

# The Influence of Organizational Communication and Non Physical Environment on Organizational Citizenship Behavior in the Language Faculty of State University X (PTN X) in Bandung

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## ABSTRACT

This study aims to determine the state and influence of Organizational Communication and Non-Physical Work Environment on Organizational Citizenship Behavior (OCB) both partially and simultaneously at the Language Faculty of State University x in Bandung. The research method used in this research is descriptive quantitative research method. The population used in this study were all employees of the Faculty of Language State University X in Bandung with a sample of 36 respondents using a probability sampling technique (saturated sample). Multiple correlation test the influence of Organizational Communication and Non-Physical Work Environment on OCB, show a number of 0.593, which shows that the correlation between variables is quite strong. The magnitude of the coefficient of determination of 35.1% of the independent variables influence organizational communication and Non-Physical Work Environment in explaining the OCB dependent variable while the remaining 64.9% is influenced by other variables not explained in this study. Partially and simultaneously organizational communication and non-physical work environment influence OCB. From the results of the study it was found that the condition of Organizational Communication, Non-Physical Work Environment and OCB was not good, while the effect of Organizational Communication on OCB was 25.5%, the effect of Non-Physical Work Environment on OCB was 7.7%, the effect of Organizational Communication, Non-Physical Work Environment on OCB was 35,1%.

**Keywords:** *Non-physical work environment, organization citizenship behaviour (OCB), organizational communication*

## 1. INTRODUCTION

State University X (PTN X) in Bandung City, PTN X has an obligation to fulfill its performance contract by strengthening human resource competitiveness that focuses on developing systems and using legal, secretarial, public relations, security and order capacities to support work productivity. This work program is focused on strengthening legal capacity, developing a law-based work system, as well as increasing the capacity and security and order system on campus.

Competitiveness of human resources in State University X (PTN X) in Bandung city will make all employees bring out their best with the aim of pursuing a higher position,

getting a higher salary, getting a good reputation, or getting a more challenging job. This encourages employees to devote energy and efforts to eliminate the weaknesses they have and generate skills related to their work. The score of Employee Work Achievement of the Language Faculty of State University X (PTN X) in Bandung has decreased from 99.19% in 2016 to 93.03% in 2017.

Organization Citizenship Behavior is one reflection of good teamwork within a company. "Organization Citizenship Behavior is a helpful attitude shown by organizational members that will increase success in an organization" [1].

Based on the results of pre-survey data conducted on 36 employees at the Language Faculty of State University X (PTN X) in Bandung, there is a lack of Organizational Citizenship Behavior (OCB), there is a negative view of the company, 71.22% employees still complain when working with colleagues and are unwillingness to help colleagues.

Related to Organization Citizenship Behavior, the factors that can influence are organizational communication, communication can flow from the lower level or otherwise to instruct and achieve goals [2].

Based on the pre-survey, it shows that the overall condition of communication is not achieving expectation. There is dishonesty in communication, difficulty communicating with older colleagues and not establishing good communication between colleagues.

Based on the pre-survey results, it is in line with communication that trust between colleagues is not well established, there is no sympathy between colleagues, and there is no encouragement to remain a member of the organization.

## 2. LITERATURE REVIEW

### 2.1. Organization Citizenship Behavior

This research uses qualitative descriptive methods that directly lead to the potential of millennia's developing creative industries. Through this approach can be known and understood the potential of creative economy developed by millennia's in Bengkulu City so that it can be included in the form of poverty reduction strategy in Bengkulu City. Data collection techniques in this study are: Observation, interview, FGD (Focus Group Discussion) and Brain-storming. Data analysis was conducted simultaneously via on going analysis with data analysis technique for qualitative research.

Organization Citizenship Behavior (OCB) "Suggests that OCB is a free individual behavior, which is not directly or explicitly recognized by the reward system and in promoting the effective functioning of the organization" [3].

The indicators used in this study are:

1. Altruism  
Employee behavior in helping colleagues who have difficulty in the conditions they are facing, both in completing tasks in the organization and other people's personal problems.
2. Courtesy  
Helping coworkers prevent problems related to their work, by providing consultation and information.
3. Sportsmanship  
Tolerating situations in the workplace that are not ideal without complaining.

