

## *Effect Of Job Satisfaction On Citizenship Behavior Organizational Commitment Ministry Of High School Education In Timor-Leste*

Cesaltino Alves Ximenes<sup>1</sup>, I Gede Riana<sup>2</sup>, Pedro M.B.Ximenes<sup>3</sup>

Master of Management Study Program-Institute of Business (IOB) Dili, Timor-Leste<sup>1,2,3</sup>

### **Abstract**

In every country there must be an organization formed with a different vision and mission. The organization itself is defined as a forum for people who have the same goal, be it for social services, the welfare of members or for profit. In the process of achieving its goals, an organization must pay attention to its resources, be it human resources, financial resources, materials, as well as technological and system capabilities. OCB is a optional behavior that is not part of an employee's formal work obligations, but supports the effective functioning of the organization. The Ministry of Education of Timor Leste is required to always provide excellent service and has a commitment to improve quality.

service and quality of education. Organizational Citizenship Behavior (OCB) is an individual contribution that exceeds the demands of the role in the workplace and is rewarded by the achievement of task performance. This OCB involves several behaviors including helping others, volunteering for extra tasks, obeying the rules and procedures in the workplace. This research is a quantitative research. The data sources in this study are primary data and secondary data. The sample used in this study was 144 The population of civil servants under the Ministry of Education of Timor Leste is 144 people. The sampling technique used was a saturated sample, that is, all of the population was used as a sample. As for the level of explanation (level of clarity) this researcher uses an associative problem formulation. The data collection method uses a questionnaire (questionnaire) and the data analysis techniques used in this study are the classical assumption test, hypothesis testing, and multiple linear regression analysis.

**Keywords:** Job satisfaction has a positive effect on OCB and job satisfaction has a positive effect on organizational commitment

### **INTRODUCTION**

In every country there must be an organization formed with a different vision and mission. The organization itself is defined as a forum for people who have the same goal, be it for social services, the welfare of members or for profit. In the process of achieving its goals,

an organization must pay attention to its resources, be it human resources, financial resources, materials, as well as technological and system capabilities. The Inspectorate General of the Ministry of Education of Timor Leste based on the government regulation on education (Decreto Lei Artigo 28/2012) is a technical institution that is given the authority to carry out inspections of administrative management, human resources, finance and state assets (Gestão Administração, Recursos Humanos, Financeiras, Materiais do Estado), including the process of teaching education by teachers in all schools and employees of the education office within the territory of the Ministry of Education of Timor Leste. The Ministry of Education of Timor Leste is required to always provide excellent service and is committed to improving the quality of service and quality of education. In general, OCB arises because employees get job satisfaction in an organization. Commitment

Organization is another factor that plays a role in shaping employee OCB. Organizational commitment is an attitude that reflects employee loyalty to the organization and an ongoing process in which members of the organization express their concern for the organization to its continuous success and progress.

## **RESEARCH METHOD**

This research was conducted on all permanent employees who work at Ministério Eduacacao Superior, where the objects in this study are job satisfaction, organizational commitment and OCB.

### **Research Population and Sample**

#### **Population**

Population is all elements that have one or more characteristics in common. While the sample is a subgroup or part of the population. By studying the sample, researchers will be able to draw conclusions that can be generalized to the research population (Sugiyono, 2008). In this study, all civil servants under the Ministry of Education of Timor Leste totaled 144 people.

#### **Sample**

The sampling technique used in this study was a saturated sample, where all members of the population were sampled. The population as well as the sample in this study amounted to 144 Ministry of Education of Timor Leste.

**Data Collection Techniques**

For data collection in the field, the data collection technique used is a questionnaire (questionnaire) which is a data collection technique carried out by giving a set of questions or written statements to respondents to answer. Questionnaires are efficient data collection techniques if the researcher knows for sure the variables to be measured and knows what to expect from the respondents (Sugiyono, 2010). a questionnaire given directly to civil servants under the Ministry of Education of Timor Leste. Meanwhile, to measure the respondent's perception of the question items using a measurement scale with a Likert scale. Variations in scores with this scale are: (5) strongly agree, (4) agree, (3) neutral, (2) disagree, and (1) strongly disagree. The score obtained is then searched for the average score per respondent to be distributed based on certain criteria so that the distribution of the answers can be predicted

**RESEARCH RESULTS AND DISCUSSION**

Validity and Reliability Test Results No Variable Item Validity Description Reliability Description

Table 1. Validity and Reliability Test

Job Satisfaction (X1)	<b>(X1.1)</b>				
	X1.11	0,831	Valid	0,679	Reliabel
	X1.12	0,865	Valid		
	X1.13	0,634	Valid		
	<b>(X1.2)</b>				
	X1.21	0,950	Valid	0,883	Reliabel
	X1.22	0,943	Valid		
	<b>(X1.3)</b>				
	X1.31	0,568	Valid	0,697	Reliabel
	X1.32	0,659	Valid		
	X1.33	0,849	Valid		
	X1.34	0,793	Valid		
	<b>(X1.4)</b>				
	X1.41	0,591	Valid		

