

INFLUENCE OPENNESS TO EXPERIENCE AGAINST ORGANIZATIONAL CITIZENSHIP BEHAVIOR THROUGH JOB SATISFACTION AS AN INTERVENING VARIABLE (At the Regional Secretariat Office of Bulukumba Regency)

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Abstract

The Bulukumba Regency Regional Secretariat Office is an organizational body or agency that provides administrative office services. This institution has a vision, primarily for the people of Bulukumba, who are historical and foremost via optimizing the potential of the region by boosting the people's economy based on democratic and religious government. The goal of this study was to evaluate and assess the effect of Openness to Experience on Organizational Citizenship Behavior (OCB) using Job Satisfaction as an intervening variable. This form of research employs quantitative methods. The Regional Secretariat Office provided a sample of 153 respondents for this study. In this study, the measurement scale is a Likert scale. The traditional assumption test, simple regression analysis, and path analysis were employed in this study with the help of IBM SPSS 21 Statistics. The study's findings indicate that openness to experience has a positive and significant effect on job satisfaction; openness to experience has a positive and significant effect on organizational citizenship behavior (OCB); and job satisfaction has a positive and significant effect on organizational citizenship behavior (OCB). Job satisfaction as an intervening variable is significant to organizational citizenship behavior (OCB).

Keywords: *Openness to Experience, Organizational Citizenship Behavior (OCB), Job Satisfaction*

A. INTRODUCTION

Humans are always active and dominant in every organizational action because they are the planners, actors, and determinants of organizational goal attainment. Despite the sophistication of the company's instruments, goals cannot be accomplished without the active participation of employees. Employee management is difficult and complex since individuals bring diverse opinions, feelings, statuses, desires, and backgrounds to the firm. Employees cannot be fully handled in the same way that robots, models, or buildings can. (2012) (Hasibuan).

Human resources are critical in a business since they determine the direction of an activity within the corporation. Human resources are all those with the status of members who have their various tasks and functions inside the firm or agency. The

management of human resources determines the company's future performance. Companies with good goals and sophisticated and modern facilities and infrastructure would struggle to fulfill their objectives if the human resources in the firm are poor. The goal of human resource management is to effectively manage the human element in order to obtain personnel who are content with their jobs. Management, who has been trusted by the organization, is expected to demonstrate staff performance in order to achieve the promised results.

The final characteristic that distinguishes persons based on their range of interests and relationship to new things is openness to experience (openness to new things). Individuals that are open tend to be creative, curious, and sensitive to artistic things. Those who are not open, on the other hand, are conservative and content with their current rights. (Robbins and Judge, 2008:136).

This dimension requires a person's fascination with novelty and creativity; he will be imaginative, highly sensitive, and bright. People on the other side of the openness spectrum appear more conventional and enjoy familiarity (Robbins, 2001).

Organizational citizenship behavior (OCB) is a visible and observable voluntary behavior. OCB is a behavior. As a result, OCB is based on a dominant purpose or value. Volunteering in the form of conduct may not always indicate genuine willingness. Knowing the values of your staff is not always straightforward. As a result, pragmatically, management techniques in businesses are frequently directed toward what can be observed, namely behavior. The creation of behavior is frequently based on external rewards and penalties (Agus and Elisabeth, 2009).

Job satisfaction is defined by Robbins and Judge (2011: 114) as a favorable feeling about a job as a result of an appraisal of its qualities. Meanwhile, according to Wibowo (2015), some people find fulfillment in doing employment that matches their interests and abilities. While some people feel satisfied when their hard work and efforts are rewarded, Satisfaction is the level of one's feelings after comparing perceived performance (or results) to expectations.

This study was carried out at the Regional Secretariat Office of Bulukumba Regency. Bulukumba Government Secretariat Office, abbreviated as The Secretary of State performs his or her duties and functions. The regional secretariat (sekda)'s major responsibilities are to coordinate all regional government work units and to promote regional head policies in order to complete decentralization and co-administration obligations. The regional secretary's responsibilities include the design of regional government policies, management coordination, regional funding, coordination of the executors of local government agencies, work program preparation, and task distribution. The regional secretary has many permit authority related to his tasks, such as development project permits and others.

