

# Personality and Motivation: Its Effect on Organizational Citizenship Behavior (OCB) Staff in Human Resources Development Agency of Ministry of Public Works and Housing

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**Abstract:** *The purpose of this research was to study the information about the influence of personality and motivation in organizational behaviour OCB Human Resources Development Agency staff of Ministry of Public Works and Housing. The study uses survey method with path analysis process. The process of collecting data in this study done by spreading the questionnaire as an instrument of research. Respondents who became the unit of analysis is taken as many as 95 people respondem as samples and are determined by a random technique. From the results of research can be put forward that: first, there is the influence of personality towards OCB; Second, there is the influence of motivation against the OCB; Third, there is the influence of personality toward motivation.*

**Keywords:** personality, motivation, and OCB

## 1. Introduction

Education is a basic requirement that became one of the fundamental requirements of an individual. Due to the nature of education essentially dynamic. Can not be denied again any individual berlomb-the get the race to be a superior seedlings and cutting edge. This is certainly creating a lot of work set the standards higher for prospective workers. With an emphasis on human resources (HR) which has the required competencies. In addition to cognitive ability, other abilities are also required to be owned by a would-be workers. As for example is the ability to be able to provide the Organization's loyalty to his place of work later.

Loyalty is part of an existing OCB, dimension in the OCB among others such as loyalty, abedience, and also participation. Loyalty is a voluntary worker attitude to work on something that is not a task of his work, however, was able to create the effectiveness of the functions of the organization, make loyalty became part of the attitude of a real worker in an organization.

As expressed by Schermerhorn Friday et al (2010) that "organizational citizenship behaviors are the extras people do to go the extra mile in their work". In this opinion the OCB is something the will made by person to work more in their work. Someone who has a high citizenship organization will do everything for the sake of enhancing the progress of the organization.

Colquitt et al (2011) also States that "Citizenship behavior is defined the U.S. voluntary employee activities that may or may not be rewarded but contribute to the organizational by improving the overall quality of the setting in which work takes place". Citizenship behavior is defined as an activity of an employee voluntarily might be appreciated or not, but it also contributes to the organization where the quality of the entire piece becomes a reference in place of work .

In addition the opinion of Jennifer M. George, Gareth R. Jones (2012) says that "the OCB is behavior above and beyond the call of duty-this is a behavior, not required of organizational members but none the less necessary for organizational survival and effectiveness. " That the OCB is the attitude to perform work exceeding assignment works, where the behavior remains necessary for the sustainability and effectiveness of the organization.

There are some existing problems on the Human Resources Development Agency of Ministry of Public Works and Housing that still lack voluntary attitude which is owned by the civil servant. Factors influencing volunteerism the civil servant is personality and motivation. The personality of a civil servant must have character and deserves to be proud of. Because they are servants to the people of Indonesia. Because the smallest thing from an individual is personality. The individual will be judged well starting from a good personality. Vice versa, the individual rated bad starting from individual personality itself.

Personality is a characteristic that can be fixed and are difficult to change. Although it does not cover the possibility can be changed with the passage of time. Like a long research conducted over the past 63 years by a team of psychologists from the University of Edinburgh United Kingdom to children 14 years old in the year 1950 the researchers do research the respondents to the anniversary and draw conclusions that the long interval between the two was further testing of personality, the result could be different. Personality will change slowly for the rest of our lives. But in old age, personality is certainly very different from like the children.

Ivancevich (2007) says that "personality is the last American way a person think and behaves in adjusting, to his or her environment" that personality is a way of characterizing a person thinks and behaves in adjusting to their surroundings. Cattell (2017) also gives a more general definition about the personalities, he says that, "personality is that which permits

a prediction of what a person will do in a given situation". Personality is what allows the prediction of what a person will do in a given situation.

In International Journal of Management Science album "The Impact of the Big Five Personality Factors on Organizational Citizenship Behavior" says that "the personality factors have a significant direct effect (positive) on organizational citizenship behavior. ... Therefore, the administration of the studied organizational should find the best ways to get benefit from the personality factors, because these factors have a direct impact on organizational citizenship behavior of employees, which leads to provide the best medical and health services. "

In the journal says that the five factors of personality have an impact directly and significantly positive against the OCB. So the personality factors to note because it will directly affect the service that will be provided by the existing personnel. Positive impact given by personality will make a positive value also on OCB. Make personality factors that influence is positive or negative OCB.

Then in the journal "International Journal of Human Capital Management" with the title "Impact of Transformational Leadership, Personality, and Job Involvement to Organizational Citizenship Behavior" saying that "The result of this study also proves that personality has a direct positive and significant effect to OCB. This shows that personality is important for growing OCB. " Suggests that the results of the study also proves that personality has a significant and positive effect directly to OCB. This indicates that the personality is important to growing the OCB.

The personality of a person can be met from a variety of behaviors that arise due to the way of thinking that makes individuals have the sense of covetousness. Desire said as a motivation. There are two types of motivation; intrinsic motivation is motivation that arises from within, like a desire for better yet in doing something and the motivation of extrinsic is like the motivation provided by the environment that form the individual to do something.

