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### Internal Influence Locus of Control And External Locus of Control Towards Organizational Citizenship Behavior (OCB) In The Office of Small And Medium Business Cooperations, West Kalimantan Province

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**Abstract:** This research presents important findings regarding the relationship between Internal Locus of control (X1), External locus of control (X2) and Organizational Citizenship Behavior (OCB) (Y). The sample in this research was based on employees at the West Kalimantan Province Small and Medium Enterprises Cooperatives Service, totaling 58 respondents. The sampling technique in this research is Saturated Sampling. Further research is needed to understand more deeply the dynamics underlying the observed phenomena. The results of data analysis and discussion show that there is a positive influence of Internal Locus of Control on Organizational Citizenship Behavior (OCB) and External Locus of Control has a positive influence on Organizational Citizenship Behavior (OCB). The data obtained were analyzed using SPSS 25.

**Keyword:** External locus of control, Internal Locus of control, Organizational Citizenship Behavior.

### **INTRODUCTION**

Human Resources have a very important role compared to other resources owned by the organization. An organization can run well and achieve its goals fully because the performance produced by each component runs smoothly and supports each other. According to Hasibuan, (2020, p. 10): "Human Resource Management is the science and art of managing the relationships and roles of the workforce so that they are effective and efficient in helping to realize the goals of the company, employees and society." An organization is a place or forum for individuals to carry out various activities to achieve certain activities. One of the strategies carried out by organizations or institutions to seek competitive advantage and improve employee performance, so that organizations must be able to manage the employees they have. According to Tifani (2015) in Busro (2017, p. 9): "Internal Locus of Control is a person's belief that what happens to him, failure and success are due to his own influence which is related to the individual's expectations regarding his ability to control himself."

According to Wiriani (2011) in Busro 2017, p. 13): External Locus of Control States that "Individuals who have the belief that the environment has control over fate or events that occur in their lives".

It requires a person's behavior or attitude that can improve employee performance in the organization, of course behavior that leads to positive things, namely Organizational Citizenship Behavior. According to Wirawan (2018, p. 113): Employee Organizational Citizenship Behavior "Is the voluntary behavior of an employee at work which is carried out freely outside of the employee's work requirements from the organization's rules, so that there is no reward or reward system, which if implemented by employees can improve the function of the organization".

The Department of Cooperatives, Small and Medium Enterprises of West Kalimantan Province was formed in accordance with the Governor of West Kalimantan Regulation Number 90 of 2019 regarding amendments to Gubernatorial Regulation Number 110 of 2016 concerning the main tasks, functions and work procedures of the Department of Cooperatives of Small and Medium Enterprises of West Kalimantan Province. It is stated that it has the task of carrying out Provincial government affairs in the field of cooperatives for Micro, Small and Medium Enterprises carry out deconcentration tasks and other tasks assigned by the Governor in accordance with applicable laws and regulations. The West Kalimantan Province Small and Medium Enterprise Cooperative Service is currently located at Jalan Sutan Syahrir Number 5 Pontianak.

According to Law Number 8 of 1974 concerning the Principles of Civil Service Chapter 1 Article 1 Paragraph 1 Civil Servants (PNS) are every citizen of the Republic of Indonesia who has fulfilled the specified requirements, appointed by an authorized official and entrusted with duties in a state position or entrusted with other state duties and are paid based on applicable laws and regulations.

The West Kalimantan Province Small and Medium Enterprise Cooperative Service requires workers or employees in carrying out its duties and functions as an effort to achieve the stated goals. According to the results of interviews with the Head of the General and Apparatus Sub-Division, it was discovered that the increasing number of absences was due to employees often overstaying their permits. Employees who are absent from work for more than 3 days will receive a warning from their superiors, but the number of warnings is not recorded by the agency. Employee absenteeism can be caused by a lack of individual self-awareness to realize how important a job is in their view. Based on the background description above, the author is interested in conducting research entitled "The Influence of Internal Locus of Control and External Locus of Control on Organizational Citizenship Behavior (OCB)."