4. Civic Virtue  
Engaging in organizational activities that care about the survival of the organization.
5. Conscientiousness  
Behavior that is shown by trying to exceed the company's expectations.  
Behavior that identifies responsibility for organizational life [4].

### 2.2. Oorganizational Ccommunication

Organizational communication is the exchange of information between 2 or more people, good organizational communication will have an impact on employee productivity and performance [5].

Organizational communication indicators are:

1. Openness  
Desire to be open to everyone who interacts and a desire to respond honestly.
2. Empathy  
The ability to try to feel the way others are feeling.
3. Acceptance  
With acceptance, effective interpersonal communication will be achieved. Support is sometimes not spoken but is reflected in the attitude.
4. Equality  
Communication will be more effective if you feel that everyone you are communicating is in the same level as you are. Which mean not classifying people based on their designation, experience, gender, etc [6].

### 2.3 Non Physical Work Environment

The non-physical work environment is an organizational element as a social system that has a strong influence in the formation of individual behavior in the organization and affects organizational performance [7].

The non-physical work environment indicators are:

1. Employee Security  
Employee's feel secure when they know that they are safe from various dangers their condition.
2. Employee Loyalty  
Loyalty is the attitude of employees where they show firm support and reliability for company or organization or to the work for which they are responsible.
3. Employee Satisfaction  
Employee satisfaction is a feeling of satisfaction that arises in employees related to work implementation [8].

**2.4 Hypothesis Development**

In this study, the following hypothesis can be formulated:

H1 : Organizational communication has an influence on Organization Citizenship Behavior in the Language Faculty of State University X (PTN X) in Bandung City.

H2 : Non-Physical Work Environment has an influence on Organization Citizenship Behavior in the Language Faculty of State University X (PTN X) in Bandung City.

H3 : Organization Communication and Non-Physical Work Environment have an influence on Organization Citizenship Behavior in the Language Faculty of State University X (PTN X) in Bandung City.

**3. METHODOLOGY**

**3.1 Data Collection and Sample**

Data collection techniques are a strategic step in research [9]. data collection techniques in this study are interview, observation, questionnaire and literature study.

The population in this study were employees of the language faculty of State University x (PTN X) in the city of Bandung. Probability sampling is a sampling technique that provides equal opportunities for each element of the population to be selected as a sample. Saturated sampling is a sampling technique when all members of the population are used as samples. In this research, the total sample was 36 people or all employees at the Language Faculty of State University X (PTN X) in Bandung City [10].

**4. RESULTS**

Based on the data collected from 36 respondents, information is obtained about the characteristics of 36 respondents (See Table 1).

Based on the research results, organizational communication at the language faculty of State University x in Bandung is that there is no concern in communicating with colleagues and there is no willingness to create good communication within the organization. The non-physical work environment of employees at the language faculty of State University x in Bandung City is that there is no solidarity with colleagues, no casual atmosphere in the organization, no trust between colleagues. Description: low organization citizenship behavior is leading to low participation in organizations activity such as helping colleagues, working overtime, and willingness to attend meetings (See Table 2).

Table 1 Characteristics of Respondents

Characteristics	Explanation	Total	%
Gender	Man	26	72 %
	Woman	10	28 %
	Total	36	100%
Age	21-30 years	3	8%
	31-40 years	17	47%
	41-50 years	6	17%
	>50 years	10	28%
	Total	36	100%
Education	High school	27	75%
	Bachelor	7	19%
	Master	2	6%
	Total	36	100%
Years of service	6-15 years	21	58%
	16-25 years	4	11%
	26-35 years	8	22%
	>35 years	3	9%
	Total	36	100%
Marital status	Married	32	89%
	Single	4	11%
	Total	36	100%

Table 2 Description of Each Variable

Variable	Mean	Category
Organizational communication	3.32	Not good
Non-physical work environment	3.19	Not good
Organization citizenship behavior	2.94	Not good

**4.1 Results Data Processing**

After obtaining the respondent's data, the data is then processed to see the effect of each variable either partially or simultaneously (See Table 3).

Table 3 Coefficient of Determination of Organizational Communication Variables on Organizational Citizenship Behavior

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.505 <sup>a</sup>	.255	.233	5.191

a. Predictors: (Constant), Organizational Communication

Based on Table 3, it can be seen that the Organizational Communication variable has an effect on 25.5% of the Organization Citizenship Behavior while the remaining 74.5% (100% -25.5%) is influenced by the Non-Physical Work Environment variable and other variables not examined in this study.

