

The Influence of Perceived Organizational Support on Organizational Citizenship Behavior to Employees of PT. Pelabuhan Indonesia I (Persero)

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Abstract— *The purpose of this study was to determine the influence of perceived organizational support on organizational citizenship behavior of employees. The research data was collected using scale perceived organizational support, and scale of organizational citizenship behavior. Based on regression analysis, it was found that perceived organizational support had a positive and significant influence on organizational citizenship behavior. The implications of this research can help companies to maintain and increase support for employees and maximize the role of leaders in building a friendly work environment and able to provide a sense of security and comfort for employees because this way is to foster citizenship behavior in employees*

Keywords— *Perceived Organizational Support, Organizational citizenship Behavior.*

I. INTRODUCTION

PT Pelabuhan Indonesia I (Persero) is a state-owned enterprise that focuses its activities in the field of organizing and ratifying port services. PT Pelabuhan Indonesia I (Persero) has a vision of being number one in the port business in Indonesia. Then its mission is to provide integrated, quality and value added port services to spur regional economic growth. PT Pelabuhan Indonesia I (Persero) considers that Human Resources are a very important component in order to maintain competitive advantage and support business strategies. PT Pelabuhan Indonesia I (Persero) continues to strive to improve the quality of Human Resources because PT Pelabuhan Indonesia I (Persero) believes that the quality of Human Resources is very instrumental in increasing the competitiveness of companies.

The quality of human resources in the company can determine the success of the company in carrying out its functions (Luthans, 2006). One that determines the quality and excellence of Human Resources with a description of their duties but also works on tasks beyond or beyond the task description and their formal role which aims to achieve success and also organizational effectiveness (Garg & Rastogi, 2006). The role of employees like this is the basis of the concept of Organizational Citizenship Behavior (OCB) (Robbins, 2013). Organ (2006) states that employees who have OCB will carry out work and help other employees in completing tasks so that optimization occurs in the work that makes the organization run effectively, thus performance will increase organizational productivity. OCB is a free individual

behavior, not directly related to reward systems and can improve organizational function (Padsakoff, 2000).

Employees who have OCB will carry out work and help other employees in completing tasks so that optimization occurs in the work that makes the organization run effectively, thus performance will increase organizational productivity (Organ, 2006). OCB behavior arises when there is a feeling as part of the organization and is satisfied if it can do something more for the organization, this feeling arises if the employee has a positive perception of the organization or company (Eisenberger, 2016).

Perceived organizational support is the perception of employees about the extent to which organizations evaluate their contributions and care about their welfare (Rhoades & Eisenberger, 2002). When employees feel fully supported by the organization, of course they will foster a sense of debt so that they feel obliged to pay for it, this will impact on the performance and behavior of employees who want to work beyond their obligations or called OCB behavior (Alkerdawy, 2014). Employees who feel supported by the organization will provide feedback and by engaging in citizenship behavior (Shore & Wayne, 1993).

The explanation above shows that perceived organizational support has a positive effect on organizational citizenship behavior. Therefore, researchers are interested in conducting research on the influence of perceived organizational support on organizational citizenship behavior to employees of PT Pelabuhan Indonesia I (Persero).

II. OBJECTIVES & METHODS

The main objective of this study was to examine the effect of perceived organizational support on organizational citizenship behavior in employees of PT Pelindo I (Persero). This study involved employees of PT Pelabuhan Indonesia I (Persero) with a sample of 192 subjects consisting of 22 work units. Data were collected using the scale of organizational citizenship behavior and scale perceived organizational support.

The scale of Organizational Citizenship Behavior is compiled based on the theory put forward by Organ (2006) and the scale of perceived organizational citizenship behavior is compiled based on the theory put forward by Rhoades & Eisenberger (2002). Both scales use a Likert model with five answer choices which consist of five answer choices namely Very Agree (SS), Agree (S), Neutral (N), Disagree (TS),

Strongly Disagree (STS). Data obtained from the scale of organizational citizenship behavior and scale of perceived organizational support were analyzed by regression analysis.

III. RESULTS AND DISCUSSIONS

The results obtained by regression analysis indicate that perceived organizational support has a positive and significant effect on organizational citizenship behavior with a determinant coefficient (R^2) of 0.382 or an effective contribution of 38% towards organizational citizenship behavior. Positive and significant influence gives an understanding that employees who have a positive perception of organizational support will improve organizational citizenship behavior of employees, and when employee perceptions of organizational support are negative, then organizational citizenship behavior of employees will be lower. These results are in line with the social exchange theory which is based on reciprocal norms, ie employees who perceive good or positive organizational support will have a sense of responsibility to repay the treatment with good treatment by engaging in citizenship behavior in the company. When employees feel fully supported by the organization, of course they will foster a sense of debt so that employees feel obliged to pay for it, this will impact on the performance and behavior of employees who want to work beyond their obligations or called OCB behavior (Alkerdawy, 2014).

Perceived organizational support depends on how to give justice to employees, support given by superiors, and appreciation from the organization (Rhoades & Eisenberger, 2002). This condition is in accordance with what was stated by Praweswari & Suwandana (2017) that the presumption of employees on fairness and support from superiors will increase the extra role behavior of OCB employees. Then Nursanti & Annisa (2014) added that the employee's perceived respect for the award received was high, thus increasing the extra role behavior of the employee or OCB.

Based on the categorization, the perceived employee's support for the organization is classified as positive and organizational citizenship behavior (OCB) in the high category. The value of the correlation between perceived organizational support and organizational citizenship behavior is 0.618 and is positive. This means that employees' positive

perceptions of organizational support will improve employee OCB behavior. This is in accordance with what was stated by Robbin & Judge (2013) that employees who assume high organizational support can have an effect on increasing extra role or OCB behavior and decreasing delay (Robbin & Judge, 2013).

IV. CONCLUSION

Based on the results of the study, it was concluded that perceived organizational support had a positive and significant effect on organizational citizenship. The implications of this research can help companies to maintain and increase support for employees and maximize the role of leaders in building a friendly work environment and able to provide a sense of security and comfort for employees, because this way can foster citizenship behavior for employees.

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