Menken (2009) said that "Motivation is the force that makes us do things. Motivation is present in every elevator function. Simple acts such as eating are motivated by hunger. Educational is motivated by desire for knowledge. Motivators can be anything from reward to coercion. " That is the motivation is the force that makes us do the activities. Motivation is present in every life function. Simple actions such as eating are motivated because of hunger. Education was motivated by a desire for knowledge. Motivators can be anything from a gift to the interaction.

In the journal "International Journal of Administrative Science and Organization", entitled "The Effect of Motivation on Organizational Citizenship Behavior (OCB) at Telkom Indonesia in Makassar," saying that "This research analysis also shows the influence of extrinsic and intrinsic motivation on employee's ocb. The employee with strong motivation and organizational commitment will perform more ocb and can fully contribute to organization success.

This research suggests that the presence of the influence of motivation extrinsic motivation as well as both intrinsic motivation to OCB employees. Employees with a strong motivation will perform more OCB and can contribute fully to the success of the organization.

According to Colquitt, LePine and Wesson (2011) there is a relationship between motivation towards organizational citizenship behavior: "Motivation has a strong positive effect on job performance. People who experience higher levels of motivation tend to have higher levels of task performance. " That is motivation has a strong positive effect towards the accomplishment of work. People who experience a higher motivation level tend to have high performance. So that will do the job with the OCB is high as well.

## 2. Research Methodology

Research methods used in this research is a survey method, using a quantitative approach. This research was conducted on the Agency's human resource development Ministry of public works and Housing, and this research as much as 124 populations, with a sample of 95 people. Sampling using simple random technique.

As for the hypothesis of the research that has been formulated, namely, (1) there is a direct positive influence personality against the OCB, (2) there is a direct positive influence motivation towards OCB and (3) there is a direct positive influence motivation towards personality.

In this study used path analysis to know of any influence between the variables to be tested in accordance with the causal model is formed. Before doing research, held trials research instrument in order to see the level of validity and reliability of the instrument. The results will be used to research instruments and data retrieval. The analysis of the data used include: 1) description of the data analysis prerequisite test 2) normality, 3) path analysis which includes: analysis model, hypothesis testing and the determination of the level of influence.

Variables to be careful there are two variables namely variables are exogenous and endogenous variables. Exogenous variables (x 1) organizational culture and work environment (X 2), namely the variables in the endogenous variables to consider (X 3).

## 3. Results

From the first hypothesis, there is a direct positive influence personality against OCB obtained the test results of the first hypothesis. From the test results the first hypothesis can be concluded that there is a direct positive influence organizational culture towards the OCB. From the results of the calculation of the value of the correlation coefficient obtained  $r_{13} = 0,673$  and path coefficient value of  $p_{31} = 0.471$ . This gives the meaning that the personality effect directly against the OCB. The results of this research are also similar in the journal "International Journal of Human Capital Management" with the title "Impact of Transformational Leadership, Personality, and Job Involvement to Organizational Citizenship Behavior" saying

that "The result of This study also proves that personality has a direct positive and significant effect to OCB. This shows that personality is important for growing OCB. " Suggests that the results of the study also proves that personality has a significant and positive effect directly to OCB. This indicates that the personality is important to growing the OCB.

Furthermore, the results of research in the International Journal of Management Science, entitled "The Impact of the Big Five Personality Factors on Organizational Citizenship Behavior" that said, The personality factors have a significant direct effect (positive) on organizational citizenship behavior. This is us to the conclusion that the presence of these factors in personnel work at the hospital, linked to and related to the must heed attentively to these factors, which positively affect behavior of service provider. These conclusions are a new contribution of the current research, and it has been confirmed that there is a relationship between the variables of research. Therefore, the administration of the studied organizational should find the best ways to get benefit from the personality factors, because these factors have a direct impact on organizational citizenship behavior of employees, which leads to provide the best medical and health services.

Note that the personality factors have an impact directly and significantly positive against the OCB. So the personality factors to note because it will influence the services that will be provided by the existing personnel. Positive impact given by personality will make a positive value also on OCB.

The results of this research are also similar with some experts among them, according to Robert Hogan (2004) that "Finally, personality is all about social behavior, specially, it is about trying to get along and get ahead. So in one sense, personality influences all of organizational behavior. " In the end, the personality is all about habits, specifically it's about trying to be together and move forward. So, personality affects all about OCB.

Thus, from the elaboration of the above can be inferred when the personality becomes more popular then the OCB will increase, based on the descriptions have been clear that the direct effect and positive personality towards OCB.

In the second hypothesis formulated is there direct influence positive motivation against the OCB. From the second hypothesis test results it can be concluded that there is a direct positive influence motivation towards the OCB. From the results of the calculation of the value of the correlation coefficient obtained  $r_{23} = 0.643$  and path coefficient value of  $p_{32} = 0.412$ . This gives the meaning that the direct effect of motivation against the OCB.

