

THE EFFECT OF ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) ON THE INCREASING SPIRIT OF PARAMEDIC WORK OF COMMUNITY HEALTH CENTER IN EAST OKU DISTRICT

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Abstract. Morale of a person will be influenced by the level of job satisfaction they have. When an employee feels satisfied with the work being done, the employee will work optimally in completing his job, even doing some things that may be outside his job. The problem faced by community health center paramedics in East OKU district is how the Organization Citizenship Behavior plays an important role in the morale of public health center paramedics in East OKU district, while this research is to determine the important role of Organization Citizenship Behavior on the performance of Paramedics. Community health center in East OKU Regency. The hypothesis proposed is that there is a strong influence between Organization Citizenship Behavior on the performance of public health center paramedics in East OKU Regency. From the calculation results obtained $r = 0.689$. After being consulted with conservative standards to determine whether the relationship is close or not, it turns out that it lies in the distance between 0.600 - 0.799. It can be concluded that the influence of Organization Citizenship Behavior on improving the performance of community health center paramedics in East OKU Regency is having a strong influence. Then to answer the hypothesis test that was previously proposed to have a relationship or not, then tested with the hypothesis test and obtained t count = 2.69. While the value of t table at the 95% confidence level for $(n - 2) = 1,860$. Then it can be seen that the value of t count 2.74 is greater than the value of t table, namely = 1.860, thus means (H_a) can be accepted and (H_o) is rejected. This means that the hypothesis proposed is acceptable, namely the influence of the Organization Citizenship Behavior on increasing the morale of Puskesmas Paramedics in East OKU Regency is very strong

Keywords: Organizational Citizenship Behavior; performance

I. INTRODUCTION

The work ethic of paramedics in East OKU regency is good enough but there are still some employees who have a bad work ethic, of course this is related to the fulfillment of paramedic achievement requirements that have not been maximized, so paramedics have low performance needs so many paramedics are found low work ethic. He chose the hospital as the object of research, because bina kasih hospital is a hospital that has long been established in the country, and has a lot of competitors, so it is interesting to do research, in the hope that the results of the research can be useful for the hospital for the future.

Human Resources has an important role to play in the progress and improvement of Puskesmas services in East OKU Regency, then all employees. It must be managed and constructed so that they feel satisfied to do the job so that they can contribute to better performance in providing services. And it must also be understood that working employees are not only economically oriented, but also social and working conditions can have the effect of dissatisfaction in doing their job. Dissatisfaction in work can lower the quality of health care delivery to the community.

Morale is a climate or atmosphere of employees contained in an organization that shows passion in carrying out the work and encourage them to work for a better and

more productive (Nitisebito [1]). Indications of high and low work ethic can be measured by looking at: 1. Attendance level 2. Relocation level 3. Damage level 4. Anxiety level Relation of fulfilling performance needs to work spirit Fulfilling performance needs is very influential on employee work ethic.

Identified several factors that also influence the individual work ethic that ultimately leads to organizational performance are organizational citizenship behavior (OCB). OCB is the behavior of officers, officers who exceed the prescribed duties. This OCB behavior is expected to increase organizational effectiveness. OCB behavior in the public sector is expected to improve the performance of public sector organizations. Finkelstein [2] argued organizational citizenship behavior (OCB) refers to employee activities that exceed the requirements of formal employment and contribute to the effective functioning of an organization.

In achieving the goals of organizational achievement, human resources play a very important role in addition to other resources owned by the organization. The study of organizational behavior (PO), states that there are three determining factors of behavior in an organization, namely individuals, groups, and structures. According Suchyadi indicators of organizational culture is self-assurance, firmness in decisiveness and supervisory abilities [3]. All three are studied its influence on the organization with

the aim of applying science in order to increase the effectiveness of an organization. Then Robbins [4], adds two other variables namely workplace deviant behavior and Organizational Citizenship Behavior.

OCB is translated as Organizational Citizenship Behavior. However, in this study, the discussion will still use the term OCB, because the term OCB is commonly used in research both international and national journals. OCB is a unique aspect of individual activity at work. The organization will be successful if employees not only do their basic work but also want to do extra tasks such as wanting to work together, help, provide advice, participate actively, provide extra service to service users, and want to use their working hours effectively. Proportional behavior or extra actions that exceed the description of the role defined in the organization or company is called OCB. J. Farh, C. Zhong, and Dennis W. Organ [5], state that Organizational Citizenship Behavior is a discretionary individual behavior, which does not directly and explicitly receive rewards from formal reward systems, and which as a whole encourages effectiveness. organizational functions. P.M. Podsakoff, S.B MacKenzie, J.B. Paine, and D.G. Bachrach [6], affirms Organizational Citizenship Behavior as discretionary individual behavior, which does not directly and explicitly receive rewards from formal reward systems, and which as a whole encourages the effectiveness of organizational functions