### **METHOD**

This type of research uses associative research methods with a quantitative approach. According to Sugiyono (2019), Associative Research, namely research that intends to describe relationships and test hypotheses comparing correlations between two or more variables in different samples or populations. The population in this study were employees at the West Kalimantan Province Small and Medium Enterprises Cooperatives Service. Respondents in this research were taken from employee data totaling 58 respondents. The sampling technique used in this research is a saturated sampling techniqueAccording to Sugiyono (2019, p. 127): "The sample is part of the number and characteristics of the population." According to Sugiyono, (2019, p. 133): "Saturated sampling is a sample

determination technique when all members of the population are used as samples."The variables used are independent and dependent variables. The independent variables in this research are internal locus of control (X1), external locus of control (X2). Dependent variable organizational citizenship behavior (Y). This research processes data using IBM SPSS 25.

### **RESULTS AND DISCUSSION**

### Validity and Reliability Test

The validity test aims to assess the validity or suitability of the questionnaire used to measure and obtain research data from respondents. This assessment uses Pearson Correlation; The model is said to be valid if the significance level is less than 0.05, which indicates the validity of the questionnaire items. Reliability tests were carried out to assess the consistency of the research instruments. A research instrument is said to be reliable if the Cronbach Alpha value is above 0.60. Validity and reliability testing was carried out using the SPSS for Windows program, as shown in this image:

No	Question Items	Results r Count	r value Table	Conclusion
1	X1.1	0.868	0.2181	Valid
2	X1.2	0.780	0.2181	Valid
3	X1.3	0.486	0.2181	Valid
4	X1.4	0.283	0.2181	Valid
5	X1.5	0.562	0.2181	Valid
6	X1.6	0.720	0.2181	Valid
7	X1.7	0.464	0.2181	Valid
8	X1.8	0.780	0.2181	Valid
9	X1.9	0.522	0.2181	Valid
10	X1.10	0.301	0.2181	Valid
11	X1.11	0.464	0.2181	Valid
12	X1.12	0.295	0.2181	Valid
13	X1.13	0.562	0.2181	Valid
14	X1.14	0.868	0.2181	Valid

 Table 1. Internal Locus Of Control Variable(X1)

Source: Processed Data, 2024

All calculated r values are greater than the comparison value or table r value for the one-way test with df (n-2) which is 56 and a significance level of 0.05 which is worth 0.2181(r count > 0.2181). Thus, the questionnaire used to measure the Internal Locus of Control (X1) variable can be declared valid as a measuring tool.

No	Question Items	Results r Count	r value Table	Conclusion
1	X2.1	0.314	0.2181	Valid
2	X2.2	0.679	0.2181	Valid
3	X2.3	0.736	0.2181	Valid
4	X2.4	0.531	0.2181	Valid
5	X2.5	0.736	0.2181	Valid
6	X2.6	0.450	0.2181	Valid
7	X2.7	0.253	0.2181	Valid

 Table 2. External Locus of Control Variable (X2)

8	X2.8	0.593	0.2181	Valid
9	X2.9	0.567	0.2181	Valid
10	X2.10	0.689	0.2181	Valid

Source: Processed Data, 2024

All calculated r values are greater than the comparison value or table r value for the one-way test with df (n-2) which is 56 and a significance level of 0.05 which is worth 0.2181(r count > 0.2181). Thus, the questionnaire used to measure the External Locus of Control (X2) variable can be declared valid as a measuring tool.

No	Question Items	Results r Count	r value Table	Conclusion
1	Y.1	0.610	0.2181	Valid
2	Y.2	0.686	0.2181	Valid
3	Y.3	0.672	0.2181	Valid
4	Y.4	0.610	0.2181	Valid
5	Y.5	0.564	0.2181	Valid
6	Y.6	0.610	0.2181	Valid
7	Y.7	0.257	0.2181	Valid
8	Y.8	0.569	0.2181	Valid
9	Y.9	0.743	0.2181	Valid
10	Y.10	0.374	0.2181	Valid
11	Y.11	0.579	0.2181	Valid
12	Y.12	0.514	0.2181	Valid
13	Y.13	0.750	0.2181	Valid
14	Y.14	0.566	0.2181	Valid
15	Y.15	0.743	0.2181	Valid

### Table 3. Organizational Citizenship Behavior Variable (Y)

Source: Processed Data, 2024

All calculated r values are greater than the comparison value or table r value for the one-way test with df (n-2) which is 56 and a significance level of 0.05 which is worth 0.2181(r count > 0.2181). Thus, the questionnaire used to measure the Organizational Citizenship Behavior (Y) variable can be declared valid as a measuring tool.