In general, a good organization is one that not only enhances organizational support facilities but also pays attention to its people resources, like the Regional Secretariat Office of Bulukumba Regency does. Researchers decided to investigate one of the aspects of the big five personality traits, namely openness to experience, based on interviews with many employees at the Regional Secretariat Office of Bulukumba Regency. There are various phenomena in this agency, one of which is that employees must be open to new things and open about creative ideas in order for social interaction to occur. If openness to experience is practiced in the workplace, it will benefit others. employees to identify effective ways of working together within the firm, because individuals will be very open and innovative if they

have the nature of openness to experience. Employees who are not open, on the other hand, will have conventional qualities and will be content with present things without considering new ideas for future agencies.

One of the HR division's strategic attitudes is to foster organizational citizenship behavior (OCB) throughout the organization. This organizational citizenship behavior (OCB) is expressed in behaviors such as helping others, volunteering for extra chores, and adhering to workplace norms and procedures. This action exemplifies employees' added value, which is a type of pro-social conduct, essentially positive, constructive, and helpful social behavior. Organizational citizenship behavior (OCB) is defined as behavior that goes beyond the formal work requirements and benefits the organization.

In truth, the corporation assigns employees solely within the parameters of the job description, even if the employee is capable of working outside of the company's function. This phenomena is no longer relevant to the current status of the organization since effective institutions not only provide opportunities for employees to work in the framework of in-role work, but they also provide possibilities for employees to work in the context of out-of-role work. behavior (behavior linked to official tasks), but demand personnel who will go above and beyond their formal duties and are willing to exceed expectations. This type of behavior is referred to as "extra role behavior" or "organizational citizenship behavior" (OCB). The rise of OCB conduct in employees will produce the type of job satisfaction in employees.

B. LITERATURE REVIEW

Human Resource Management

Human resource management is a branch of management that focuses on people. Human resource management (HR) functions include job analysis, HR planning, recruitment and selection, placement, and career development, as well as good education and training that will increase HR's potential to work because they have received knowledge and skills and are placed in the right position (the right man in the right place). While other HR responsibilities such as compensation, protection, and strong labor relations might provide a stimulus to stimulate higher HR job motivation (Veithzal Rivai & Ella Jauvani, 2009:14),

Person Job Fit Theory

The principle of person-job fit is based on the employee's personality and his job. When an employee's personality and work are in sync, his or her level of satisfaction rises on its own. This means that a person will have a greater understanding of the meaning of his work and will have the possibility to grow in the workplace. (Rosari, 2009, p. 258).

Openness to Experience

The dimension of Openness to Experience assesses a person's level of adaptability. When a person's openness value is high, that individual is more likely to be receptive to new ideas. A young person is open to new experiences and tolerates change. If a person's openness value is low, that person is regarded as closed-minded, which suggests they are resistant to new ideas. This dimension dictates one's desires. People who are drawn to novelty and invention are likely to be imaginative, sensitive,

and intellectual. People on the other end of the openness spectrum appear more conventional and enjoy familiarity (Robbins, 2001).

Organizational Citizenship Behavior (OCB)

A visible and observable voluntary conduct is organizational citizenship behavior (OCB). As a result, OCB is founded on a dominant purpose or value. Volunteering as a behavior does not always show genuine willingness. Knowing your employees' values is not always straightforward. As a result, pragmatically, organizational management approaches are frequently directed toward what can be observed, namely behavior. External rewards and punishments are frequently used to shape behavior (Agus and Elisabeth, 2009).

Job satisfaction

Job happiness is a personal experience. According to the value system that applies to him, each employee will have a different level of satisfaction. The higher the amount of satisfaction felt, the more parts of work that are in agreement with individual wishes, and vice versa. Job satisfaction is defined by Robbins and Judge (2011: 114) as "positive feelings about work as a result of evaluating its characteristics."

C. RESEARCH METHODS

Time and Place of Research

For around two months, this research was carried out at the Bulukumba District Secretariat Office, Jln. Jenderal Sudirman No. 1 District, Bulukumba.

Population and Sample

1. Population

The population is a generalization area made up of objects or subjects with a specific quantity and characteristic defined by the researcher to examine and then make conclusions from. As a result, it can be noticed not only from individuals but also from objects and other natural objects. The population is also more than just the number of people who live in the object or subject being researched; it is also a quality or trait that the subject or object possesses. Sugyono (2002):57. This study's population consists of 153 employees from the Regional Secretariat Office of Bulukumba Regency.

2. Sample

The sample is a subset of the population with certain features or conditions that must be researched. Because not all data or information will be analyzed, and not all objects or people investigated, a representative sample will suffice. Sugyono (2005):56. The saturation sampling strategy was utilized by the researchers in this investigation. Saturated sampling is a sampling approach in which the entire population is sampled. The sample for this study consisted of all 153 workers of the Regional Secretariat Office of Bulukumba Regency.

