OCB As A Mediation Variable In Affecting Member Performance : Study In Aceh Regional Police SPN

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Abstract

This research is to know the OCB as a mediation variable in affecting the performance. The object is the Aceh Regional Police SPN as the police school in Aceh. The sample taken is 100 to fit the Structural Equation Modeling (SEM) that is used in this study. The result finds that Organizational support affects OCB Job satisfaction affects OCB organizational climate affects OCB Organizational support affects performance of personnel, job satisfaction affects performance of personnel, Organizational climate affects performance personnel, and OCB affects performance of personnel of Aceh Regional Police SPN. This all proofs have contribution to the realm of science that can be a reference as a causality theories. The model also useful for the practical persons especialy for the object in this study. The militation lies in the scope of the research. The novelty we can see in the form of the research model which is the result of the integration of the previous models.

Keywords: Organizational support, Job Satisfaction, Organizational Climate, OCB and Member Performance.

1. Introduction

There are still many cases, namely as many as 423 cases and as many as 135 have not been resolved by the police quickly and accurately. The general picture is related to the still low performance of members Aceh Regional Police SPN, as the school of Police in Aceh. For example the problem of service to prospective National Police cadets who are attending education at the National Standard School, as well as services for members who want to improve their careers in the police and also the services to the community of Aceh Regional Police SPN.

The phenomenon of member performance can be seen from the level of management, namely in the Aceh Regional Police SPN is the reduced satisfaction of prospective police officers, as well as increasing the ability of members in handling various cases that occur. Performance at the middle management level can be seen from the solidity in the organizational structure and good organizational management, allowing members to work according to their duties and functions as well as low management performance can be seen in the quality of service to prospective police officers who are increasing.

To achieve the targets that have been set, it is necessary to have the behavior of member citizenship (Organizational Citizenship Behavior), because the Aceh Regional Police SPN is an organization that provides services to candidates for the National Police, who will be placed in various units after being passed from the National Police admission selection. Organizational Citizenship Behavior (OCB) appears, which is a behavior of members to give more to the organization because it has a sense of responsibility.
The phenomenon related to the performance of members is that the performance of members is still low due to organizational support factors that have not been fully provided to each member such as support for official vehicles, office equipment that is still inadequate or lack of support in the financial sector, especially support costs for each activity operational members in the field.

Job satisfaction will be obtained if there is coherence between expert expectations and facts found and obtained from the workplace. Members' perceptions of matters relating to work and their job satisfaction involve a sense of security, justice, pleasure, enthusiasm, status and pride. In this perception also involved in the work situation of the experts involved including work interaction, working conditions, recognition, relationships with superiors, and promotion opportunities. In addition, this perception is also included with the expertise and will of experts with the conditions of the organization in which they work, including the type of work, interests, talents, income, and incentives.

Organizational climate factors that are less conducive for most members, this is because many members have heavy workloads and responsibilities, so that they are far from family and friends, in addition to the members 'career development factors that still do not meet members' expectations, where career development what has happened so far is still influenced by the factor of the closeness of the member with the leader not based on the work performance concerned. While the performance of members because of the resulting performance is still limited to the performance of imaging is not fully performance, namely the performance that is the hope of the community that the police as protectors and protectors of the community.

2. Literature Review

Member Performance

According to (Gonverment, 2006) performance can be translated into work performance and employee quality that can be done in employees and employees in our office. According to (Waldman & Siegel, 2008). Meanwhile, according to (Mangkunegara, 2010) performance is the result of work and quality that can be achieved by people in carrying out the tasks as requested. (Soeprihanto, 2009) said that the performance was the result of the work of the employees during a certain period compared to various needs, for example standards, targets / criteria that had been agreed in advance and had been mutually agreed upon.

Employee performance that is approved on the achievement of someone who is determined based on the standards and criteria set by the company. Management to achieve high human resources in order to improve the company as a whole (Mas’ud, 2004). According to (Waldman & Siegel, 2008). Meanwhile, according to (Mangkunegara, 2010) performance can be defined as the work and quality that can be achieved by employees in the task in accordance with the responsibilities given.

Organizational Citizenship Behavior (OCB)

OCB is a voluntary attitude, sincere, happy with the behavior of workers without needing to be guided and controlled by the company in providing good service (Gibson, Ivancevic, & Konopaske, 2012). (Huang, Wang, & Xie, 2014) stated, OCB behavior is a term used to get to know the behavior of workers. This behavior is defined as "behavior that benefits the organization or plans to benefit the organization which directly leads to the role of hope.

(Mowday, Porter, & Steers, 2013) defines OCB behavior as aid assistance represented by organizational members, constructively, valued by the company but not directly related to individual productivity. OCB behavior is a form of individual behavior and initiative choices, not related to reward systems but aggregate organizational effectiveness. This means that this
behavior is not included in job requirements or employee job descriptions so they do not appear to be punished.

Referring to the above opinion, it can be interpreted that OCB behavior is also an individual's contribution to the role demands in place and valued according to the task of achievement. This behavior involves several actions to help others, volunteer for extra work, and follow the rules and procedures in the field of work. This behavior illustrates "employee added value" which is a social, pro-social, active, constructive and meaningful one.

**Organizational Support**

According to (Robins & Coulter, 2012) Support for organizational organizations and the dynamic environment of the organization changes so that the organization is adapted. According to (Flippo, 1997), with the support of oil and gas organizations, application technology, it is possible to maintain job functions because the achievement of objective is determined by rational criteria. According to (Mathis & Jackson, 2006), supporting organizations that support singing are presented by organizations called training, equipment, front lines and productive work teams.