		X1.42	0,649	Valid	0,749	Reliabel	
		X1.43	0,795	Valid			
		X1.44	0,852	Valid			
		<b>(X<sub>5</sub>)</b>					
		1.51	0,650	Valid	0,634	Reliabel	
		1.52	0,568	Valid			
		1.53	0,730	Valid			
		1.54	0,775	Valid			
Organizational Commitment (X2)	X2.1						
		X2.11	0,648	Valid	0,735	Reliabel	
		X2.12	0,805	Valid			
		X2.13	0,686	Valid			
		X2.14	0,572	Valid			
		X2.15	0,724	Valid			
		X2.16	0,516	Valid			
		X2.2					
		X2.21	0,891	Valid	0,672	Reliabel	
		X2.22	0,878	Valid			
		X2.23	0,547	Valid			
		X2.24	0,803	Valid			
		X2.3					
		X2.31	0,679	Valid	0,701	Reliabel	
		X2.32	0,571	Valid			
		X2.33	0,842	Valid			
		X2.34	0,731	Valid			
	X2.35	0,733	Valid				
3	<b>OCB (Y)</b>	Y1					
			Y1.1	0,912	Valid	0,826	Reliabel
			Y1.2	0,896	Valid		

	Y1.3	0,793	Valid		
	Y2				
	Y2.1	0,572	Valid	0,707	Reliabel
	Y2.2	0,712	Valid		
	Y2.3	0,750	Valid		
	Y3				
	Y3.1	0,761	Valid	0,629	Reliabel
	Y3.2	0,605	Valid		
	Y3.3	0,829	Valid		
	Y4				
	Y4.1	0,793	Valid	0,746	Reliabel
	Y4.2	0,887	Valid		
	Y4.3	0,813	Valid		

Source: Appendix 2 (Data Processed 2020)

Based on Table 1 above, it can be seen that the research instrument used has a validity value  $> 30$  and a reliability value  $> 60$  so that the items in this study are said to be valid and reliable. Data analysis and structural equation modeling using PLS software are as follows:

1. Designing a Structural Model (Inner Model). The Inner Model or Structural Model describes the relationship between latent variables based on substantive theory. The design of the Structural Model of the relationship between latent variables is based on the formulation of the problem or research hypothesis described as shown in the picture 1. following.

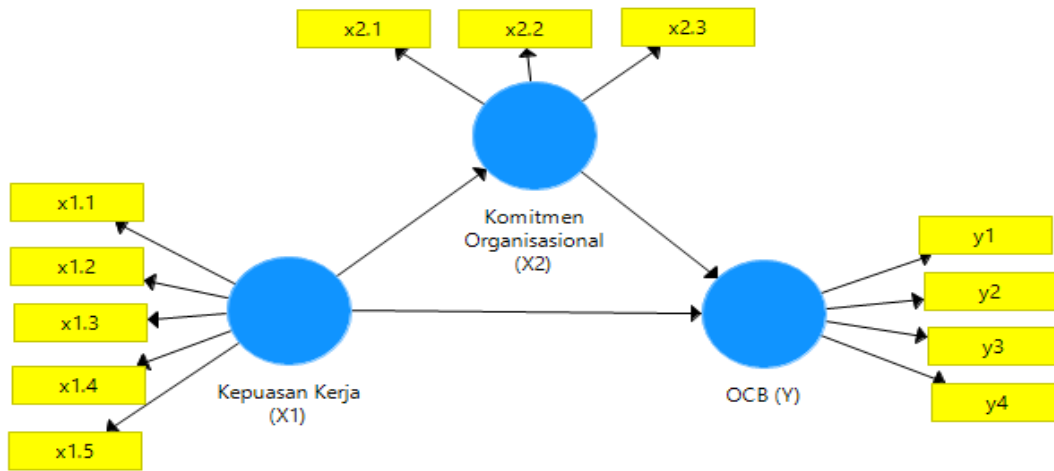


Figure 1. Designing a Structural Model

Table 2  
Composite Reliability Test Results

Variable	<i>Composite Reliability</i>
Job Satisfaction (X1)	0,841
Organizational Commitment (X2)	0,779
OCB (Y)	0,786

Source: Appendix 4 (Data Processed 2020)

### Hypothesis Testing

This study uses a Partial Least Square (PLS) analysis approach to test and analyze the research hypotheses that have been stated previously. Before carrying out the analysis, the empirical research model is tested or evaluated first. The results of the analysis of the empirical research model using the Partial Least Square (PLS) analysis tool produce the following.

The analysis test results using the smartPLS software show that all indicators have a loading factor value above 0.50. This means that the model is said to be feasible so that it can be interpreted. Furthermore, the results of hypothesis testing were carried out using the t-test (t-test) on each path of influence between the dependent variable and the independent variable. The results of testing the hypothesis are shown in Table 3 below.

Table. 3  
Hypothesis Test Results

No	Variable	<i>Original sample estimate</i>	<i>T-Statistic</i>	Description
1	Job Satisfaction (X1) -> OCB (Y)	0,100	2.494	Significant
2	Job Satisfaction (X1) -> Organizational Commitment (X2)	0,488	3.582	Significant
3	Organizational Commitment (X2) -> OCB (Y)	0,555	3.579	Significant

## CONCLUSION

Based on the discussion of the research results, it can be concluded that the effect of job satisfaction on organizational commitment and OCB is.

1. Job satisfaction has a positive and significant effect on OCB. This indicates that the better the perceived job satisfaction will help in increasing the OCB of employees.
2. Job satisfaction has a positive and significant effect on organizational commitment. This indicates that the better the perceived job satisfaction of employees will help in increasing organizational commitment of employees.
3. Organizational commitment has a positive and significant effect on OCB. This indicates that the better the organizational commitment of employees will help in increasing OCB.

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