



**ORGANIZATIONAL CITIZENSHIP BEHAVIOUR ANALYSIS  
(CITIZENSHIP BEHAVIOR) CONTRACT OFFICER  
AT THE PAMONG PRAJA POLICE UNIT (SATPOL PP)  
JAYAWIJAYA REGENCY**

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**Abstract**

This study aims to find out how big organizational citizenship behavior (civic behavior) contract employees in the Police Unit Pamong Praja (Satpol PP) Jayawijaya Regency, using indicators Aulstrim, Courtesy, Sportsmanship, Conscientiousness, Civic Virtue. type research used is descriptive with a population of 270 people who are contract employees of the Pamong Praja Police Unit Office of Jayawijaya Regency and the determination of samples using simple random sampling techniques with slovin formula. The data collection techniques used in this study are observations, questionnaires, and literature studies. Data analysis techniques use descriptive statistical analysis techniques that use score analysis. Based on the results of the study obtained the conclusion that Organizational Citizenship Behaviour (citizenship behavior) of contract employees in the Pamong Praja Police Unit Office (Satpol PP) Jayawijaya Regency got an average score of 225.1 and was included in the predicate of Very Good.

**Keywords:** *Citizen Behaviour, Contract officer, Satpol PP*



**Abstrak**

*Penelitian ini bertujuan untuk mengetahui seberapa besar perilaku kewargaan organisasi (civic behavior) pegawai kontrak di Satuan Polisi Pamong Praja (Satpol PP) Kabupaten Jayawijaya, dengan menggunakan indikator Aulstrim, Sopan santun, Sportivitas, Kehati-hatian, Kewarganegaraan. Jenis penelitian yang digunakan adalah deskriptif dengan populasi sebanyak 270 orang yang merupakan pegawai kontrak Satpol PP Pamong Praja Kabupaten Jayawijaya dan penentuan sampel menggunakan teknik simple random sampling dengan rumus slovin. Teknik pengumpulan data yang digunakan dalam penelitian ini adalah observasi, angket, dan studi pustaka. Teknik analisis data menggunakan teknik analisis statistik deskriptif yang menggunakan*



*analisis skor. Berdasarkan hasil penelitian diperoleh kesimpulan bahwa Organizational Citizenship Behavior (perilaku kewargaan) pegawai kontrak di Satuan Polisi Pamong Praja (Satpol PP) Kabupaten Jayawijaya mendapat skor rata-rata 225,1 dan termasuk dalam predikat Sangat Baik.*

**Kata Kunci:** Perilaku Warga, Petugas Kontrak, Satpol PP

## **Introduction**

Organizational Citizenship Behavior (OCB) is a term used to identify citizenship behaviors that it can be called a good member. OCB becomes a fairly interesting and important problem because it proves to be of great benefit to the interests of individuals and organizations. OCB allows the emergence of improvement efforts and circumstances to know more, for an organization OCB is done to improve performance through employee behavior and skills.

Pamong Praja Police Unit (Satpol PP) is a device of the Regional government in maintaining peace and public order and enforcing regional regulations. The task and responsibility of the Pamong Praja Police Unit are to help the Regional Head to create a peaceful, orderly, and orderly regional condition so that the implementation of the wheels of government can run smoothly and the community can carry out its activities safely. Pamong Praja police unit is an element of implementing peace and public order affairs and community protection that becomes the authority both at the Central, Provincial, and District levels.

Pamong Praja Police Unit (Satpol PP) Jayawijaya Regency is regulated with the Regulation of Jayawijaya No. 47 of 2016 on Organization and Tata Kerja Unit Polisi Pamong Praja Kabupaten Jayawijaya who has the main task of helping the Regent carry out peace and public order affairs and protection of peace and security. Community and firefighters. In supporting the main task and function, there needs to be readiness rather than the resources owned by Human, one of which is a contract employee employed at the Pamong Praja Police Unit Office of Jayawijaya Regency who began to be employed precisely at the time of the formation of the Pamong Praja police unit. For the implementation of duties and responsibilities to be smooth and achieve the objectives of the Organization, Organizational citizenship behavior (OCB) should be owned by all employees both civil servants and contract employees.

This can be seen by the behavior of contract employees including (1) Contract employees want to carry out tasks outside their basic duties only based on orders from superiors; (2) Contract Employees do not comply with the established regulations; (3) Contract employees lack ethics/manners in carrying out tasks; (4) Contract employees are unable to complete the tasks provided; and (5) there are still many contract employees who do not involve themselves participating in the functions of the Organization because they expect rewards beyond the basic salary provided. Because of these behaviors, it greatly affects other contract employees in carrying out their duties.