An institution, a successful organization needs employees who will do more than just their formal duties and want to provide performance that exceeds expectations. In today's dynamic work world, where tasks are often done in teams, flexibility is very important. Organizations want employees who are willing to perform tasks that are not listed in their job descriptions with high motivation. According to Robbins [7], the facts show that organizations have employees who have good OCB, will have better performance than other organizations [7]

II. RESEARCH METHODS

Primary Data That is, data obtained directly from research activities. Data were collected from respondents by interview or filling in a prepared questionnaire. Secondary Data That is, data obtained from outside research that comes from college books that have something to do with research. Library Research Namely data collection by studying various kinds of literature, scientific books related to research. Field Research Namely research that comes directly to the object of research to see and research directly. Done by : Observation Namely data collection by direct observation at the research location, namely the Puskesmas in East OKU Regency. Questionnaire Collecting data by providing a list of questions to the leadership or paramedics of the Puskesmas in East OKU District. Interview Namely data collection by conducting direct interviews with researchers with leaders and employees who are considered to provide the information needed in the study. Documentation Namely the data obtained by looking at

documents or records relating to research. Qualitative Analysis The analysis is used to solve existing problems by not using numbers as a basis for consideration, but by using sentences that describe the condition of the Puskesmas Paramedics in East OKU Regency. Quantitative Analysis It is an analysis using numbers that aims to determine the size of the influence of the Organization Citizenship Behavior on increasing the morale of Puskesmas Paramedics in East OKU Regency.

III. RESULTS AND DISCUSSION

For this analysis, table tools and correlation coefficient formulas are used, with the first step being the table obtained from the answers to the research questionnaire regarding the effect of Organization Citizenship Behavior on increasing the morale of Puskesmas Paramedics in East OKU Regency.

Based on the results of statistical calculations obtained $r = 0.689$. After being consulted with conservative standards to determine whether the relationship is close or not, it turns out that it lies in the distance between 0.600 - 0.799. It can be concluded that the Organization Citizenship Behavior plays an important role in increasing the morale of the Puskesmas Paramedics in East OKU Regency is having a strong influence. To determine the percentage level between Variable X and Variable Y percentage levels. By knowing the percentage level of the influence of the Organization Citizenship Behavior on increasing the morale of Puskesmas Paramedics in the Regency OKU Timur = 47.40%, which means that other factors that affect the morale of the Puskesmas Paramedics in East OKU Regency are 100% - Kp (100% - 47.40%), namely 52.60%.

The results of the above calculations, it can be seen that the t count = 2.69. While the t table value at the 95% confidence level for $(n - 2) = 1,860$. So it can be seen that the value of t count 2.74 is greater than the value of t table, namely = 1.860, thus means (H_a) can be accepted and (H_o) is rejected. This means that the hypothesis proposed is acceptable, namely the influence of the Organization Citizenship Behavior on increasing the morale of Puskesmas Paramedics in East OKU Regency is very strong.

The results showed that Organizational Citizenship Behavior has a direct effect on performance. This is supported by previous theories and research, including Harwika [8] and Lovell, et al [9], where the results of the study state that the Organizational Citizenship Behavior variable has a positive and significant effect on performance. Organ [10] argues that organizational citizen behavior is the behavior of extra individuals, which is not directly or explicitly recognized in the formal work system, and which can incorporate the effectiveness of organizational functions. Organizations generally believe that to achieve excellence must foster the highest individual performance, because basically individual performance affects the performance of a team or work group and ultimately affects the overall performance of the organization. Employee roles are task dependent behaviors that must be performed in all situations

because they are part of the employee's job description while extra role behavior is outside normal standards that are not regulated in the written organizational rules

IV. CONCLUSION

The correlation between the Organization Citizenship Behavior on the increase in morale of the Puskesmas Paramedics in East OKU Regency is a strong influence, because the number $r = 0.689$ is obtained. After being consulted with the conservative standard, it turns out that 0.696 lies between $0.600 - 0.799$ which is a strong correlation. So it can be said that there is a strong influence between the Organization Citizenship Behavior on increasing the morale of Puskesmas Paramedics in East OKU Regency. To answer the hypothesis that has been stated in the previous chapter by using the hypothesis test formula, obtained $(t) \text{ table} = 1,860$ while $(t) \text{ count} = 2.69$ which can be concluded that $(t) \text{ count} > (t) \text{ table}$ or $(t) \text{ count}$ is greater from $t \text{ table}$, so that the hypothesis proposed in the previous chapter is proven or H_a is accepted and H_0 is rejected, because the existing correlation is strong. Suggestion, based on the results of this study, it is hoped that it can be used as a reference for researchers in conducting research on the important role of Organization Citizenship Behavior in increasing morale with different subjects and places to expand research results. The morale of the paramedics has a positive effect on the quality of service at the Puskesmas. This means that the increased performance of paramedics will have an impact on increasing the quality of service.

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