Organizational support is very important, it is very important for workers to behave. The organization must develop a climate supported by consumer orientation. (Caceres & Paparoidamis, 2007) encouraged organizational and management support will increase the motivation of customer-oriented behavior rather than labor. Perceptions of organizational support can be used to minimize employee perceptions to see the financial resources needed. Management support will affect organizational effectiveness and will use employee performance (Elena, 2010).

According to (Rhoades & Eisenberger, 2002), perceptions about the support of organizational perceptions of employees' organizations against the organization's system are from employee contributions from Kanggo welfare companies. Yen unemployed employees are supported by the organization, when they are sent sufficiently, many employees must form communication board umbrella organizations between employees and they make a positive relationship with the organization's perception.

**Job Satisfaction**

The job satisfaction of office employees and members is the level of happiness of singing in the middle of the office at the ratio of the utmost use of the organization. Job satisfaction of individuals singing can help respond to singing with difficulty. So job satisfaction addresses individual psychology in the organization, which affects the conditions he feels from his environment.

Some experts or experts provide different definitions of job satisfaction among them according to (Mangkunegara, 2010) suggesting that "job satisfaction is the favorableness or unfavorableness with employees view their work" (job satisfaction is the feeling of supporting or not supporting what employees experience in work). (Wexley & Yuki, 2005); define job satisfaction "is the way an employee feels about his or her job" (is the way employees feel themselves or their jobs).

**Organizational Climate**

Climate The body represents the perceptions of individual and group organization members and those who are always in touch with the royal organization, are committed to ordinary people, with lay, internal and external negotiations between the management of superiors, management, low management and lay workers with persistence and working order.
values are very contrary to the theory we study.

Organizational climate is an impressive management tool for integrating individual motivation with subordinates and tasks in the organization. Organizational climate is the workers' perception of the characteristics of the procedure that is available in the company.

Hypothesis
Some hypotheses are formulated by authors, namely:
H1: The result finds that Organizational support affects OCB
H2: Job satisfaction affects OCB
H3: Organizational climate affects OCB
H4: Organizational support affects performance of personnel
H5: Job satisfaction affects performance of personnel
H6: Organizational climate affects performance personnel
H7: OCB affects performance of personnel

3. Method

Aceh Regional Police SPN is the object of this research. The sample taken is as much as 100 members of Aceh Regional Police SPN, to fit the requirement of Structural Equation Modeling (SEM) as an analyze method that is used in this study. The variables are organizational support, job satisfaction, organizational climate on organizational citizenship behavior (OCB) and member performance. In researching the data testing, the use of confimatory analysis factor equipment is to find out the value of each indicator whether it is in accordance with the research rules or not.

4. Result

The Effect of Organizational Support on Personnel OCB

The parameter value of estimating the influence of organizational support on the Aceh Regional Police personnel OCB is obtained at 3.347 and, with a probability, of 0.0001. Therefore it can be concluded that organizational support influences OCB personnel in the Aceh Regional Police.

The Effect of Job Satisfaction on Personnel OCB

The effect of job satisfaction on OCB personnel of the Regional Police obtained a significance value of probability of 0.0001. Thus it can be concluded that job satisfaction has an influence on increasing the OCB of the Aceh Regional Police personnel.

The Effect of Organizational Climate on Personnel OCB

Estimation parameters for testing the influence of the organizational climate on Aceh Regional Police personnel OCB show a CR value of 2.405 and a probability of 0.0001. Thus it can be concluded that the organizational climate given to each member will affect the OCB of the Aceh Regional Police SPN personnel.

The Effect of Organizational Support on Personnel Performance

The estimation parameter for testing the influence of organizational support on the performance of Aceh Regional Police members shows the CR value of 2.100 and with a
The Effect of Job Satisfaction on Personnel Performance

The results of the test of the variable job satisfaction and its effect on the performance of members shows the CR value of 2.229 and with a probability of 0.0001.

The Effect of Organizational Climate on Personnel Performance

The estimation parameter for testing the influence of organizational climate on the performance of Aceh Regional Police members shows the CR value of 2.023 and with a probability of 0.0001.

The Effect of OCB on Personnel Performance

The results of the study obtained estimated parameter values for the influence of OCB on the performance of Aceh Regional Police members with a CR value of 2.592 and a probability of 0.0001.

5. Conclusion

The result finds that Organizational support affects OCB. Job satisfaction affects OCB. Organizational climate affects OCB. Organizational support affects performance of personnel, Job satisfaction affects performance of personnel, Organizational climate affects performance personnel, and OCB affects performance of personnel of Aceh Regional Police SPN. This all proofs have contribution to the realm of science that can be a reference as a causality theories. The model also useful for the practical persons especialy for the object in this study. The militation lies in the scope of the research. The novelty we can see in the form of the research model which is the result of the integration of the previous models.

Some recommendations are mapped for the Aceh Regional Police SPN. The Aceh Regional Police SPN need to pay attention to members to receive training in order to improve the performance of the Aceh Regional Police NES. OCB problems and member performance therefore members are able to maintain good relations with leaders, so that they can feel job satisfaction within themselves. Organizational climate in Aceh Regional Police NES, should be able to improve job satisfaction and improve personnel performance through better organizational structure. The SPN of the Aceh Regional Police has to improve for prospective cadets, as well as the public by better understanding the duties and functions inherent in me in carrying out my main tasks in the office. While in order to improve the performance of members, what needs to be considered is to improve the ability of members to be able to understand the duties and functions inherent in me in carrying out the main tasks in the office.

References