Method of collecting data

1. Questionnaire Technique

The research questionnaire approach is a method of gathering primary data from respondents chosen as the study sample. Closed statements and answer choices were submitted to the research sample to create the research questionnaire. Wijanto (Wijanto, 2008).

2. Observation

This is a study approach in which researchers make firsthand observations on research objects.

Research Instruments

The research instrument is a tool for collecting, processing, and interpreting information from respondents using the same measuring pattern. The responses submitted by respondents in this study were then scored using the Likert scale. A Likert scale is a type of scale that can be used to assess attitudes, opinions, and perceptions of a certain object or situation.

D. RESEARCH RESULT

Overview of Research Locations

Bulukumba was given a regency name following the adoption of Law No. 29 of 1959, which formed Level II regions in Sulawesi, and was followed by the Regional Regulation of Bulukumba Regency No. 5 of 1987, which established regional symbols. Finally, on March 28, 1994, the anniversary of Bulukumba Regency was set, namely February 4, 1960, by Regional Regulation No. 13 of 1994, following a one-day consultation with Prof. Dr. H. Ahmad Mattulada (a historical and cultural specialist). Bulukumba Regency officially became a level area on February 4, 1960, when the DPRD of Bulukumba Regency assigned the Regional Emblem of Bulukumba Regency, followed by the inauguration of the First Regent, Andi Patarai, on February 12, 1960.

Characteristics of Respondents

This study's respondents were 153 employees from the Regional Secretariat Office. The characteristics of the respondents in this study were then classified based on gender, age, and term of employment. A table of respondent data will be supplied to clarify the characteristics of the respondents in question:

1. Characteristics of Respondents Based on Gender

Table 4.1
Respondent's Gender

Gender	Number Of Respondents	Percentage%
Man	100	65,35%
Women	53	34,65%
Amount	153	100

Source: Primary Data Obtained, 2019

According to the table above, the greatest number of employees are male employees, with 100 respondents, or approximately 65.35% of the whole sample, and 53 female employees, or approximately 34.65% of the total sample.

2. Characteristics of respondents based on age

Table 4.2
Respondent's Age

Age	Number Of Respondents	Percentage%
1-30	53	34,64
31-40	56	36,60
41-45	33	9:56 p.m
>45	11	7,2
Amount	153	100%

Source: Primary Data Obtained, 2019

According to the table above, the characteristics of respondents are based on age; respondents aged 31–40 years have the highest number, consisting of 56 people, or 36.60%, while respondents aged 45 and above have the lowest number, consisting of 11 people, or 7.2%.

3. Characteristics of respondents based on years of service

Table 4.3
Years Of Service

Years of Service	Number of Respondents	Percentage%
5-10 Years	64	41.83%
>10 Years	89	58.17%
Amount	153	100%

Source: Primary Data Obtained, 2019

According to the table above, there were 64 respondents, or 41.83%, based on the years of service of employees who worked for 5-10 years, and 89 respondents, or 58.17%, based on employees who worked for 10 years or more.

Description of Research Data

Validity test

A validity test is used to assess the validity of a questionnaire. This test has a 5% threshold of significance. The entire phrase is ruled true if $r\text{-count} > r\text{-table}$ and the determination value is 0.157.

The validity test results in this study.

Table 4.7

Results of the Validity Test of Variables X, Y and Z

Variable	Items	r-Count	r-Table	Information
Experience (X)	X1	0,568	0,517	Valid
	X2	0,602	0,517	Valid
	X3	0,691	0,517	Valid
	X4	0,610	0,517	Valid
	X5	0,574	0,517	Valid
	X6	0,619	0,517	Valid
	X7	0,632	0,517	Valid
	X8	0,669	0,517	Valid
	X9	0,678	0,517	Valid
	X10	0,707	0,517	Valid
	X11	0,541	0,517	Valid
	X12	0,593	0,517	Valid
Organizational Behaviour (Y)	Y1	0,661	0,517	Valid
	Y2	0,646	0,517	Valid
	Y3	0,651	0,517	Valid
	Y4	0,707	0,517	Valid
	Y5	0,720	0,517	Valid
	Y6	0,744	0,517	Valid
	Y7	0,722	0,517	Valid
	Y8	0,734	0,517	Valid
	Y9	0,713	0,517	Valid
	Y10	0,692	0,517	Valid
Satisfaction Work (Z)	Z1	0,667	0,517	Valid
	Z2	0,671	0,517	Valid
	Z3	0,630	0,517	Valid
	Z4	0,630	0,517	Valid
	Z5	0,656	0,517	Valid
	Z6	0,738	0,517	Valid
	Z7	0,680	0,517	Valid
	Z8	0,547	0,517	Valid
	Z9	0,490	0,517	Valid
	Z10	0,521	0,517	Valid

Source: SPSS Processing Results 21, 2019

All question items on the variables Openness to Experience (X), Organizational Citizenship Behavior (Y), and Job Satisfaction (Z) have a corrected total correlation (r-count) larger than r-table, suggesting a significant level of 5% (= 0.05) and n = 153, according to the table above. As a result of r-table = 0.157, all statement items in this study are considered valid.

