

# Gratitude and Organizational Commitments in the Office Boy

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**Abstract**—The Office Boy is the lowest level employee, whose working hours are long and sometimes do tasks outside of his duties. His salary is generally below the standard of the UMR so that he does not meet his daily needs, but can always carry out every task optimally and effectively and be able to enjoy every work done. This is interesting to study because they feel comfortable, accept everything they get and are proud to work at UNISBA. The research method is descriptive. The study population was 60 employees. Gratitude measuring instruments based on Al Quran and Hadith made by A. Rusdi and measuring instruments of organizational commitment based on Allen and Meyer's theory. The results showed that all employees in the Office Boy at UNISBA had a high level of gratitude, but the low dominant organizational commitment was the aspect of Continuance Commitment, indicating that they were unable to identify organizational goals and were less willing to involve themselves in organizational goals (88%).

**Keywords**—gratitude; office boy; organizational commitment

## I. INTRODUCTION

Office Boy' role is almost always present in every company, institution, or industry. The main task of Office Boy is to serve and maintain the cleanliness of facilities and infrastructure of the company. Although it seems simple this task supports the survival of the company. Office Boy in Bandung Islamic University (UNISBA) has the duty to maintain cleanliness as well as service rooms in all faculties, laboratories, and halls. Office Boy also serves lecturers, they always provide the best service, work on every request or task ordered by the lecturer without being picky, even though there are some lecturers who behave less pleasantly when their request is not fulfilled, but it does not make the Office Boy discouraged. They assume that it is a consequence of their work, precisely when it happens they try to do self-introspection and immediately correct their mistakes. Based on interviews, they also felt that their working hours were too long, which was 12 hours so they did not have time with family. In addition, the incentives they receive are relatively small, not comparable to their demands and working hours. However, most of them can still work well and provide optimal service. They also enjoy their work as Office Boy.

From the above phenomenon, there are factors that can influence the emergence of employee behavior towards the

organization. One of these factors is a strong emotional attachment to the organization and a strong effort to survive. This is related to previous research which says that there is an emotional bond with the organization [1]. Furthermore, previous research found that organizational commitment has a significant influence on employee work performance [2]. Many studies on organizational commitment are carried out as done by Purba, DE, where personality traits and organizational commitment have a significant influence on OCB in Indonesia [3]. Another study by Tania about the Effect of Work Motivation and Job Satisfaction on Organizational Commitment of PT. DAI KNIFE in Surabaya [4]. And research on performance by Tobing, DSK, where commitment and job satisfaction affect employee performance [5].

Researchers also observe that there are factors that influence the emergence of behavior of organizational members, in this case, Office Boy. One of these factors is the behavior of receiving everything that is obtained. This is an indication that Office Boy is grateful for his work. While psychology studies related to Islam are still not widely practiced, they are generally more sourced from the West. In fact, a lot of psychological research can be taken from the Qur'an and Hadith. For example, research on patience, gratitude, forgiveness, whose sources are taken from the Qur'an and Hadith. Researches relating to Islamic values include research by Widya Maulina about the relationship of gratitude to the well-being of cancer volunteers in the "X" community, where the result is that there is a relationship between Gratitude and Wellbeing [6]. Also, research was conducted by Pratama, et al., regarding gratitude and life satisfaction in motorbike taxi drivers [7]. And research by Gumilar and Uyun about Gratitude and the Meaning of Life in students [8]. Another study of gratitude carried out by Uyun and Trimulyaningsih is about gratitude and mental health: a meta-analysis study [9]. From the above study, generally about Positive Psychology, it is rarely associated with the world of work, therefore it is interesting to examine the description of gratitude (which is based on the Qur'an and Hadith) and Organizational Commitment to Office Boy at UNISBA.

II. METHOD

The research method uses descriptive, to describe organizational gratitude and commitment for Office Boy at UNISBA. Gratitude measurement instruments are designed based on the Qur'an and Hadith, which are constructed by Rusdi, in the form of a Likert scale [10]. From the validity test, it was found that 22 of the 24 items of measuring instruments were declared valid. The reliability test results of the Measuring Instruments using Cronbach Alpha obtained a value of 0.863. Measuring Organizational Commitment is a modification of the Ingarianti measuring instrument based on Allen and Meyer's theory in the form of a Likert scale [11]. The results of the validity test obtained showed that 33 of the 39 items of measuring instruments were declared valid. The reliability test results for measuring organizational commitment are 0.918.

This research is population research so that all members of the population are subject to research. The number of Office Boy in Bandung Islamic University which is the subject of research is 60 people. Methods of collecting data through questionnaires [12]. And data analysis techniques use descriptive statistics through percentages.

