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THE EFFECT OF WORK ENVIRONMENT AND ORGANIZATIONAL CLIMATE ON CITIZENSHIP ORGANIZATIONAL BEHAVIOR WITH JOB SATISFACTION AS A PRIVATE VARIABLE IN THE YOGYAKARTA DEPARTMENT OF TRANSPORTATION

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Abstract

This study aims to determine the effect of work environment and organizational climate on the behavior of organizational citizenship with job satisfaction as a mediator. The population used in this study consisted of employees of the Yogyakarta Department of Transportation, the sampling method was saturated sampling (census). The information was collected through questionnaires that were distributed to employees. The number of questionnaires processed was 51 questionnaires. Data were analyzed using multiple linear regression analysis. The results showed that the work environment had a positive and significant effect on job satisfaction. The organizational climate has a positive and significant effect on job satisfaction. The work environment has no positive and significant effects on organizational citizenship behavior. The organizational climate has a positive and significant effect on organizational citizenship behavior. There is no significant effect of the work environment on organizational citizenship behavior with job satisfaction as a mediating variable. There is no significant effect of the organizational climate on the behavior of organizational citizenship with job satisfaction as a mediating variable.

Keywords: Work Environment; Organizational Climate; Job satisfaction; Organizational Citizenship Behavior

Introduction

In the world of work, behavior that is based on voluntary behavior by employees is one of the positive points for the organization or company. Positive points for the organization or company to be able to experience change and progress but require work behavior that exceeds its role, namely employees who provide something more than formal work standards called Organizational Citizenship Behavior (OCB). Organizational Citizenship Behavior (OCB) is an individual contribution that exceeds the demands of the role at work, involves several behaviors, including helping others, volunteering for extra tasks, obeying the rules and procedures at work.

Job satisfaction also needs to be considered because someone who is satisfied with his job will be willing to do jobs outside his formal job. Being able to encourage employees to feel satisfied can be created with a good work atmosphere or culture because employees at work have expectations of their organization or company. These expectations are the fulfillment of

job factors, salary factors, promotion factors, work environment factors, co-workers factors, working conditions factors, and organizational climate factors. If there is a match between expectations and employees and the reality at work, job satisfaction will be achieved.

Employee job satisfaction can be measured only based on the remuneration that the employee has received. Job satisfaction can be supported by comfort in the employee's work environment. The work environment in the organization has an influence on job satisfaction which carries out the production process in the organization, to achieve this goal, the organization must be able to take into account all issues that affect the smooth and efficient production process. A good work environment provides a sense of happiness for employees so that they can create a comfortable atmosphere for work which then affects job satisfaction.

Achieving job satisfaction is a need for every employee who works, not only physically or psychologically. In addition to the work environment, organizational climate is defined as the quality of the internal environment. The internal environment is the work environment that exists within the organization and formally has direct and special implications for the organization. Relatively ongoing experience experienced by members of the organization and can affect job satisfaction. Employees who are in a good organizational climate will be able to create initiatives to want to do an activity and work that is an obligation and also do not hesitate to carry out activities outside of their work. With a good organizational climate, it is predicted that constructive values will arise such as helping, taking over, and creative behavior (Marinova et al., 2019). One of the services that require organizational citizenship behavior is the Department of Transportation at the Giwangan Terminal, Yogyakarta.

Giwangan Terminal is a public transportation terminal located in Giwangan Umbulharjo Village, Yogyakarta. Giwangan terminal is the largest type A terminal in Indonesia which is a stopover for buses from all major cities in Sumatra, Java, Bali and Nusa Tenggara. According to Law No. 22 of 2009 concerning traffic and general motorized vehicles used to regulate arrivals and departures, raise and lower people and/or goods, and transfer transportation. Giwangan Terminal is one of the major terminals in Indonesia as evidenced by the bus data that enters in 1 day it reaches around 1000 buses from various in Indonesia.

Meanwhile, the problems related to the work environment are quite diverse, including the lack of office facilities or work facilities provided to support the progress of the Yogyakarta Transportation Service at the Giwangan Terminal. Organizational climate when viewed from the social climate such as awareness to help, as well as the ethical climate of lack of awareness of reminding each other for deviant behavior to behaviors that harm the organization.

