The Influence of Loyalty and Work Environment on Organizational Citizenship Behavior (OCB) (Case Study at PT Bangkobakti Perdana Trijaya Pekan Tolan Labuhanbatu Selatan North Sumatra)

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Abstract

The purpose of this study was to determine the effect of loyalty and work environment on organizational citizenship behavior at PT Bangkobakti Perdana Trijaya. The method used in this research is descriptive quantitative with a sample of 80 respondents. Loyalty has a positive effect on organizational citizenship behavior (OCB) of PT Bangkobakti Perdana Trijaya employees. This can be proven from the test results obtained beta coefficient value (β) 0.413 ($p < 0.001$). and the contribution of loyalty to organizational citizenship behavior (OCB) is ($\Delta R2$) 0.163. The work environment has a positive effect on organizational citizenship behavior (OCB) of employees of PT Bangkobakti Perdana Trijaya. This can be proven from the test results obtained by the beta regression coefficient (β) 0.585 ($p < 0, 01$) and the contribution of the influence of the work environment on organizational citizenship behavior (OCB) of ($\Delta R2$) 0.337. Loyalty and work environment have a positive effect on organizational citizenship behavior (OCB) of PT Bangkobakti Perdana Trijaya employees. This is evidenced by the results of the loyalty beta coefficient (β) 0.189 ($p < 0.001$) and the work environment (β) 0.504 ($p < 0.001$). positive effect on organizational citizenship behavior (OCB) of employees and the contribution of the influence of loyalty and work environment on organizational citizenship behavior (OCB) of ($\Delta R2$) 0.365. So, the higher the loyalty of employees, supported by a good level of work environment, will bring up favorable OCB behaviors for the company/organization.

Keywords: work environment, loyalty, OCB.

1. Introduction

In a company or organization, human resources can be said to be very important and something that affects the success of a company. PT Bangkobakti Perdana Trijaya is a company that operates and is engaged in the transportation and filling services of 3kg LPG bulk (SPBE). In this case, employees are the most important thing in the success of the company. Employees must be ready to carry out their job descriptions without complaining about the circumstances. This is called organizational citizenship behavior.

Based on research conducted that the level of organizational citizenship behavior is not maximized. From this research, it is said that altruism behavior has not been maximized (Maramis, 2013). It is shown that there are still employees who are less alert, this has an impact on employees not helping each other with other co-workers. Sportsmanship behavior is also still lacking, this can be seen from employees complaining at work. Then the attitude of courtesy is felt to be lacking, this can be seen from fellow co-workers who find it difficult to mingle (Garg & Singh, 2018).

Furthermore, research shows low loyalty because the work pressure felt by employees is too heavy so that employees feel uncomfortable and resign from work (Astie, 2016). While further research also shows that the work environment is also not optimal, it can be seen that the incompatibility of fellow co-workers, causing conflict, will interfere with daily life at work. Based on the problems above, the authors take the title Influence of Loyalty and Work Environment On Organizational Citizenship Behavior (Case Study at PT Bangkobakti Perdana Trijaya Tolan Tolan Labuhanbatu Selatan, North Sumatra). From the description of the background above, the authors formulate the problem as follows: Do Loyalty and Work Environment affect the Organizational Citizenship Behavior (OCB) of PT Bangobakti Perdana Trijaya employees? The objectives of the research to be achieved are as follows: The Influence of Loyalty and Work Environment on Organizational Citizenship Behavior (OCB) of PT Bangkobakti Perdana Trijaya Employees.

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2. Literature Review

2.1. Loyalty

Loyalty comes from the word loyal which means loyal, loyalty in the company can be interpreted as the loyalty of an employee to the company (Kim & Thapa, 2017). According to (Wasiman et al., 2020) loyalty is being loyal to something with a sense of love, so that with a high sense of loyalty a person feels no need to get a company where he puts his loyalty. According to Robbins in (Pinassang & Rahardjo, 2017) states that loyalty is an employee's work attitude that needs to be formed and created in the company. The indicators of work loyalty in this study are limited according to the opinion expressed by (Chrisnathaniel et al., 2020), which are as follows:

1) Desire to stay in the organization
2) The desire to keep trying as much as possible
3) Full acceptance of the organization's values
4) Loyal to the company