III. RESULTS

Based on the results of data processing, it was found that 60 people (100%) Office Boy at UNISBA had high gratitude (table 1), which means that all Office Boy at UNISBA felt grateful for what they had obtained at this time.

TABLE I. GRATITUDE PERCENTAGE IN MANAGEMENT AT UNISBA

Category	Frequency	Percentage
High	60	100%
Low	0	0%
Total	60	100%

In figure 1, below, the aspect of gratitude with knowledge and gratitude with heart is the highest aspect in Office Boy at UNISBA, which is as many as 59 people (98%). This means that most Office Boy at UNISBA knows the meaning of gratitude, and there is a need to be grateful. In addition, the Office Boy at UNISBA can fully realize that blessings are obtained solely because of divine grace and mercy. There is inner satisfaction with God's grace.

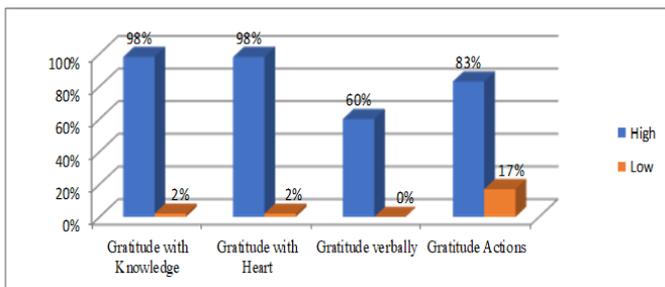


Fig. 1. An overview of gratitude in every aspect.

For organizational commitment, in diagram 2, the results show that as many as 53 people (88%) feel low of Continuance

Commitment. This means that most of the Office Boy at UNISBA are less able to identify organizational goals and are less willing to involve themselves for organizational purposes, compared to the aspects Affective Commitment and Normative Commitment.

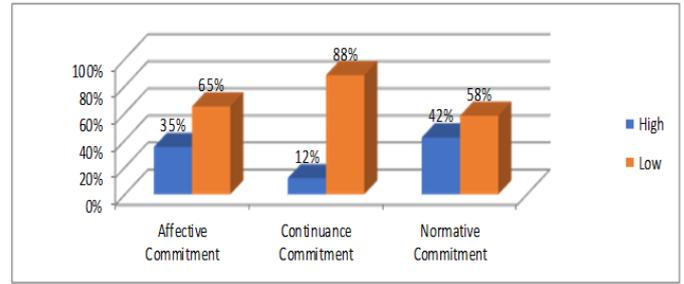


Fig. 2. Organizational commitment in each aspect.

To support the discussion, demographic data is also taken, and the demographic data table can be seen below:

TABLE II. RESULTS OF DEMOGRAPHIC DATA

	<30 years	30 - 40 years	> 40 years
<b>Age</b>	12 people	32 people	16
	elementary	school junior	high school
<b>Education</b>	5 people	25 people	30 people
<b>Status</b>	Not Married		Married
	15 people		45 people
<b>Working Length</b>	<10 years	10 - 20 years	> 20 years
	43 people	14 people	3 people

From the table 2, which shows that the Office Boy at UNISBA is dominated by the age of 30-40 years. Based on the level of education it is known that the Office Boy at UNISBA is dominated by the middle and high school. And the majority of Office Boy at UNISBA is married and on average all have children. Based on data, 45 people were married, and 15 were unmarried. And many Office Boy have a tenure of less than 10 years.

From the description above about demographic data can be interpreted that the Office Boy is at a productive age which means they are able to work well to produce products or services. In this case, the Office Boy actually have a great opportunity to find various types of work in various organizations, but in fact, they are reluctant to do that because they already feel comfortable with the work they are doing and the place where they have worked so far. Based on the age characteristics of the subject, it is known that early adulthood tends to be low in commitment, whereas for middle adulthood tends to be high. These results indicate a tendency that the higher the age, the higher organizational commitment. This result is supported by previous research conducted by Supriyono, who examined managers in Indonesia, where the results showed that age has a positive relationship with organizational commitment. This means that the higher the age, the higher the organizational commitment [13].

From the level education shows the tendency that the higher the level of one's education the lower level of organizational commitment. This happens because the higher

the level of education, the higher level of expectations for the organization so that if these expectations are not met will result in a low organizational commitment.

From marital status, it is found that married employees tend to have high organizational commitment compared to those who are not married. This is related to the responsibility that is owned as someone who has a family, that is, must be fully responsible for earning a living or even financing every need of his family. When a person has a family the focus is not only to take care of himself but to take care of and be responsible for the survival of other people, such as his wife and children.

