



## THE INFLUENCE OF ORGANIZATIONAL CITIZENSHIP BEHAVIOUR ON EMPLOYEE PERFORMANCE AT PT ANANDA PERKASA MULIA

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### ABSTRACT

#### *The Effect of Organizational citizenship behavior on Employee Organizational Commitment of PT Mitra Graha Selaras*

*The purpose of this study was to determine the influence of organizational citizenship behavior on employee performance at PT Ananda Perkasa Mulia.*

*The research method used in this research is descriptive with a quantitative approach. The sampling technique used saturated samples so that the number of samples in this study was 60 respondents. Data analysis technique using multiple regression.*

*The results of the study show that: There is a positive and significant influence of the organizational citizenship behavior on the employee performance at PT Ananda Perkasa Mulia. This is evidenced by the value of  $t_{count} > t_{table}$ , namely  $9,588 > 2,001$  with a probability value (significance) = 0,000, which is below 0.05.*

**Keywords:** *Organizational citizenship behavior and employee performance.*

### I. INTRODUCTION

Organizational Citizenship Behavior (OCB) refers to a series of voluntary actions taken by individuals within an organization that are not directly expected or required by their job duties, but contribute positively to organizational performance. This behavior falls into the category of proactive attitudes, such as helping coworkers, being cooperative, and actively participating in activities that strengthen the organizational climate and culture. Organizational Citizenship Behavior is believed to have a significant impact on employee performance and overall organizational effectiveness.

Employee performance, which is often the main measure of individual success in an organization, is not only influenced by technical skills or proficiency in completing tasks, but also by non-technical factors such as motivation, commitment, and behavior that support a positive Organizational Citizenship Behavior. Therefore, studies on the influence of Organizational Citizenship Behavior on employee performance are relevant, especially in the context of

organizations that demand team collaboration and improving the quality of services or products.

The growing phenomenon in the world of work shows that many organizations, especially those engaged in public services or the manufacturing sector, are aware of the importance of Organizational Citizenship Behavior in creating a productive and harmonious Organizational Citizenship Behavior. For example, in a hospital, medical and non-medical personnel often demonstrate Organizational Citizenship Behavior behavior by providing extra assistance to patients or coworkers even though the task is not in their job description. This has been shown to improve the quality of service, accelerate the patient's healing process, and create a positive work atmosphere. Therefore, it is important to understand the extent to which Organizational Citizenship Behavior affects employee performance in a broader context.

However, although many believe that Organizational Citizenship Behavior contributes to employee performance, not all studies produce consistent findings. Some studies show that Organizational Citizenship Behavior can have a positive effect, but others indicate that this behavior can create additional workload for individuals, especially if it is not balanced with appropriate rewards. This phenomenon illustrates the complexity of the relationship between Organizational Citizenship Behavior and employee performance that needs to be studied further.

Thus, this study aims to examine the effect of Organizational Citizenship Behavior on employee performance, by looking at the factors that influence the relationship and the impacts caused in different organizational contexts. This study is expected to provide useful insights for management in formulating policies that can support improving employee performance through the development of more effective and relevant Organizational Citizenship Behavior.

Based on this background, the researcher is interested in conducting a study entitled "*The Influence of Organizational Citizenship Behavior on Employee Performance at PT Ananda Perkasa Mulia*".

## II. LITERATURE REVIEW

### A. Kinerja Karyawan

According to Budiman (2024) performance is the result of employee work both in quality and quantity achieved by employees in a certain period in accordance with the responsibilities given. Priyotomo (2024) defines performance as the results of the work function/ activities of a person or group in an organization that is influenced by various factors to achieve organizational goals within a certain period of time.

Ramdhan & Rahayu (2024) stated that performance management is a communication effort that is carried out continuously and occurs between employees and their superiors, and is carried out to achieve the company's main goals. To achieve the best performance, of course, the need for directed human resource management through various policies that can adjust the mutual interests between employees and the company. In addition, employee

performance will be good with the awareness and sincerity of employees as individuals in carrying out their duties and responsibilities (Ramdhan & Ridwan, 2024).

Performance is one of the most important aspects in the world of work, whether in the public sector, private sector, or non-profit organizations. In general, performance refers to the extent to which a person successfully carries out the tasks and responsibilities carried out, as well as their contribution to the goals of the organization. Performance is not just the results or output achieved, but also includes the processes, methods, and behaviors that support these achievements. Overall, performance cannot only be seen as a number or result alone, but must be seen as a whole, both in terms of process, quality, and contribution to organizational goals. Maintaining motivation, creating a positive Organizational Citizenship Behavior, and developing individual skills and potential are the keys to improving performance sustainably.

