HAPPINESS AT WORK AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR IN KRAKATAU STEEL

Granit Agustina[1], Tatiek Ekawati Permanar[2], Sri Endah Nurhayati[3], Eeng Ahman[4], Feby Febrian[5]

[1] Universitas Pendidikan Indonesia, Faculty of Economics & Business Universitas Winaya Mukti
[2] Akademi Sekretaris Manajemen Ariyanti, Universitas Pendidikan Indonesia
[3] Universitas Pendidikan Indonesia
[4] Universitas Pendidikan Indonesia
[5] Faculty of Economics & Business, Universitas Winaya Mukti

Abstract: Every company must be able to invite its employees to provide a model of employee happiness at work and appropriate organizational citizenship behavior in accordance with the needs of the company which can make a person's organizational citizenship behavior better. This study aims to determine the model of employee happiness at work and organizational citizenship behavior of an employee in a company. This research is a descriptive and verification research using simple linear regression analysis, where the respondent population is all employees of 30 people with a sample size of 30 people using SPSS 24 software. The method used in this research is saturated sampling technique using the entire population as a sample. Collecting data using a direct survey method using a questionnaire. The results of respondents' responses that have been distributed and from the test results then employee happiness at work have a positive and significant effect on organizational citizenship behavior. To improve the organizational citizenship behavior of employees, the authors suggest that there be further research by other researchers on the issues of factors that influence organizational citizenship behavior besides happiness such as empathy at work, organizational conditions and the role of organizational management, supervisory ability and the quality of work itself.

Keywords: Happiness at work HAW, organizational citizenship behavior OCB

INTRODUCTION

The development of the world is currently entering 5.0, namely returning to the role of human resources is the right moment for an employee to be able to work as effectively and

efficiently as possible in order to improve the quality of organizational citizenship behavior, which causes employee happiness to be higher. Organizational citizenship behavior will always be a big challenge for an organization and is an effective way to increase employee morale to achieve and achieve higher happiness and increase organizational competitiveness, which is one of the main goals of any business organization (Lee & Wu 2011). Therefore, it is believed that organizational citizenship behavior has a major role in the development and growth of the organization. Employees are the main business resource that facilitates various organizational activities on a daily basis (Easy, Rafiki & Harangkap 2014). Likewise, Oluwafemi (2010) asserts that organizational effectiveness and efficiency depend on how effective and efficient employees are in achieving their performance in the organization.

One of the efforts to improve the organizational citizenship behavior of employees, including by paying attention to the diversity of employees at work. The first time the concept of happiness at work was introduced by Hans Selye in 1936. Happiness is defined as "the force or pressure exerted on objects or people against it, the force and efforts to maintain its original condition. Happiness at work consists of three dimensions: job involvement, job satisfaction, and affective Organizational Commitment. Job involvement was measured by UWES (Schaufeli et al., 2002). The world has witnessed in the last few decades an increasing interest in organizational citizenship behavior to improve organizational performance and as a company leader can use this to direct organizational behavior for the benefit of the organization (Sharbatji, 2006). Catz distinguishes between three types of behavior in efficient organizations: joining and maintaining organizations; carry out main tasks and carry out activities that exceed official duties (Hawas, 2003). Organizational citizenship behavior is defined as voluntary work that is not included in the official incentive system in the organization and is intended to increase its performance, efficiency and effectiveness (Febles, 2005). However, Wayne and Green (1993) define it as a behavior that is involved in additional roles that are played beyond the job assignment. There are five dimensions of OCB, namely (Organ & Lingl, 1995; Organ, 2015): Altruism, Conscuentiousness, Sportmanship, Courtessy, and Civic Virtue. : Happiness at work, organizational citizenship behavior.

LITERATURE REVIEW
Happiness at work (HWA)

The concept of happiness at work derived from positive psychology promotes a focus on solutions rather than criticizing problems. Obviously from the term itself, it is associated with positive constructs such as pleasure, contentment, well-being and happiness, concentrating mostly on the positive aspects of humans life compared to negative aspects. Positive psychology is defined as "the science of positive subjective experiences, positive individual traits, and positive institutions."