Job satisfaction reflects a person's feelings towards his job. In this case, employees who are satisfied can provide the best service to the organization and even make organizational citizenship behavior.

Methods

The nature of the research used by the researcher is quantitative research. The population is all employees of the Yogyakarta Department of Transportation, totaling 51 employees. Based on observations of the total population of only 51 sources, the observers took 100% of the total available population with a total of 51 employees of the Yogyakarta Transportation Service as the research sample. The data collection method in this study used an instrument in the form of a questionnaire.

This study uses a non-probability sampling technique. Based on observations of the total population of only 51 sources, the observers took 100% of the total available population with a total of 51 employees of the Yogyakarta Transportation Service as the research sample.

In research, the data used is based on the source, namely primary data, data obtained directly by the object and problem under study. The data collection method in this study used an instrument in the form of a questionnaire. Research on the effect of work environment and organizational climate on organizational citizenship behavior with job satisfaction as a mediating variable was conducted at the Giwangan Terminal Transportation Service, Jalan Imogiri No.1, Giwangan, Umbulharjo, Yogyakarta Special Region.

RESULTS

NORMALITY TEST

Table 1. Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		51
Normal Parameters,,b	mean	.0000000
	Std. Deviation	3.06205948
Most Extreme Differences	Absolute	.137
	Positive	.086
	negative	-.137
Kolmogorov-Smirnov Z		.977
asyp. Sig. (2-tailed)		.295
a. Test distribution is Normal.		
b. Calculated from data.		

Based on table 1. the results of the normality test above using the normal PP Plot and the Kolmogorov-Smirnov test can be seen from the Asymp value. Sig (2-tailed) with a value of 0.295 for the regression model of Work Environment, Organizational Climate and Job Satisfaction on Organizational Citizenship Behavior is greater than 0.05, meaning that the data is normally distributed.

MULTICOLLINEARITY TEST

Table 2. Muticollinearity Test Results

Model		Collinearity Statistics		Information
		Tolerance	VIF	
1	(Constant)			
	SUMLK	.556	1,800	No Multicollinearity
	SUMIO	.497	2011	No Multicollinearity
	SUMKK	.466	2,148	No Multicollinearity

Based on table 4.19 above, it shows that the Work Environment on Organizational Citizenship Behavior with a tolerance value of 0.556 > 0.10 is the same as a VIF value of 1.800, Organizational Climate on Organizational Citizenship Behavior with a tolerance value of 0.497 > 0.10 or the same as a VIF value of 2.011 < 10 and Satisfaction Work on Organizational Citizenship Behavior with a tolerance value of 0.466 > 0.10 or the same as a VIF value of 2.148 < 10 so that there is no multicollinearity between variables in the regression model.

HETEROCEDASTICITY TEST

Table 3. Heteroscedasticity Test Results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	11.462	3.193		3,590	.001
	SUMLK	.103	.077	.234	1,350	.184
	SUMIO	-.052	.101	-.094	-.512	.611
	SUMKK	-.311	.114	-.516	-2,727	.009

a. Dependent Variable: ABS_RES2

Source: Primary Data, Output SPSS 17, processed in 2022 (attachment 6)

As seen in table 4.22, the statistical test of heteroscedasticity stated that the significance value of the independent variable was above 0.05. So it can be concluded that there is no heteroscedasticity in this regression model. This is consistent with the scatterplot graph test.

MULTIPLE LINEAR REGRESSION ANALYSIS

Table 4. Results of Multiple Linear Regression Analysis

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	9,024	3.828		2,358	.023		
	SUMLK	.255	.090	.348	2.851	.006	.650	1,539
	SUMIO	.429	.112	.469	3.837	.000	.650	1,539

a. Dependent Variable: SUMKK

Source: Primary Data, Output SPSS 17, processed in 2022 (attachment 7)

1. Hypothesis 1 Regression Analysis of the Effect of Work Environment, on Job Satisfaction

The t-test was used to determine the effect of the work environment individually on job satisfaction. The t test was carried out by comparing the p value with (5%).

The significance level for the Work Environment variable is 0.000 ($p < 0.05$) and t count is 2.851 (positive), so it can be concluded that $t_{table} < t_{arithmetic}$ ($2.0095 < 2.851$) and significance $0.006/2 = 0.003 < 0.05$, then Hypothesis 1 is accepted.