2.2. Work Environment

Work environment partially positive and significant effect on organizational citizenship behavior (OCB) of an organization with a good work environment, especially physical conditions, communicative climate and rules and procedures that are in accordance with organizational strategy can improve organizational citizenship behavior (OCB). In other words, when the work environment in the organization is conducive, organizational citizenship behavior (OCB) will also increase. Meanwhile, from the results of the study (Elizar & Tanjung, 2018) the work environment has an influence on organizational citizenship behavior (OCB). If employees feel the work environment is not good, then employees tend to be reluctant to behave in organizational citizenship behavior (OCB). The indicators of the work environment in this study are limited according to the opinion expressed by Nitisemito in (Retnowati, 2010), namely as follows:

1) Work atmosphere
2) Relationships with coworkers.
3) Availability of work facilities.

2.3. Organizational Citizenship Behavior

Every organization or company must have Organizational Citizenship Behavior (OCB), the emergence of Organizational Citizenship Behavior (OCB) is very helpful and supports the effectiveness of the sustainability of an organization or company. Organizational Citizenship Behavior (OCB) behavior of employees arises because of several internal factors, two of which are personality and motivation (Fadhilah & Ayriza, 2020). There are also other factors that can influence organizational citizenship behavior, namely the physical and non-physical work environment. Nurhayati et. al (2016). According to Organ in (Mohd Kassim et al., 2021), there are 5 (five) indicators of Organizational Citizenship Behavior (OCB) as follows:

1) Altruism: Employee behavior in helping co-workers who have difficulty in the situation at hand, both regarding tasks in the organization and other people's personal problems. This dimension refers to giving help which is not an obligation to be helped.
2) Civic virtue: Behavior that indicates responsibility in the life of the organization (following changes in the organization, taking the initiative to recommend how the operations or procedures of the organization can be improved, protecting the resources owned by the organization). This dimension refers to the responsibility that the organization gives to a person to improve the quality of the field of work occupied.
3) Conscientiousness: It is a behavior that is shown by trying to exceed the company's expectations. Voluntary behavior that is not an employee's obligation or duty. This dimension reaches far above and beyond the call of duty.
4) Courtesy: Maintain good relations with co-workers to avoid interpersonal problems. Someone who has this dimension is a person who respects and cares for others.
5) Sportsmanship: It is behavior that tolerates less than ideal conditions in the organization without raising objections. Someone who has a high level of sportsmanship will increase a positive climate among employees, employees will be more polite and cooperate with others so that it will create a more pleasant work environment.

3. Methods

According to Hair et al., (2014), the validity test is a measure that shows the validity or authenticity of data on research

instruments. This test aims to see how much accuracy and precision of a measuring instrument in measuring research instruments. Validity in the statement states the degree of accuracy of the research measuring instrument on the content or actual meaning being measured. Test the validity of the items used in this study using the Confirmatory Factor Analysis (CFA) technique. Confirmatory Factor Analysis (CFA) is a factor analysis to test unidimensionality or whether the indicators used can confirm a construct or variable. Thus, the level of validity of the items of a questionnaire instrument can be measured through the loading factor with the help of SPSS 22.00 for Windows. The loading factor is the correlation of statement items with the construct it measures. If the loading factor value is greater than or equal to 0.5 (≥0.5), the indicator in question is valid and means that the indicator is significant in measuring the strength of the construct.

Reliability test can be interpreted as an instrument that is reliable and trustworthy, where when taking measurements several times with the instrument it will produce data that is fixed or consistent (Sugiyono, 2013). The reliability test in this study used the Cronbach Alpha coefficient method. This coefficient is the reliability coefficient that is most often used because it describes the variation of the item, either for true or false or not format, such as on a Likert scale. With Cronbach's Alpha method, the coefficients measured will vary between 0 to 1. A Cronbach's alpha value that is close to 1 indicates reliability with high consistency. The level of reliability with alpha criteria as follows:

1) 0.80 – 1.00 = Good Reliability
2) 0.60 – 0.79 = Acceptable Reliability
3) < 0.60 = Poor Reliability

4. Result and Discussions

To find out whether the independent variable has an effect or not on the dependent variable, it can be seen from its significance value with a significance standard of 5%. If the significance level obtained from the results is more than 5% then the hypothesis is rejected, on the contrary if the results of hypothesis testing are between 0-5% then the hypothesis is accepted. Meanwhile, to see the resulting regression has a positive or negative effect through the beta coefficient (β). If the beta coefficient has a minus sign (-) it means that the resulting effect is negative, otherwise if the beta coefficient does not have a minus sign (-), then the direction of the resulting effect is positive (+).