The results of this research also demonstrated by research in the "International Journal of Administrative Science and Organization", entitled "The Effect of Motivation on Organizational Citizenship Behavior (OCB) at Telkom Indonesia in Makassar," says that "This research analysis also shows the influence of extrinsic and intrinsic motivation on employee's ocb. The employee with strong motivation

and organizational commitment will perform more ocb and can fully contribute to organization success.

This research suggests that the presence of the influence of motivation extrinsic motivation as well as both intrinsic motivation to OCB employees. Employees with a strong motivation will perform more OCB and can contribute fully to the success of the organization.

Next in research "Journal of Basic and Applied Scientific Research", entitled "Relation of Motivation with Organizational Citizenship Behavior (OCB) in the STATE-OWNED Company of Makassar" expressed that "the result of this research indicates that motivation correlates in positive with OCB. " The results of this study showed that motivation correlates positively with OCB.

According to Colquitt, LePine and Wesson (2011) there is a relationship between motivation towards organizational citizenship behavior: "Motivation has a strong positive effect on job performance. People who experience higher levels of motivation tend to have higher levels of task performance. "

Motivation has a strong positive effect towards the accomplishment of work. People who experience a higher motivation level tend to have high performance. So that will do the job with the OCB is high as well.

Thus, when the motivation is high then the OCB will increase, based on the descriptions have been clear that the motivation of the direct positive effect against OCB.

On three hypotheses formulated is there direct influence positive personality towards motivation, it can be concluded that there is a direct positive influence motivation towards personality. From the results of the third hypothesis testing can be concluded that there is a direct positive influence motivation towards personality. From the results of the calculation of the value of the correlation coefficient obtained  $r_{12} = 0.491$  and path coefficient value of  $p_{21} = 0.491$ . This gives the meaning that the direct effect of personality motivation.

In the journal "Journal of Applied Psychology" entitled "Relationship of Personality to Performance Motivation: A Meta-Analytic Review" said that "the Results linking the traits to goal-setting motivation. Neuroticism was the strongest correlate of goal-setting motivation, followed by Agreeableness and Conscientiousness. Both the confidence intervals and credibility intervals *yurtdışı* zero for all Big Five traits, indicating that we could be confident that all of the traits displayed nonzero relations with goal-setting motivation. Provides results linking the Big Five traits to expectancy motivation. "

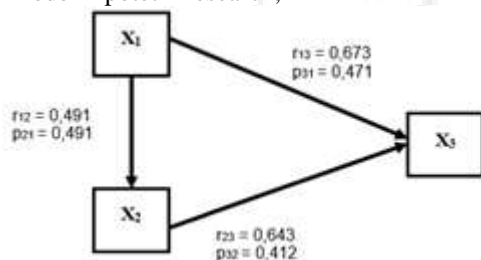
It can be explained that the results linking properties with motivation goal setting. Neuroticisme is the strongest correlation to motivation goal setting, followed by Agreeableness and Conscientiousness. Both the confidence interval and the interval of credibility to exclude zero for all of the Big Five traits, showing that we can be sure that all the trait showed no relationship with zero motivation goal

setting. Deliver results that connect the big five with the motivation of hope.

It is also evidenced in the statement of William Revelle stated that motivation is the influence of the personality, "personality traits combine with situational manipulations to produce motivational." That is the hallmark of the manipulate the way personality combined with circumstantial to be able to generate a motivation. The motivation is the influence of the personality.

Similar with the previous opinion, Cattell in the "Mental Health Research Institute Staff Publication" says that, "personality is that which permits a prediction of what a person will do in a given situation". Personality is what allows the prediction of what a person will do in a given situation. The meaning of personality as a stimulus that can cause someone to act uniquely appropriate form nature of his personality. The stimulus will generate the motivation that makes a person act.

Thus, when personality strengthened then obtained a high motivation, based on your description has been clear that the direct effect of positive personality towards motivation. This is a late-model hipotetik research,



#### 4. Conclusion

Based on the results of the calculation and testing research hypotheses, then it can be inferred, 1) direct positive effect against the personality of the OCB. That is, strengthening the personality of the OCB Human Resources Development Agency staff of Ministry of Public Works and Housing, 2) positive motivational effect directly against the OCB. That is, increasing the motivation of OCB Human Resources Development Agency staff of Ministry of Public Works and Housing, 3) direct effect of positive personality towards motivation. That is, strengthening the personality resulted in increased staff motivation of the Human Resources Development Agency staff of Ministry of Public Works and Housing.

Suggestion: based on a summary of the results of research suggested the number of efforts that have to be done in order to improve the OCB Human Resources Development Agency of Ministry of Public Works and Housing. The leadership in the Human Resources Development Agency of Ministry of Public Works and Housing are expected to carry out day-to-day supervision and monitoring for the staff at the Environment Human Resources Development Agency of Ministry of Public Works and Housing in order to continue to perform the evaluation and repair. In order to maintain and to continue to improve course OCB Human Resources Development Agency staff of Ministry of Public Works and Housing progress and achieve the objectives that have been

assigned the Human Resources Development Agency of Ministry of Public Works and Housing.

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