2. Hypothesis 2 Regression Analysis of Organizational Climate on Job Satisfaction

The t test is used to determine the Organizational Climate individually on Job Satisfaction. The t test was carried out by comparing the p value with (5%).

The significance level for the Organizational Climate variable is 0.000 ($p < 0.05$) and t count is 3.837 (positive) so it can be concluded that $t_{table} < t_{count}$ ($2.0005 < 3.837$) and significance $0.000/2 = 0 < 0.05$, then Hypothesis 2 is accepted.

3. Results of Regression Analysis of Work Environment, Organizational Climate, Job Satisfaction on Organizational Citizenship Behavior.

Regression analysis was used to analyze the effect of Work Environment, Organizational Climate, Job Satisfaction on Organizational Citizenship Behavior.

The results of test 3 on linear regression analysis can be seen in the following table.

Table 5. Results of Regression Analysis Results of Work Environment, Organizational Climate, Job Satisfaction on Organizational Citizenship Behavior.

		Coefficients ^a					Collinearity Statistics	
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Tolerance	VIF
		B	Std. Error	Beta				
1	(Constant)	6.163	5.176		1.191	.240		
	SUMLK	-.003	.124	-.003	-.024	.981	.556	1,800
	SUMIO	.433	.163	.366	2,646	.011	.497	2011
	SUMKK	.579	.185	.448	3.134	.003	.466	2,148

a. Dependent Variable: SUMPKO

1. Hypothesis 3 Regression analysis of the work environment, on organizational citizenship behavior.

Hypothesis 3 Work Environment on Organizational Citizenship Behavior. Based on the results of calculations using SPSS 17, as shown in the table above, the Work Environment variable has no positive and significant effect on Organizational Citizenship Behavior. The significance level for the Work Environment variable is 0.981 ($p > 0.05$) and t count is -0.024 (negative), it can be concluded that $t_{table} > t_{count}$ ($2.0095 > -0.024$) and the significance is $0.981/2 = 0.490 > 0.05$, then Hypothesis 3 is rejected.

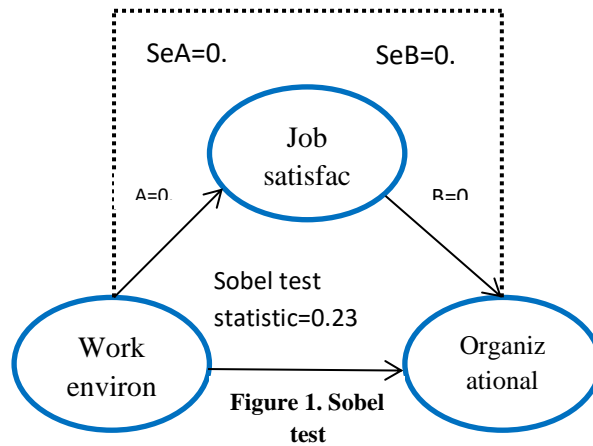
2. Hypothesis 4 Organizational Climate Regression Analysis, on Organizational Citizenship Behavior.

Hypothesis 4 Organizational Climate on Organizational Citizenship Behavior has a positive and significant effect. Based on the results of calculations using SPSS 17, as shown in the table above. The significance level for the Organizational Climate variable on Organizational Citizenship Behavior is 0.011 ($p < 0.05$) and t count is 2.646 (positive) so it can be concluded that $t_{table} < t_{count}$ ($2.0095 < 2.646$) and the significance is $0.011/2 = 0.005 < 0.05$, then Hypothesis 4 is accepted.

3. Hypothesis 5 Regression analysis of job satisfaction, on organizational citizenship behavior.

Hypothesis 5 job satisfaction on Organizational Citizenship Behavior positive and significant effect. Based on the results of calculations using SPSS 17, as shown in the table above, the job satisfaction variable has no effect on Organizational Citizenship Behavior. The level of significance for the variable job satisfaction on Organizational Citizenship Behavior is 0.003 ($p < 0.05$) and t count is 3.134 (positive) so it can be concluded that $t_{table} < t_{count}$ ($2.0095 < 3.134$) and significance is $0.003/2 = 0.001 < 0.05$ then hypothesis 5 is accepted.