If compared between those who have long work less than 10 years, 10-20 years and more than 20 years shows that the longer he works, the higher the level of commitment to where he works (his organization). Employees who have a tenure of 10-20 years and more than 20 years' state that they feel suitable to work in this organization and are proud to be part of this organization.

#### IV. DISCUSSION

In this study, thankful behaviors raised by Office Boy in UNISBA looked based on four forms, gratitude for knowledges, verbally, heart, and actions. Gratitude is sincere with the favor of Allah then expresses it with kindness [10]. In this case, the Office Boy shows such behavior as always saying *alhamdulillah* when getting a favor or sustenance, knowing and understanding about favors and giving gifts of pleasure, while working Office Boy receive every favor that has been received with willingness and uses every favor that is truly received - really like coming and going home on time.

The aspect of gratitude with the heart has the highest frequency among other aspects. Which means that most of the Office Boy are grateful and feel psychologically satisfied with what they got and received while working at UNISBA. That is also in line with the definition of gratitude according to Quraishihab which states that gratitude with the heart is done by being fully aware that the pleasure obtained is sole because of the grace and mercy of the God. Thankfully, the heart leads humans to accept gifts with full willingness without grumbling and objecting, however small they are [14].

Likewise, the aspect of gratitude with science has the same frequency with aspects of gratitude with the heart. This means that most Office Boy can know a lot about the meaning of gratitude, and the obligation for every human being to be grateful. This is because they always take the time to attend studies both on campus and in their respective neighborhoods.

From the results above, it was found that the Office Boy UNISBA have low continuance commitment, meaning that they feel they have no other work choices that are more attractive. They will feel the loss if they leave the organization because they do not necessarily get something better than what they have gained so far. They are less able to identify organizational goals and are less willing to involve themselves for organizational purposes, working solely to meet their needs. Based on the interview, they said that while working at UNISBA, they honestly felt that the working hours that had been there being very long, which was 12 hours, so they took

their time with the family. In addition, the incentives they have received so far are relatively small, not comparable to the demands and hours of work that have been given. Some even have a working age of more than 20 years, but the incentives and work position given are the same as those that have just worked at UNISBA.

While for normative commitment, it is still the highest (42%), meaning that the Office Boy have experience or values obtained from parents or family environment, where parents of employees who also work in the organization emphasize the importance loyalty to the organization. Meanwhile, if the organization instills trust in employees that the organization expects employee loyalty, employees will also show high normative commitment. This means that they become loyal and still want to work at UNISBA, because of the values or previous experience, so they continue to work at UNISBA despite the small incentives, and long working hours.

If you look at the profile of organizational commitment, which is almost all low, especially the aspect of continuance commitment, while they have high gratitude, it can be understood that they are grateful because they get a job, can still work, even though their salary is small, they only work to meet their economic needs, not because of a commitment to the organization. They are loyal because only work as an Office Boy in UNISBA, as the only workplace that can still accept him. This is also supported by demographic data, education aspects which generally have high school education, where the higher the work, the less committed to the organization, especially for physical jobs. The length of work that is under 10 years, also allows them not to show commitment, it is still possible to look for other jobs that are better, compared to Office Boy. In addition, the aspect of age that is classified as middle-aged, and the status of being married requires him to work, even though the work is not in accordance with the level of education.

As described in the introduction, it seems that research on Positive Psychology, in this case, Gratitude still needs to be done a lot, especially related to the world of work, in this case, Organizational Commitment. This can be seen from the results of the above research, which turned out to add insight and input for the development of Positive Psychology.

#### V. CONCLUSIONS AND IMPLICATIONS

Based on the data analysis that has been done, it can be concluded that a lot of Office Boy staff at UNISBA are high on the Gratitude variable. This means that all employees have a high sense of gratitude for what they have obtained while working at UNISBA. Then on the organizational commitment variable aspects of Continuance Commitment show low results. This means that most employees of the Office Boy at UNISBA are less able to identify organizational goals and are less willing to involve themselves for organizational purposes, compared to the aspects Affective Commitment and Normative Commitment. The implications of the research that the Office Boy at UNISBA need to increase commitment to the organization in this case UNISBA. Also, apply gratitude to activities related to increasing commitment to the organization. And for further research, it is necessary to use other methods,

such as correlation or regression to see the relationship or influence of gratitude towards organizational commitment. Besides the implications for the science of psychology, it is necessary to multiply the studies based on the Qur'an and Hadith.

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