Table 4.	Instrument	Reliability	Test

Research variable	Cronbach's Alpha	Reliability Standards	Conclusion
Internal Locus of Control(X1)	0.781	0.6	Reliable
External Locus of Control(X2)	0.746	0.6	Reliable
Organizational Citizenship Behavior(Y)	0.868	0.6	Reliable

Source: Processed Data, 2024

The Cronbach's Alpha value for the Internal Locus of Control (X1) variable is 0.781. Then the External Locus of Control (X2) variable is 0.746 and the Organizational Citizenship Behavior (Y) variable is 0.868. These values are all above 0.6. Thus, the questionnaire used in research to measure all research variables is declared reliable or reliable as a measuring tool.

### Classic assumption test Normality test

Table 5.	<b>One-Samp</b>	le Koln	nogorov-	Smirnov	Test
I GOIC CI	One Samp		nogoro,		

			Unstandardized Residuals	
Ν			58	
Normal Parameters,	Mean		.0000000	
b	Std. Deviation		.31620111	
Most Extreme	Absolute		,112	
Differences	Positive		,112	
	Negative		086	
Statistical Tests			,112	
Asymp. Sig. (2-tailed	)c		,068	
Monte Carlo Sig.	Sig.		,068	
(2-tailed) e	99% Confidence	Lower Bound	,062	
	Interval	Upper Bound	,075	

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

e. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.

Source: Processed Data, 2024

The normality test results are seen in the Asymp value. Sig (2-tailed) or can be called a two-way test. In the table above, this value is 0.068 or greater than 0.05. Because the sig value. > alpha (0.05) then Ha is accepted, meaning the research variable data is normally distributed.

### **Linearity Test**

## Table 6. Internal Locus of Control Linearity Test with Organizational Citizenship Behavior (OCB)

	ANOVA Table									
			Sum of Squares	df	Mean Square	F	Sig.			
OCB	Between	(Combined)	6,009	17	,353	5,205	,000			
* ILC	Groups	Linearity	5.123	1	5.123	75,439	,000			
		Deviation from Linearity	,885	16	,055	,815	,662			
	Within Groups		2,716	40	,068					
	Total		8,725	57						

Source: Processed Data, 2024

Based on the significance value (sig.) from the table above, the sig value is obtained. Deviation from Linearity is 0.662. Because the sig value. greater than 0.05, it can be concluded that there is a significant linear relationship between the ILC variable (X1) and the OCB variable (Y). This means that the data from the two variables are unidirectional and can be used as material to analyze the influence or relationship of the two variables as intended.

ANOVA Table									
			Sum of Squares	df	Mean Square	F	Sig.		
OCB *	Between	(Combined)	6,478	14	,463	8,855	,000		
ELC	Groups	Linearity	5,437	1	5,437	104,04	,000		
						2			
		Deviation from	1,041	13	,080	1,533	,145		
		Linearity							
	Within Gro	ups	2,247	43	,052				
	Total		8,725	57					

# Table 7. External Locus of Control Linearity Test with Organizational Citizenship Behavior (OCB)

Source: Processed Data, 2024

Based on the significance value (sig.) from the table above, the sig value is obtained. Deviation from Linearity is 0.145. Because the sig value. greater than 0.05, it can be concluded that there is a significant linear relationship between the ELC variable (X2) and the OCB variable (Y). This means that the data from the two variables are unidirectional and can be used as material to analyze the influence or relationship of the two variables.

Model		Unst Co	andardized efficients	Standardized Coefficients	t	Sig.	Collinearity Sta	atistics		
		В	Std. Error	Beta			Tolerance	VIF		
1	(Constant)	,181	,388		,467	,643				
	ILC	,387	,192	,327	2,015	,049	,243	4.123		
	ELC	,574	.185	,505	3,113	,003	.243	4.123		

Table 7. Multicollinearity Test Coefficientsa

a. Dependent Variable: OCB Source: Processed Data, 2024

The multicollinearity test results show that based on the output table of the multicollinearity test results in section "*Collinearity Statistics*" The tolerance value obtained for the ILC variable (X1) was 0.243 and for the ELC variable (X2) it was 0.243. These values are greater than 0.10. This means that there are no symptoms of multicollinearity in the regression model. Furthermore, for the ILC variable (X1) a VIF value of 4.123 was obtained and for the ELC variable (X2) a VIF value of 4.123 was obtained. Thus, because the VIF value is <10, there is no multicollinearity in the regression model.