4.1. Validity and Reliability Test

Table 1. Validity and reliability Test

	Component		
	1	2	3
OCB1	,942		
OCB2	,947		
OCB3	,662		
OCB4	,949		
OCB5	,605		
OCB6	,584		
OCB7	,618		
OCB8	,951		
Loyalty1		,851	
Loyalty2		,878	
Loyalty3		,755	
Loyalty4		,899	
Loyalty5		,845	
Loyalty6		,667	
Environment1			,788
Environment2			,511
Environment3			,801
Environment4			,886
Environment5			,688
Environment6			,815

Source: primary data processed by researchers (2022).

Based on the table 1, it can be seen from the variables used in this study consisting of 20 statements. The results of the

validity test show that the value of the correlation coefficient rcount > rtable, which means that each statement item on each variable is valid and can be used as the measuring item for this research.

4.2. Reliability Test Results

Table 2. Reliability Test Results

Variable	Alpha Cronbach	Information
Organizational Citizenship Behavior (OCB)	0.912	Good Reliability
Loyalty	0.901	Good Reliability
Work environment	0.844	Good Reliability

Source: primary data processed by researchers (2022).

Reliability test is a tool to measure a questionnaire which is an indicator of a variable. Which when measuring the same object will produce the same data. Measuring the level of reliability of a research variable can be seen from the statistical results of Cronbach's Alpha (α). A variable is said to be reliable if it gives Cronbach's Alpha value > 0.60.

Based on the table above, the reliability test shows that Cronbach's Alpha of all research variables, which are used in the study, are declared reliable. because Cronbach's Alpha value of each variable is greater than the comparison Alpha. And it can be concluded that all variables in this study can have good measurement consistency so that they can continue to be used for further research.

4.3. Multicollinearity Test Results

Table 3. Multicollinearity Test Results

Variable	Tolerance	VIF	Conclusion
Loyalty	0.824	1,213	Not occur multicollinearity
Work environment	0.824	1,213	Not occur multicollinearity

Source: primary data processed by researchers (2022).

Test of multicollinearity aims to test how the regression model found a correlation between independent variables. Based on table 3 the magnitude of the tolerance value obtained the results of all variables does not exceed 1, it is concluded that this model meets the multicollinearity requirements because the tolerance value of all variables does not exceed 1. Meanwhile, the VIF value of each variable shows a VIF value < 10 so that this multiple regression model meets the multicollinearity assumption.

4.4. Normality Test

Table 4. Normality Test Result

Variable	Significance	Information
Loyalty	0.367	Normal
Work environment	0.255	Normal
Organizational Citizenship Behavior	0.084	Normal

According to (Kusuma & Rahardja, 2018) Normality test aims to determine whether the distribution of a data follows or approaches the normal distribution. The normality test is intended to test whether in the regression model, the confounding or residual variables have a normal distribution. As it is known that the t and f tests assume that the residual value follows a normal distribution.

4.5. Heterocedastisity Test

Table 5. Heterocedastisity Test Result

Variable	Significance	Information
Loyalty	0.619	Non-Heteroscedasticity
Work environment	0.341	Non-Heteroscedasticity

Source: Primary Data processed in 2022

Table 5 shows that the points contained in the scatterplot graph spread randomly or do not form a certain pattern. This shows that there is no heteroscedasticity in the regression model, so the regression model can be used to predict the dependent variable based on input from the independent variable. If the value of sig < 0.05 then there is an indication of heteroscedasticity, but if the value of sig > 0.05 then there is no heteroscedasticity.