2. Reliability Test

The reliability test was carried out to verify the accuracy and certainty of the measurement. The statement used in the study is considered reliable if the Cronbach's alpha score is more than 0.60. The following is the table presentation:

Table 4.8
X, Y and Z Reliability Test Results.

Variable	Cronbach's Alpha	N of Items
Openness to Experience (X)	0,857	12
Organizational Citizenship Behaviour (Y)	0,883	10
Job Satisfaction (Z)	0,812	10

Source: SPSS Processing Results 21, 2019

Cronbach's alphas for variables openness to experience (X), organizational citizenship behavior (Y), and work satisfaction (Z) are all greater than 0.60 in the output values shown above. This demonstrates that all of the statement items in this study were deemed reliable or consistent.

Discussion of Research Results

1. The effect of Openness to Experience on job satisfaction at the Bulukumba District Secretariat Office.

Based on the statistical SPSS test findings, the Openness to Experience (X) variable in the coefficient table has a value of 0.000 < 0.05. According to the decision making in the partial hypothesis test t, if the sig value is 0.05, then H_a is accepted and H_0 is rejected, indicating that openness to experience has a positive and significant effect on job satisfaction at the Bulukumba Regency Secretariat Office. Employees who are open to experiencing personality tend to have habits or attitudes that are very effective in coping with and modifying the demands of their lives in order to attain job satisfaction because they have goals to reach at work. When employees' personalities are expressed openly with one another, exchanging views immediately makes employees feel satisfied with the work they are doing. The findings of this study back up Roviyan's (2015) assertion that job satisfaction is a person's feelings about the job as a whole or toward what the organization has provided to employees. As a result, a normal personality will reflect the nature of his subordinates and

experiences, which will affect his acceptance of environmental conditions and have an impact on job happiness.

2. The Influence of Openness to Experience on Organizational Citizenship Behavior (OCB) at the Bulukumba District Secretariat Office.

The findings of this study suggested that openness to experience had a positive and significant effect on organizational citizenship behavior (OCB) based on the results of the analysis and several tests. The openness to experience (X) variable value in the coefficient table is 0.000 0.05, according to the statistical SPSS test findings. According to the partial hypothesis test decision-making, t if the sig value is 0.05. According to the decision-making process of the partial hypothesis test, H_a is accepted and H_0 is rejected, indicating that openness to experience has a positive and substantial effect on organizational citizenship behavior (OCB) at the Bulukumba District Secretariat Office. Employees at the Regional Secretariat Office have a curious, empathic, and creative attitude, which is attributed to the presence of personality or a high openness to experience. Employees' compassionate attitude enables them to assist colleagues whose workload is overburdened or colleagues who are absent due to illness. One of the general section employees at the Regional Secretariat Office confirmed this, stating that staff were allowed to work in teams and support one another among colleagues. Every employee is needed to be able to perform jobs outside of their mandatory obligations; this is done so that if an employee is absent from work, other colleagues can fill in. The findings of this study back up Wardani and Suseno's (2012) contention that a person's ability to help others can be influenced by personality and mood. Personality is a rather fixed attribute, whereas mood can alter and hence have a more stable and long-lasting influence on OCB.

3. Job satisfaction has an effect on Organizational Citizenship Behavior (OCB) at the Bulukumba District Secretariat Office.

According to the statistical SPSS test results, the value of the work satisfaction variable (Z) on the coefficient table is 0.000 0.05. If the sig value is 0.05 based on the decision-making partial hypothesis test t , then H_a is accepted and H_0 is rejected, indicating that job satisfaction has a positive and significant effect on organizational citizenship behavior (OCB) at the Bulukumba Regency Secretariat Office. The key elements that determine the establishment of OCB behavior are job happiness in the form of contentment with the work itself, the salary of supervisory promises, and coworkers. According to Robbins and Judge (2013), who describe job satisfaction as a favorable feeling at work, these positive feelings will motivate employees to behave positively toward their employer. Employees will provide feedback to companies when their needs and desires are met by doing positive things like helping colleagues, arriving at the office early, working overtime, and participating in company-organized activities on their own accord, without coercion from any party. As a result, when employees are satisfied, they will exhibit OCB behavior without being prompted. The findings of this study are consistent with the findings of Foote and Tang (2008), who discovered that job satisfaction has a positive and substantial effect on OCB.