SOBEL TEST



From the results of the Sobel test calculation above, getting a Z score of $0.23 < 1.96$ with a significance level of 5%, it proves that Job Satisfaction does not mediate the Work Environment on Organizational Citizenship Behavior.

Information :

A = 0.090

SEA = 0.255

B = 0.185

SEB = 0.579

Sobel test statistic = 0.23

One-tailed probability = 0.40

Two-tailed probability = 0.81

Figure 2. Sobel 2 test results

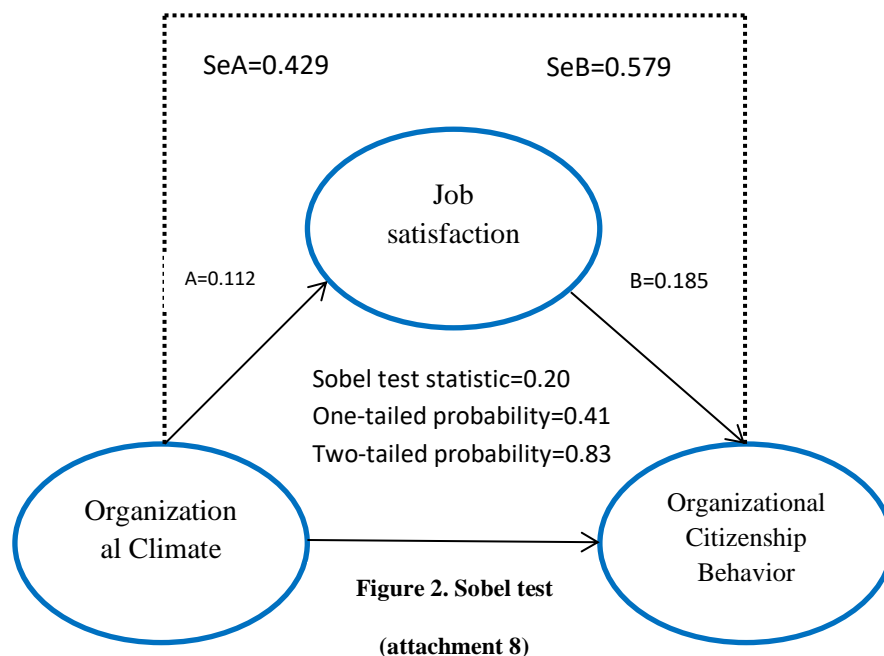


Figure 2. From the results of the Sobel test calculation above, getting a Z score of $0.20 < 1.96$ with a significance level of 5%, it proves that Job Satisfaction does not mediate Organizational Climate on Organizational Citizenship Behavior

Information :

A = 0.112

SEA = 0.429

B = 0.185

SEB = 0.579

Sobel test statistic = 0.23

One-tailed probability = 0.40

Two-tailed probability = 0

DETERMINANT COEFFICIENT

Table 6. Coefficient Results of Work Environment and Organizational Climate on Job Satisfaction

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.731a	.534	.515	2.467

a. Predictors: (Constant), SUMIO, SUMLK

b. Dependent Variable: SUMKK

Source: Primary Data, Output SPSS 17, processed in 2022 (attachment 7)

From table 4.25 it is known that the independent variable affects the dependent variable by 0.515 (51.5%) seen from the Adjusted R Square column. These results can be interpreted that the variables of the Work Environment and Organizational Climate affect the Job Satisfaction variable by (51.5%). This shows that there are still other factors that affect job satisfaction with the remaining (48.5%) explained from other variables not covered in this study.

Table 7. Coefficient of Determination of Work Environment, Organizational Climate and Job Satisfaction on Organizational Citizenship Behavior

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.744a	.553	.524	3.158

a. Predictors: (Constant), SUMKK, SUMLK, SUMIO

b. Dependent Variable: SUMPKO

Source: Primary Data, Output SPSS 17, processed in 2022 (attachment 7)

From the table above, it can be seen that the independent and mediating variables affect the dependent variable by 0.524 (52.4%) as seen from the Adjusted R Square column. These results can be interpreted that the variables of Work Environment, Organizational Climate, and Job Satisfaction affect the variable of Organizational Citizenship Behavior by 52.4%. This shows that there are other factors that influence Organizational Citizenship Behavior with the remaining 47.6% explained from other variables not covered in this study.