which aims to improve the quality of life (Seligman and Csikszentmihalyi, 2000, p. 5). The concept gets more popularity when the power of positivity in life is identified and people feel attracted to experience positive everyday circumstances. Basically, it is important to note that the concept of well-being can be understood using two general perspectives: the hedonic approach and the eudaimonic approach. "The hedonic approach, which focuses on happiness and defines well-being in terms of pleasure attainment and pain avoidance; and the

eudaimonic approach, which focuses on meaning and self-realization and defines well-being in terms of the extent to which a person is fully functional ”(Ryan and Deci, 2001, p. 141). It is surprising to note that although the welfare construction file is gaining a lot of popularity among researchers and can be called an aspect that is widely explored in the academic literature, the review literature reveals no significant exploration of happiness constructs especially in the workplace context (Salas-Vallina et al., 2018.). The construction of happiness is often used interchangeably with subjective well- being. Organizational behavior research (Carr, 2004; Sheldon and Lyubomirsky, 2004). There is no contradiction in admitting that happiness is a very subjective construction that has many definitions, and further leads to a lack of agreement between definitions. Several studies define happiness as a global assessment of a person's life, satisfaction with one's personal life, prevalence of positive moods and emotions, and low levels of negative affect (Diener et al., 1999). In contrast, the literature shows that it is very difficult and sometimes nearly impossible to put or describe all emotions in words, despite the importance of being optimistic in the workplace. The purpose of this investigation is limited to happiness regarding the workplace; thus, this study defines happiness at work as feeling happy about the job itself, job characteristics and the organization as a whole as happiness at work which then involves different attitudes at work (Fisher, 2010).

According to Youssef and Luthans (2007), job happiness refers to the extent to which individuals experience positive influence and satisfaction at work. Pryce shows that the joy is that employees get promoted faster, get more support from supervisors and colleagues, generate innovative ideas, complete assigned tasks faster and perform tasks enthusiastically (Pryce-Jones and Lutterbie, 2010). Although, organizations face the challenge of ensuring that their employees are satisfied and happy, Bakker and Demerouti (2014) suggest that the goal of creating positive feelings among employees can be achieved through effective job resource programs (i.e. a total reward system). Past evidence shows that employees feel positive about the workplace when they receive material rewards (e.g. training facilities, benefits, career growth opportunities, etc.), social rewards (e.g. good relations with coworkers) (Abid et al., 2015), non-monetary rewards (e.g. positive feedback, participation in decision making, job security, etc.) (Carpentier and Mageau, 2013) and monetary rewards (eg salary increases, etc.) (Oishi et al., 2011). Meanwhile, they feel unhappy if the organization does not acknowledge their efforts (Danish and Usman, 2010). Furthermore, the theoretical foundation for this research comes from the social exchange theory (SET) (Blau, 1964). When the organization provides adequate job resources (monetary, material or non-monetary rewards), employees are willing to contribute according to their desires of knowledge and skills (Bujacz et al., 2014). They feel that the employer is paying attention. They feel that employers pay attention to their well-being and this satisfies people's psychological needs to possess (Devloo et al., 2015). This, in turn, can lead to experiences of positive influence and happiness. Thus, based on the above arguments and theories, it can be assumed that new ventures providing job resources, such as components of total rewards (monetary, material and non-monetary), can predict employee happiness in the workplace.

Work-life conflicts associated with low job satisfaction have negative consequences for the health and well-being of managers (Kossek et al., 2014). Organizational policies and procedures supporting middle managers to get optimal work-life support will make them

happier and more satisfied, because they feel their personal life is respected in the organization. Work-life support can reduce the stress associated with managing both roles. Availability Work practices designed to help employees manage their responsibilities at home can also increase employees' perceptions of organizational support, particularly if these work-life balance practices are seen as beneficial (Lambert et al., 2003). Based on the spillover theory (Edwards and Rothbard, 2000), researchers have suggested that both the negative effects of work-life imbalances and the positive effects of work-life balance are carried over by middle managers from their work to their personal lives and vice versa. In turn, this spillover effect leads to a similarity of experiences in these two domains of life (Michel and Clark, 2011). A middle manager who sees the balance between their work and personal life tends to experience positive emotions (Beauregard and Henry, 2009). Previous research has shown that work-life balance requires the behavior and attitudes of middle managers (Eby et al., 2005). Happiness at work consists of three dimensions: job involvement, job satisfaction, and affective Organizational Commitment. Job involvement was measured by UWES (Schaufeli et al., 2002).

