and H_3 is rejected

2) If the calculated F value > F table: it means that H0 is rejected and H3 is accepted
To determine the magnitude of Ftable, it is sought with the provisions of $df = (n-k-1)$, then obtained $(55-2-1) = 52$, so $F_{table} = 2,780$. The criteria are said to be significant if the calculated F value > F table or value < Sig.0.05.

Table 6. ANOVA

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	450.059	2	225.029	44.506	.000 ^b
	Residual	262.923	52	5.056		
	Total	712.982	54			

Based on the test results in the table above, the calculated F value > F table or $(44.506 > 2.780)$, this is also strengthened by value < Sig.0.05 or $(0.000 < 0.05)$. Thus, H0 is rejected and H3 is accepted, this shows that there is a simultaneous significant effect between OCB and QWL on employee performance at PT. Milan Ecwood Indonesia in Tangerang.

Coefficient of Determination (R²)

The correlation coefficient analysis is intended to determine the level of strength of the relationship between the independent variable and the dependent variable. The results of data processing are as follows:

Table 7. Results of Simultaneous Correlation Coefficient Analysis Between OCB (X1) and QWL (X2) Against Employee Performance (Y)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.795 ^a	.631	.617	2.249

Based on the test results in the table above, the correlation coefficient value is 0.795, meaning that the OCB and QWL variables have a strong relationship with employee performance. Because according to table 3.6 source: Sugiyono (2017: 184) is in the range 0.600 – 0.799.

Discussion

The Effect of OCB (X1) on Employee Performance (Y)

Based on the results of the analysis, the value of the regression equation $Y = 16,290 + 0,585X_1$, the correlation coefficient of 0,728 means that the two variables have a strong relationship level. The value of determination or contribution of influence is 0.530 or 53.0% while the remaining 47.0% is influenced by other factors. Hypothesis test obtained value of t count > t table or $(7,726 > 2,006)$. Thus H0 is rejected and H1 is accepted meaning that there is a partially significant effect between OCB on employee performance at PT. Milan Ecwood Indonesia in Tangerang.

The Effect of QWL (X2) on Employee Performance (Y)

Based on the test results, the value of the regression equation $Y = 12.786 + 0.672X_2$, the correlation coefficient of 0.666 means that the two variables have a strong relationship level. The value of determination or contribution of influence is 0.444 or 44.4% while the remaining 55.6% is influenced by other factors. Hypothesis test obtained value of t count $>$ t table or $(6.501 > 2.006)$. Thus H_0 is rejected and H_2 is accepted, meaning that there is a partially significant influence between QWL on employee performance at PT. Milan Ecowood Indonesia in Tangerang.

The Effect of OCB (X1) and QWL (X2) on Employee Performance (Y)

Based on the results of the study, it showed that OCB (X_1) and QWL (X_2) had a positive effect on employee performance with the regression equation $Y = 8.110 + 0.416X_1 + 0.385X_2$. The value of the correlation coefficient or the level of influence between the independent variable and the dependent variable was obtained at 0.795, meaning that it has a strong relationship. The value of the coefficient of determination or the contribution of simultaneous influence is 63.1% while the remaining 36.9% is influenced by other factors. Testing the hypothesis obtained the calculated F value $>$ F_{table} or $(44.506 > 2.780)$. Thus H_0 is rejected and H_3 is accepted. This means that there is a simultaneous significant effect between OCB and QWL on employee performance at PT. Milan Ecowood Indonesia in Tangerang.

5. Conclusion

Based on the descriptions in the previous chapters, and from the results of the analysis and discussion of the effect of OCB and QWL on employee performance, as follows: OCB affects the performance of PT Milan Ecowood Indonesia's employees in Tangerang., QWL affects the performance of PT Milan Ecowood Indonesia's employees in Tangerang . And OCB and QWL affect the performance of PT Milan Ecowood Indonesia's employees in Tangerang.

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