4. The effect of Openness to Experience on Organizational Citizenship Behavior (OCB) with job satisfaction as an intervening variable at the Secretariat Office of Bulukumba Regency.

According to the results of path analysis and the Sobel test, the value of variable z , or job satisfaction, is $4,916 > 0.000$ at a significant level of 5%, demonstrating that job satisfaction is capable of mediating the relationship between openness to experience and organizational citizenship behavior (OCB). If openness to experience is practiced in the workplace, it will assist other employees in determining effective ways of working together inside the organization since individuals with the nature of openness to experience are highly open and tend to be creative. With the nature of openness to experience, it will affect organizational citizenship behavior (OCB), namely the behavior of helping others, volunteering for extra chores, and adhering to workplace norms and procedures. This activity exemplifies employees' added value, which is a type of pro-social conduct, or social behavior that is pleasant, constructive, and helpful. Organizational citizenship behavior (OCB) is defined as behavior that benefits the organization outside of the formal requirements of work because successful organizations require employees who will do more than their formal duties and are willing to provide performance that exceeds expectations. This type of behavior is referred to as "extra role behavior" or "organizational citizenship behavior" (OCB). With the appearance of OCB conduct in employees, it will produce the nature of job satisfaction in employees, allowing the agency's objectives or goals to be met. The findings of this study support the findings of Iluk Azizah (2016), who discovered that openness to experience promotes organizational citizenship behavior (OCB) via job satisfaction as an intervening variable.

E. CONCLUSION

Job happiness is positively impacted by openness to new experiences. Employees who are receptive to new experiences will develop habits or attitudes that will help them deal with and adjust to the demands of their lives, allowing them to obtain job satisfaction since they have goals to reach at work.

1. Openness to Experience has a large and favorable effect on organizational citizenship behavior (OCB). This is because employees have a curious, empathic, and creative mindset, which is attributable to the presence of personality or a high openness to experience. Employees' compassionate attitude enables them to assist colleagues whose workload is overburdened or colleagues who are absent due to illness. Every employee is needed to be able to perform jobs outside of their mandatory obligations; this is done so that if an employee is absent from work, other colleagues can fill in.
3. Job satisfaction influences organizational citizenship behavior (OCB) in a favorable and significant way. The primary characteristics that influence the emergence of OCB behavior include job satisfaction in the form of satisfaction with on organizational citizenship behavior (OCB). Jobemployees' needs are addressed, and the employee will providepromotions to the organization by accomplishing positive things, in accordance with their preferences. As a result, when employees are satisfied, they will exhibit OCB behavior without being prompted.

4. Availability to As an intervening variable, job satisfaction has a positive and significant effect on organizational citizenship behavior (OCB). Individuals will be highly open and innovative if employees are open to new experiences. With the nature of openness to experience, it will affect organizational citizenship behavior (OCB), namely the behavior of helping others, volunteering for extra chores, and adhering to workplace norms and procedures. This action exemplifies employees' added value, which is a type of pro-social conduct, essentially positive, constructive, and helpful social behavior. Organizational citizenship behavior (OCB) is defined as behavior outside of the formal requirements of work that benefits the organization because successful organizations require employees who will do more than just their formal duties and are willing to provide performance that exceeds expectations. This type of behavior is referred to as "extra role behavior" or "organizational citizenship behavior" (OCB). With the appearance of OCB conduct in employees, it will produce the nature of job satisfaction in employees, allowing the agency's objectives or goals to be met. However, it necessitates personnel that are willing to go above and beyond their formal obligations and produce performance that exceeds expectations. This type of behavior is referred to as "extra role behavior" or "organizational citizenship behavior" (OCB). With the appearance of OCB conduct in employees, it will produce the nature of job satisfaction in employees, allowing the agency's objectives or goals to be met. However, it necessitates personnel that are willing to go above and beyond their formal obligations and produce performance that exceeds expectations. This type of behavior is referred to as "extra role behavior" or "organizational citizenship behavior" (OCB). With the appearance of OCB conduct in employees, it will produce the nature of job satisfaction in employees, allowing the agency's objectives or goals to be met.

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