4.6. Hypothesis Testing

Table 6. Hypothesis Testing Results

No.	Hypothesis	Results
1.	Loyalty (X1) has a significant influence positive on Organizational Citizenship Behavior (OCB) (Y)	Proven
2.	Work Environment (X2) has a significant effect positive towards Organizational Citizenship Behavior (OCB) (Y)	Proven
3.	Loyalty (X1) and Work Environment (X2) have positive influence on Organizational Citizenship Behavior (OCB) (Y)	Proven

Source: Primary Data processed in 2022

From table 6, hypothesis testing, we can conclude that all predictor variables are having the positive and significant relationship toward the dependent variable. For the further explanation will be described on discussion section.

4.7. Discussion

4.7.1. The Effect of Loyalty on Organizational Citizenship Behavior

Based on the results of the research that has been done, it is known that the loyalty variable has an effect on organizational citizenship behavior (OCB) of employees of PT Bangkobakti Perdana Trijaya. This is indicated by the results of linear regression calculations obtained by the value (β) of 0.413 ($p < 0.001$). The contribution of loyalty to organizational citizenship behavior (OCB) is ($\Delta R2$) 0.163. Based on these results, it is known that the loyalty variable has a positive and significant effect on organizational citizenship behavior (OCB); the first hypothesis is accepted.

4.7.2. Influence of Work Environment on Organizational Citizenship Behavior

Based on the results of research that has been done, it is known that the work environment variable has an effect on organizational citizenship behavior (OCB) of employees of PT Bangkobakti Perdana Trijaya. This is indicated by the results of linear regression calculations obtained a value of (β) 0.585 ($p < 0.001$). The contribution of the influence of the work environment on organizational citizenship behavior (OCB) is ($\Delta R2$) 0.337. Based on these results, it is known that the work environment variable has a positive and significant effect on organizational citizenship behavior (OCB); the second hypothesis is accepted.

4.7.3. The Influence of Loyalty and Work Environment on Organizational Citizenship Behavior

Based on the results of research that has been done, it is known that the variables of loyalty and work environment affect the organizational citizenship behavior (OCB) of employees of PT Bangkobakti Perdana Trijaya. This is indicated by the results of linear regression calculation of loyalty variable (β) 0.189 ($p < 0.001$) and work environment (β) 0.504 ($p < 0.001$). The contribution of loyalty and work environment to organizational citizenship behavior (OCB) is ($\Delta R2$) 0.365. Based on these results, it is known that the variables of loyalty and work environment have a positive and significant effect on organizational citizenship behavior (OCB); the third hypothesis is accepted.

5. Conclusion

Loyalty has a positive effect on organizational citizenship behavior (OCB) of PT Bangkobakti Perdana Trijaya employees. This can be proven from the test results obtained beta coefficient value (β) 0.413 ($p < 0.001$). and the contribution of loyalty to organizational citizenship behavior (OCB) is ($\Delta R2$) 0.163. The work environment has a positive effect on organizational citizenship behavior (OCB) of employees of PT Bangkobakti Perdana Trijaya. This can be proven from the test results obtained by the beta regression coefficient (β) 0.585 ($p < 0.001$) and the contribution of the influence of the work environment on organizational citizenship behavior (OCB) of ($\Delta R2$) 0.337.

Loyalty and work environment have a positive effect on organizational citizenship behavior (OCB) of employees of PT Bangkobakti Perdana Trijaya. This is evidenced from the results of the loyalty beta coefficient (β) 0.189 ($p < 0.001$) and the work environment (β) 0.504 ($p < 0.001$). positive effect on organizational citizenship behavior (OCB) of employees and the contribution of the influence of loyalty and work environment on organizational citizenship behavior (OCB) of ($\Delta R2$) 0.365. So, the higher the employee's loyalty, supported by a good level of work environment, the OCB behaviors that are beneficial for the company/organization will emerge.

This study can be used as a reference for research on the effect of loyalty and work environment on organizational

citizenship behavior (OCB). It is hoped that further researchers will be able to examine why and how more deeply loyalty and work environment affect organizational citizenship behavior (OCB) in order to obtain a more complete picture, so that future research results are expected to be better than this research. Future researchers are expected to examine other variables that have the possibility of influencing organizational citizenship behavior (OCB), namely job satisfaction, organizational commitment, personality, leadership style, organizational culture, job pressure.

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