Organized Citizenship Behavior (OCB)

Katz (1964) identified three categories of employee behavior and argued that employees should first be encouraged to enter and stay with the organization, then to perform the specific role requirements as expected and eventually engage in activities that go beyond their job descriptions and expectations. Later, researchers have dubbed it the last category OCB (Konovsky and Pugh, 1994). According to Organ (1988), OCB is defined as discretionary work- related behavior, that is, not related to the formal organizational reward system, and, as a whole, promotes the effective functioning of the organization. Moreover, OCB reflects the actions taken by that employee beyond the minimum role requirements expected by the organization and it promotes the welfare of co-workers, work groups, and / or the larger organization (Lovell et al., 1999; Jehad et al., 2011) . A large number of empirical studies show positive associations of OCB and various levels of individuals and organizations 675 The impact of PJ fit and PO fit on OCB level outcomes, including task performance, customer satisfaction, productivity (Podsakoff et al., 2009), OC (Ng and Feldman, 2011; Liu , 2009), and justice organizations (Ang et al., 2003). Williams and Anderson (1991) divided OCB into two types: OCB-I and OCB-O. OCB-I refers to behavior directed at specific individuals such as politeness and altruism, whereas OCB- O refers to behavior related to benefits to the organization as a whole such as awareness, sportsmanship, and civic virtue. Organizational citizenship is a new term in management produced by modern administrative thought. It is intended to take organizational and personnel performance to a new level (Al-Ameri, 2003). The concept of organizational citizenship transcends individual formal behavior into other behaviors (Al-Fahdawi, 2005).

The world has witnessed in recent decades an increasing interest in organizational citizenship behavior for their close relationship to organizational performance as managers can use this to direct organizational behavior for the benefit of organizations (Sharbatji, 2006). Catz distinguishes between three types of behavior in efficient organizations: joining and maintaining organizations; carry out main tasks and carry out activities that exceed official duties (Hawas, 2003). Organizational citizenship behavior is defined as voluntary

work that is not included in the official incentive system in the organization and is intended to increase its performance, efficiency and effectiveness (Febles, 2005). However, Wayne and Green (1993) define it as a behavior that is involved in additional roles that are played beyond the job assignment. Niehoff and Moorman (1993) define organizational citizenship behavior as such associated additional roles as voluntary behavior followed by individuals of their own choice, far removed from the formal organizational incentive system. Researchers do not generally agree on the behavioral dimensions of organizational citizenship, but two directions are taken in this context: one classifies organizational citizenship into two dimensions, individual and corporate, while the other breaks it down into five dimensions: altruism, friendliness, sportsmanship, general obedience. and civilized behavior (Abu Jasser, Sabrine, 2010). Exchange theory, attitude theory, or JD-R theory. The first suggests that employees' behavior is a consequence of economic or social exchange relationships. Here, economic exchange refers to a work contract (Deluga, 1994), whereas in social exchange, employees and organizations show a feeling of respect. The higher the quality of this relationship, the more employees are involved in OCB (Moorman, 1993). That attitude theory states that a positive attitude produces positive behavior. For example, Ziegler et al. (2012) found a positive relationship between JS, emotions and OCB, and Dalal et al. (2009) related to the positive influence with OCB. The JD-R theory states that resources lead to positive attitudes, which results in pro-social behavior. However, research into holistic estimates of OCB is lacking. There are five dimensions of OCB, namely (Organ & Lingl, 1995; Organ, 2015): Altruism, Conscuentiousness, Sportmanship, Courtessy, and Civic Virtue.

After conducting a literature study, a framework is formulated to describe the relationship between employee happiness and organizational citizenship behavior
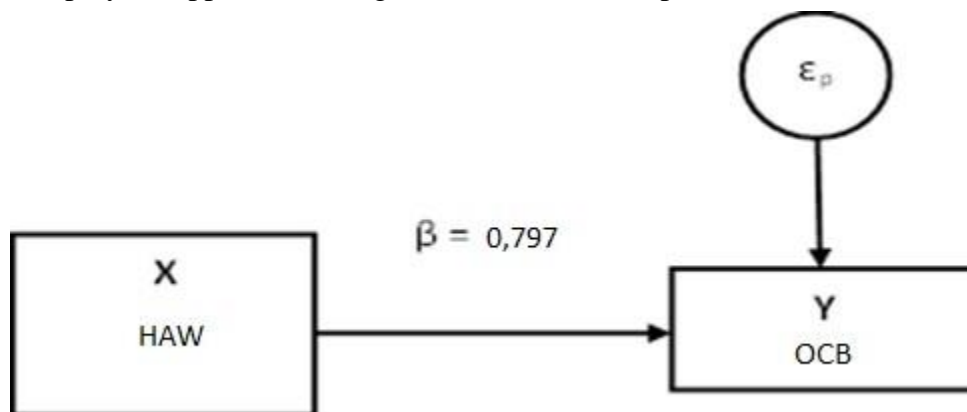

Figure 1. Conceptual Framework

Hypotesis
Based on the conceptual model above, the hypothesis of this study is as follows:
H1: happiness at work has a significant effect on civic behavior organization on Krakatau Steel

RESEARCH METHODS

its research is a descriptive verification research. The unit of analysis in this study is an individual, namely the Krakatau Steel Employees. The population in this study was 30 respondents. The sampling technique used is non probability sampling, namely saturated sampling (Census). According to Sugiyono (2017: 122) saturated sampling is: "The technique of determining the sample when all populations are used as samples. This is often done when the population is relatively small. "Data collection was carried out using a questionnaire that was distributed to respondents. To test the hypothesis, used Pearson Product moment correlation analysis and data analysis using simple linear regression.