## **B. Organizational Citizenship Behavior**

Organizational citizenship behavior is the behavior of individuals or individuals that is voluntary and not part of the formal requirements of the job, but can increase the effective functioning of the organization (Nasroel, 2023). Organizational citizenship behavior (OCB) has several meanings, namely: first, it is a behavior that is classified as free and does not comply with formal tasks set by the organization, is voluntary, not for self-interest, is not a forced action and prioritizes other parties (co-workers, institutions or organizations); second, it is individual behavior as a form of satisfaction based on performance, (performance) and is not formally ordered but its benefits are very important for the effectiveness of achieving organizational goals; third, it is not directly related to compensation or formal reward systems because of the characteristics of its voluntary behavior (Rudini, 2024).

Organizational Citizenship Behavior is employee behavior that is not rewarded if they do it and is not punished if they do not do it and is not part of the employee's job description (Sisko & Yuliaty, 2024). According to Khairunnisa & Halida (2024), if organizational citizenship behavior is high, employees tend to have a good level of tolerance towards work situations, actively contribute to achieving organizational goals, and rarely complain when completing tasks or facing work problems.

Organizational Citizenship Behavior includes a variety of more social and relational actions, such as helping coworkers, participating in organizational activities, or maintaining good relationships with fellow members of the organization. Although not always officially recognized, Organizational Citizenship Behavior has a significant impact on the culture and productivity of an organization. According to researchers regarding Organizational Citizenship Behavior, this behavior is very important for the long-term success of an organization, even though it is often not immediately visible in performance appraisals or results achieved. Overall, Organizational Citizenship Behavior is one of the key elements that support a healthy and

sustainable organizational culture. Organizations that successfully encourage Organizational Citizenship Behavior are more likely to create a productive, innovative, and supportive Organizational Citizenship Behavior. However, it is important for management to provide appropriate rewards for individuals who demonstrate this behavior and maintain a balance between formal responsibilities and voluntary contributions.

### **III. RESEARCH METHODOLOGY**

#### **A. Research Scope**

The object and locus of the research are employee at PT Ananda Perkasa Mulia. This research was conducted from July to December 2024. As for what will be discussed in this study, it focuses on problems regarding organizational citizenship behavior and its influence on employee performance at PT Ananda Perkasa Mulia.

#### **B. Population and Sample**

According to Ramdhan (2021) population is like an organism, while the sample is an integral organ of the population. The sample must be able to represent the characteristics of the entire population. In other words, population and sample are two halves that are interrelated and inseparable. This study uses the saturated sample method because the sample size uses the entire population, namely 60 employee at PT Ananda Perkasa Mulia.

#### **C. Research Type**

This research was conducted using quantitative research methods. Quantitative research methods are systematic investigations of a phenomenon by collecting data that can be measured using statistical, mathematical, or computational techniques (Ramdhan, 2021). This research is shown to describe or describe existing phenomena, both natural and human-made. Quantitative Descriptive Research describes its study using a measure of number, or frequency (Sukmadinata, 2019). This research consists of many forms, both surveys, experiments, correlations, and regressions.

This research is intended to test hypotheses using statistical calculations, this research is used to test the influence of organizational citizenship behavior (X) on employee performance (Y). By using this research method, it will be known the significant influence between the variables studied so as to produce conclusions that will clarify the description of the object of research.

#### IV. RESEARCH RESULT

##### A. Analysis Test

##### 1. Validity and Reability Test

##### a. Validity Test

##### 1) Organizational Citizenship Behavior Validity Test

Table 1

Validity Test of Organizational Citizenship Behavior Variable

Statement	Organizational Citizenship Behavior (X )		
	r count	table n = 60	Description
Item1	0.395	0.252	Valid
Item2	0.672	0.252	Valid
Item3	0.640	0.252	Valid
Item4	0.736	0.252	Valid
Item5	0.572	0.252	Valid
Item6	0.666	0.252	Valid
Item7	0.801	0.252	Valid
Item8	0.777	0.252	Valid

Source : SPSS Data Processing version 24

Based on the table above can seen that for each statement on the variable **Organizational Citizenship Behavior (X)** all items are proven valid, because mark  $r_{\text{count}}$  resulting from more big than the value  $r_{\text{table}}$  for  $n = 60$  is 0.252.

##### 2) Validity Test Variables Employee Performance (Y)

Table 2

Validity Test Variables Employee Performance (Y)

Statement	Productivity ( Y)		
	r count	r table n = 60	Information
Item1	0.609	0.252	Valid
Item2	0.714	0.252	Valid
Item3	0.697	0.252	Valid
Item4	0.679	0.252	Valid
Item5	0.639	0.252	Valid
Item6	0.663	0.252	Valid
Item7	0.659	0.252	Valid
Item8	0.492	0.252	Valid

Source : SPSS Data Processing version 24

Based on table on can seen that for each statement on the variable **Employee Performance** (Y) all the item is proven to be valid, because mark  $r_{count}$  resulting from more big than the value  $r_{table}$  for  $n = 60$  is 0.252.