### Table 8. Multiple Linear Regression Analysis Coefficientsa

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
		В	Std. Error	Beta		-	
1	(Constant)	,181	,388		,467	,643	
	ILC	,387	,192	,327	2,015	,049	
	ELC	,574	,185	,505	3,113	,003	

a. Dependent Variable: OCB Source: Processed Data, 2024 The regression equation obtained is Y = 0.181 + 0.387X1 + 0.574X2. This means that if ILC (X1) and ELC (X2) are 0 then OCB is worth 0.181 units. Next, the results of the multiple linear regression equation can be explained as follows:

- a. The multiple regression coefficient value for the ILC variable (X1) is 0.387, meaning that if the ILC variable (X1) increases by 1 (one) unit, then OCB (Y) will increase by 0.387.
- b. The multiple regression coefficient value for the ELC variable (X2) is 0.574, meaning that if the ELC variable (X2) increases by 1 (one) unit then OCB (Y) will increase by 0.574.

### Analysis of Correlation and Determination Coefficients

### Table 9. Results of Correlation and Determination Coefficient Analysis Model Summarv<sup>b</sup>

1,10,401 8,4111141 9								
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate				
1	.806a	,649	,636	,236				

a. Predictors: (Constant), ELC, ILC

b. Dependent Variable: OCB

Source: Processed Data, 2024

The results of the data analysis above show that the magnitude of the relationship between ILC (X1) and ELC (X2) on OCB (Y) as calculated by the correlation coefficient is 0.806. This value is in the range 0.800 - 1.000 in the very strong category. This means that there is a very strong relationship between ILC and ELC with OCB in this study.

It is known that the coefficient of determination or R Square value is 0.649 or equal to 64.9%. This number means that the variables ILC (X1) and ELC (X2)The effect on the OCB (Y) variable is 64.9%, while 35.1% is influenced or determined by other variables.

### Simultaneous test

#### Table 10. F-Test Results ANOVAa

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5,663	2	2,831	50,851	,000 <sup>b</sup>
	Residual	3,062	55	,056		
	Total	8,725	57			

a. Dependent Variable: OCB b. Predictors: (Constant), ELC, ILC Source: Processed Data, 2024

Based on the table above, it is known that the calculated F value obtained is 50.851 with a significance of 0.000. This value is smaller than 0.05 or 0.000 < 0.05. Thus, it can be concluded that Ha is accepted and Ho is rejected, meaningILC and ELC together influence OCB.

**Table 11. T-test results** 

Coefficientsa									
Model		Unstandardized		Standardized	t	Sig.			
		Coefficients		Coefficients					
		В	Std. Error	Beta		_			
1	(Constant)	,181	,388		,467	,643			
	ILC	,387	,192	,327	2,015	,049			
	ELC	,574	,185	,505	3,113	,003			

a. Dependent Variable: OCB Source: Processed Data, 2024 Based on the table above, the influence of each variable ILC(X1) and ELC(X2) on OCB is as follows:

- a. For the significance level of the ILC variable (X1), the calculated t value was 2.015 with a significance of 0.049. This value is smaller than 0.05. Thus, Ha is accepted and Ho is rejected, meaning that the ILC variable (X1) partially has a significant effect on OCB (Y).
- b. For the significance level of the ELC variable (X2), the calculated t value was 3.113 with a significance of 0.003. This value is smaller than 0.05. Thus, Ha is accepted and Ho is rejected, meaning that the variable ELC (X2) partially has a significant effect on OCB (Y).

### **CONCLUSION**

The results of the data analysis and discussion above can be concluded that this research shows that internal locus of control has a significant positive effect on organizational citizenship behavior (OCB) in the West Kalimantan Province Small and Medium Enterprises Cooperative Service. This shows organizational citizenship behavior (OCB) in employees who have a higher internal locus of control. If people with an internal locus of control experience failure, they will blame themselves for not putting in more effort. To prevent the negative effects of a high internal locus of control, employees must pay attention to ways so that individuals with an internal locus of control do not blame themselves and continue to work enthusiastically. External locus of control has a significant positive influence on organizational citizenship behavior (OCB) in the West Kalimantan Province Small and Medium Enterprises Cooperative Service. This is because organizational citizenship behavior (OCB) in employees who have an external locus of control have better control over themselves and tend to influence other people. To prevent the negative effects of a high external locus of control, employees must ensure that individuals always feel confident and continue to strive to work enthusiastically so that individuals are confident that the efforts they make will be successful.

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