FINDINGS AND DISCUSSION

Table 1. Results of Analysis of the Validity of Item Variable X HAW

1	2	3	4	5	6
0.691	0.756	0.704	0.719	0.549	0.772
Valid	Valid	Valid	Valid	Valid	Valid

While the results of the comprehensive OCB (Y) variable validity test can be seen in the table below:

Table 2. Results of Analysis of Variable Item Validity Y OCB

1	2	3	4	5	6	7	8	9	10
0.708	0.741	0.840	0.741	0.704	0.719	0.681	0.752	0.701	0.719
Valid	Valid	Valid	Valid	Valid	valid	Valid	valid	valid	valid

Each question item is said to be valid if the value of r count> r table. With the value of r table =
0.3 and the value of r count> 0.3, then the question is valid.

Table 3. Reliability Test Results for Instrument Variables X and Y

Variabel	X	Y
Reliabilitas	0.770	0.793

Figure 1. Krakatau Steel

Table 4. Data for HWA Indicators

No	Statement	score	Description
1	Feel happy when I work intensely	17	moderate
2	Proud of the work that I do	19	moderate
3	I am satisfied with the work that I do	21	fine
4	I am satisfied with my supervisor	18	moderate
5	Feel like part of the family in my organization	26	Good
6	Feel emotionally attached to this organization	20	Fine

Table 5. OCB Indicator Data

No	statement	score	Description.
1	Help each other solve important work-related problems	43	good
2	Help each other solve important problems without any coercion	41	good
3	Employees significantly exceed the standard expectations of their position	27	moderate
4	Able to make maximum use of working time	27	moderate
5	Not complaining about trivial job details	28	moderate
6	tolerates minor and short-term discomfort at their workplace	41	good
7	avoid creating work-related problems for their co-workers	44	good
8	discuss with people directly involved in the conflict	36	fine
9	Employees are interested and participate in the daily life of the company	35	fine

| 10 | Shows willingness to make efforts for the company | 32 | fine |

Table 6 : SPSS Result

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.893ª	.797	.794	3.028
a. Predictors: (Constant), HAW				

Table 7. Coefficient Value

Coefficient	Value	Conclusion
py,x	0,797	There is an influence of HAW on OCB

The results of the above calculations show that the coefficient of HAW (X) and OCB is

0.797. H0: $\rho yxi = 0$ (There is no influence of HAW on OCB).
H1: $\rho yxi \neq 0$ (There is an influence of HAW on OCB). (for i = 1)
Furthermore, this value is compared with the ttable value for n = 30 with an error level of 5% and db = n-k-1 = 30-2-1 is 1.703.

Table 8. Result of t Test

No	Hypothesis	Coefficient	t count	t tabel	conclusion	decesion
1	$\rho_{yx}=0$	0,797	3.038	1,703	H$_0$ rejected	Significant

The first research hypothesis (1) states that "HAW has an effect on OCB". Based on the results of statistical tests with the t test, it is found that t count = 3.038 > t table = 1.703, so that H0 is rejected, which means that HAW has an effect on OCB.

CONCLUSION AND SUGGESTION

Based on the results of the research above, it is obtained an illustration that the happiness of employees at PT Krakatau Steel is good, there are only a few things that need to be improved, including lack of pleasure when working intensely, pride in the work done and still not satisfied with their supervisors. Organizational citizenship behavior in companies is generally very good only in the aspect of the workload which significantly exceeds the standard expectations of their position, they are still not able to make the most of their work time and there is still a sense of complaining about trivial work details. From the research results, it is known that job happiness has an effect on organizational citizenship behavior

with a coefficient of determination (R square) of 0.797 or 79.7%. Based on this, it can be concluded that the employee work happiness variable (X) has an influence on the organizational citizenship behavior variable (Y) by 79.7%, while the remaining 20.3% is influenced by other factors not examined in this study. It is hoped that with good management the happiness of employees' work is expected to be able to improve civic organizational behavior in a better manner.

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