**Table 4 Coefficient of Determination of Non-Physical Work Environment on Organizational Citizenship Behavior**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.278 <sup>a</sup>	.077	.050	5.778

Predictors: (Constant), Non-Physical Work Environment

Based on Table 4, it can be seen that the influence of the Non-Physical Work Environment contributes 7.7% to the Organization Citizenship Behavior, while the remaining 92.3% (100% -7.7%) is influenced by the Organizational Communication variable and other variables not examined in the study.

**Table 5 The Coefficient of Determination of Organizational Communication Variables and Non-Physical Work Environment on Organization Citizenship Behavior**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.593 <sup>a</sup>	.351	.312	4.916

- a. Predictors: (Constant), Non-Physical Work Environment, Organizational Communication.
- b. Dependent Variable: Organization Citizenship Behavior.

The effect of Organizational Communication and Non-Physical Work Environment combined, the effect of the two independent variables is 35.1%, while the remaining 64.9% (100% -35.1%) is influenced by other variables that are not explained in this study.

## 4.2 Hypothesis Testing Results

### T test (partial)

Partial test or known as t test is used to determine the effect of each independent variable on the dependent variable. The independent variables used in this study are Organizational Communication and Non-Physical Work Environment. The results of the t test of this study are:

**Table 6.T test (Partial) Organizational Communication**

Model	Unstandardized Coefficients		Standardized coefficients	t	Sig
	B	Std Error	Beta		
(Constant)	6.708	9.618		.697	.490
Organizational Communication	.484	.130	.525	3.736	.001

a. Dependent Variable: NPWE

Based on Table 6, it can be seen that each organizational communication variable has a significant effect on organizational Citizenship Behavior.

**Table 7. T test (Partial) Non Physical Work Environment**

Model	Unstandardized Coefficients		Standardized coefficients	t	Sig
	B	Std Error	Beta		
(Constant)	6.708	9.618		.697	.490
Non Physical Work Environment	.323	.146	.311	2.214	.034

a. Dependent Variable: NPWE

Based on Table 7, it can be seen that each non-physical work environment variable has a significant effect on organizational Citizenship Behavior. The F test in this study aims to determine the simultaneous influence of Organizational Communication and Non-Physical Work Environment variables on Organization Citizenship Behavior. The following are the results of the F test in this study:

**Table 8 F test (Simultaneously)**

Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	432.282	2	216.141	8.943	.001 <sup>b</sup>
Residual	797.607	33	24.170		
Total	1,229.889	35			

- a. Dependent Variable: *Organization Citizenship Behaviour*
- b. Predictors: (Constant), Non-Physical Work Environment, Organizational Communication

Based on Table 8, it can be seen that simultaneously the variables of Organizational Communication and Non-Physical Work Environment have a significant effect on Organization Citizenship Behavior.

## 5. CONCLUSION

Based on the results of the study, all variables are in the Not Good category. Organizational communication that occurs in the language faculty of State University x (PTN X) in Bandung shows that there is no concern in communicating with colleagues and there is no willingness to build good communication within the organization. The non-physical work environment at the language faculty of State University x (PTN X) in Bandung shows that there is no solidarity with colleagues, no casual atmosphere in the organization, no trust between colleagues. The effect of low organization citizenship behavior felt by respondents is low participation in organizational practices such as helping colleagues, working overtime, willingness to attend meetings. Organizational communication influences Organization Citizenship Behavior by 25.5%. Non-Physical Work Environment has an effect on Organization Citizenship Behavior, the influence of Non-Physical Work Environment on Organization Citizenship Behavior by 7.7%. Organizational Communication and Non-Physical Work Environment affect Organization Citizenship Behavior by 3.51%.

Based on conclusions, it is necessary to have non-formal activities such as family gatherings, non-formal meetings, team building training, communication training, and similar meetings that can dilute the situation, by reducing estrangement and build good communication between colleagues. Based on the percentage contribution of organizational communication to Organization Citizenship Behaviour, State University X needs to increase awareness in building a comfortable and pleasant communication atmosphere for all employees in the organization. Communication training and team building training is recommended.

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