STANDARD BETA

Table 8. Beta Standard Results

Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	(Constant)	6.163	5.176	
	SUMLK	-.003	.124	-.003
	SUMIO	.433	.163	.366
	SUMKK	.579	.185	.448

a. Dependent Variable: SUMPKO

Based on table 4.27 the results of the regression, it is known that the beta value(β) which has an effect on the variable of Organizational Citizenship Behavior (dependent) is the Job Satisfaction variable of 0.448, seen from the beta (β) value getting further away from 0, so Job Satisfaction is the most positively influential variable. Then followed by the Organizational Climate variable of 0.366, and the Environment variable of -0.003.

Looking at the beta (β) value, it can be seen that there are other variables that can affect the Organizational Citizenship Behavior variable so that in this study there are suggestions for further research to use or add other variables.

DISCUSSION

1. Work Environment on Job Satisfaction

Testing the first hypothesis shows the level of significance for the Work Environment variable of 0.000 ($p < 0.05$) and t count of 2.851 (positive) it can be concluded that $t_{table} < t_{arithmetic}$ ($2.0095 < 2.851$) and significance of $0.006/2 = 0.003 < 0.05$, then Hypothesis 1 is accepted.

2. Organizational Climate on Job Satisfaction

Testing the second hypothesis shows the significance level for the Organizational Climate variable is 0.000 ($p < 0.05$) and t count is 3.837 (positive), it can be concluded that $t_{table} < t_{arithmetic}$ ($2.0005 < 3.837$) and the significance is $0.000/2 = 0 < 0.05$, then Hypothesis 2 is accepted.

3. Work Environment Against Organizational Citizenship Behavior

The third hypothesis testing shows a significant value on Organizational Citizenship Behavior. The significance level for the Work Environment variable is 0.981 ($p > 0.05$) and t count is -0.024 (negative), it can be concluded that $t_{table} > t_{arithmetic}$ ($2.0095 > -0.024$) and the significance is $0.981/2 = 0.490 > 0.05$, then Hypothesis 3 is rejected.

4. Organizational Climate on Organizational Citizenship Behavior

The fourth hypothesis test shows that the significance value for the Organizational Climate variable on Organizational Citizenship Behavior is 0.011 ($p < 0.05$) and t count is 2.646 (positive) so it can be concluded that $t_{table} < t_{count}$ ($2.0095 > 2.646$) and the significance is $0.011/2 = 0.005 < 0.05$, then Hypothesis 4 is accepted.

5. Job Satisfaction on Behavior

The fifth hypothesis test shows that the significance level for the variable job satisfaction on Organizational Citizenship Behavior is 0.003 ($p < 0.05$) and t count is 3.134 (positive) so it can be concluded that $t_{table} < t_{count}$ ($2.0095 < 3.134$) and significance $0.003/2 = 0.001 < 0.05$ then hypothesis 5 is accepted.

6. Work Environment and Organizational Citizenship Behavior with Job Satisfaction as Mediating Variable.

The sixth hypothesis test shows the value of the level of significance the results of the Sobel test calculation, getting a Z score of $0.23 < 1.96$ with a significance level of 5%, it proves that job satisfaction does not mediate the work environment on organizational citizenship behavior.

7. Organizational Climate and Organizational Citizenship Behavior with Job Satisfaction as Mediating Variable.

Testing the seventh hypothesis shows the value of the level of significance From the results of the Sobel test calculation, getting a Z score of $0.20 < 1.96$ with a significance level of 5%, it proves that Job Satisfaction does not mediate the Work Environment on Organizational Citizenship Behavior.

CONCLUSION

1. There is a positive and significant influence of the work environment on job satisfaction
2. There is a positive and significant effect of Organizational Climate on Job Satisfaction.
3. There is no positive and significant influence of the work environment on organizational citizenship behavior.
4. There is a positive and significant influence of Organizational Climate on Organizational Citizenship Behavior.
5. There is a positive and significant effect of Job Satisfaction on Organizational Citizenship Behavior.
6. There is no significant effect of Work Environment on Organizational Citizenship Behavior with Job Satisfaction as the mediating variable.
7. There is no significant effect of Organizational Climate on Organizational Citizenship Behavior with Job Satisfaction as a mediating variable.

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