## b. Reliability Test

### 1) Reliability Test Variables Organizational Citizenship Behavior (X)

Table 3

#### Reliability Test Variables Organizational Citizenship Behavior (X)

Reliability Statistics	
Cronbach's Alpha	N of Items
.815	8

Source : SPSS Data Processing version 24

From the table on can seen that variable Organizational Citizenship Behavior it is said reliable, because Cronbach's Alpha value is higher big than  $r_{table}$  namely  $0.815 > 0.600$  with  $N=8$  level rule significant 5%.

### 2) Reliability Test Variables Employee Performance (Y)

Table 4

#### Reliability Test Variables Employee Performance (Y)

Reliability Statistics	
Cronbach's Alpha	N of Items
.797	8

Source : SPSS Data Processing version 24

From the table on can seen that variable Employee Performance it is said reliable, because Cronbach's Alpha value is higher big than  $r_{table}$  namely  $0.797 > 0.600$  with  $N=8$  level rule significant 5%.

## 2. Coefficient Test Correlation

Table 5

#### Coefficient Determination of X against Y

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.783 <sup>a</sup>	.613	.606	2.257

a. Predictors: (Constant), Organizational Citizenship Behavior

Source : SPSS Data Processing version 24

Based on the table above obtained R number ( coefficient) correlation of 0.783. This is show that happen sufficient relationship or currently between environment Work to productivity Work employees at PT Ananda Perkasa Mulia.

### 3. Coefficient Test Determination

Based on table 5 obtained The  $R^2$  (R Square) value is 0.613. This is show that as big as 61.3% environment Work own contribution influence to to productivity work employees of PT Ananda Perkasa Mulia, while the rest 38.7% is influenced by other variables that are not investigated in study This .

### 4. Hypothesis Testing

Table 6  
Regression Test of X against Y

Model	Coefficients <sup>a</sup>		Standardized Coefficients Beta	t	Sig.
	Unstandardized Coefficients B	Std. Error			
1 (Constant)	7.056	2.621		2.692	.009
Organizational Citizenship Behavior	.784	.082	.783	9.588	.000

a. Dependent Variable: Employee Performance

Source : SPSS Data Processing version 24

Based on the table above, the simple linear regression equation is as follows :  $Y = 7.056 + 0.784 X$ , can explained as following :

- Constant value intercept amounting to 7.056 is constant (a). States that if  $X=0$ , then mark  $\hat{Y} = 7.056$ .
- Coefficient value regression variable environment Work to Employee Performance is of 0.784. This is means If environment work increased by 1 unit so will increase Employee Performance of 0.784.

Hypothesis in study This tested using the t-test. If you pay attention to the table results above, the tcount value is obtained for the organizational citizenship behavior variable (X) to employee performance variable (Y) are as much as 9.588 , while the ttable for  $n = 60$  is 2.001 . So because the  $t_{count} > t_{table}$ , which is  $9.588 > 2.001$  . The probability value (significance) = 0.000 is below 0.050 .

Thus  $H_a$  accepted, it can be concluded that there is a positive and significant influence on the Organizational Citizenship Behavior variable (X) on employee Employee Performance variable (Y) at PT Ananda Perkasa Mulia.

### B. Discussion

According to Rivai (2014), organizational citizenship behavior is a framework that serves as a guideline for daily behavior and makes decisions for employees and directs their actions to achieve organizational goals.

Ramdhan (2022)) defines employee performance as a feeling of obligation for employees to stay with the organization, this feeling is generated from the pressure of normative internalization given to an individual.

There is a positive and significant influence of the organizational citizenship behavior variable (X) on employee performance (Y) at PT Ananda Perkasa Mulia, the R<sup>2</sup> (R Square) value is 61.3%, the R number (correlation coefficient) is 0.783.

## **V. CLOSURE**

### **A. Conclusion**

There is a positive and significant influence of organizational citizenship behavior on employee performance at PT Ananda Perkasa Mulia, this can be seen from the results of  $t_{count} > t_{table}$ , which is  $9.588 > 2.001$  and the R value (correlation coefficient) of 0.783 which means that there is a relationship at a high level between organizational citizenship behavior on employee performance. And the R square value of 0.613 which means that organizational citizenship behavior has a contribution of 61.3% influence on employee performance at PT Ananda Perkasa Mulia.

### **B. Suggestion**

Based on the conclusions drawn in this study, several suggestions are proposed as follows:

#### **1. For the Company**

The organizational citizenship behavior variables studied in this study showed a positive and significant influence, so it is expected that the leadership at PT Ananda Perkasa Mulia will create company policies that can maintain the indicators of the current organizational culture and are expected to be further improved in the future in an effort to increase the organizational citizenship.

#### **2. For Further Researchers**

- a. It is expected that further researchers can add variables other than organizational citizenship behavior in order to better understand the variables that influence commitment, including communication, work enthusiasm and others.
- b. It is expected that further researchers can use research objects that are in different fields from this study such as service companies, retail and so on.



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