Concerning the background above, the research problems are as follows. How big is organizational behavior Citizenship behavior (OCB) Kontrak employees at the Pamong Praja Police Unit Office of Jayawijaya Regency? "The following is the purpose of the study" to find out How Organizational Behavior Citizenship Behavior (OCB) Kontrak Employees in the Pamong Praja Police Unit Office of Jayawijaya Regency.

According to Castro et al (2004: 32) concluded that (1) OCB is employee behavior that is done outside of what is required by the company, (2) OCB is a behavior that is done by employees voluntarily, (3) OCB is behavior that is directly not rewarded and there is no formal structure of the company, (4) OCB is a behavior that is important to improve the company's performance and support the success of the company. According to Organ in Allison et al (2001: 2), there are five primary indicators of Organizational Citizenship Behavior (OCB), namely: Altruism, Courtesy, Sportsmanship, Conscientiousness, and Civic virtue.

a. Altruism (Voluntary action helps)

According to Organ in Hidayat (2014: 3), Altruism is the behavior of helping other employees without any compulsion on tasks that are closely related to organizational operations.

b. Courtesy ( Courtesy )

According to Podsakoff et al in Fitriastuti (2013: 107), Courtesy means doing good and respect for others, including behaviors such as helping someone to prevent the occurrence of a problem or taking steps to reduce the development of a problem.

c. Sportsmanship (Attitude of Tolerance)

According to Podsakoff et al in Fitriastuti (2013:107) Sportsmanship, meaning more emphasis on the positive aspects of the organization than the negative aspects indicates the behavior of displeasing protest, not complaining, and not exaggerating small problems.

d. Conscientiousness ( Self-Control )

According to Podsakoff et al in Fitriastuti (2013: 106), Conscientiousness is an attitude of employees who have in-role behavior that meets levels above the minimum standards required by the organization, in terms of complying with employee work, attendance, and performance regulations. According to Organ in Allison, et al (2001:2) Conscientiousness contains the performance of role prerequisites that exceed minimum standards.

e. Civic virtue (Moral Citizenship)



According to Podsakoff et al in Fitriastuti (2013: 107), Civic Virtue means the active participation of employees in thinking about organizational life, for example always looking for the latest info that supports the progress of the organization.

## Methodology

The location of the research is at the Pamong Praja Police Unit Office of Jayawijaya Regency. Descriptive research type according to Sugiyono (2003:11) Descriptive research this study is a quantitative descriptive study, data obtained from a sample of the study population is analyzed following the statistical methods used and then interpreted scores. The population in this study is all Contract Employees in the Pamong Praja Police Unit Office of Jayawijaya Regency as many as 270 people. The sample (sampling) method used to determine the number of samples is to use the formula Slovin Sampling with the formula slovin after the population is known by 270 people. The number of samples in this study amounted to 73 contract employees at the Pamong Praja Police Unit Office of Jayawijaya Regency. Determination of 73 people as a sample using the proportionate random sampling method. The questionnaire used in this study is a questionnaire that is closed or that has been provided the answer so that respondents just choose. The questionnaire research instrument used in this study is a questionnaire that is closed or that has been provided the answer so that respondents just choose. In this case, respondents are limited in providing answers through several alternatives only by using the Likert scale and as an alternative, the choice of answers as follows: Sangat Agree (SS) Score 4, Agree (S) Score 3, Disagree (TS) Score 2, strongly disagree (STS) Score 1, In this case, respondent Limited in providing answers through several alternatives only by using the Likert scale. Data Collection techniques are observation, questionnaire, the study of literature. Ana Technique Is Very Not Good Lisa Data using Descriptive Techniques that use score analysis. Lowest number of scores (minimum score) = 1 x Number of Respondents = 1 x 73 = 73. Ideal number of scores (maximum score) = 4 x Number of Respondents = 4 x 73

= 292

Score Value Achievement Table

No.	Score Amount Interval	Predicate
1	$219 < \leq$ score of 292	Excellent
2	$146 < \leq$ score count 219	Good
3	$73 < \leq$ score of 146	Bad
4	$0 < \leq$ score of 73	Very bad

## Finding And Discussion



The discussion in this study describes the Organizational City (OCB) variabel for Contract Employees at the Civil Service Police Unit (Satpol PP Jayawijaya regency. For more details caan be seen in the following discussion :

a. Indicators of Aultrism (Voluntary action helps)

To analyze the level of indicator altruism (Voluntary action of helping) is based on sub-indicators consisting of always being ready to help coworkers who need help, always ready to help new coworkers to adapt even though they are not required, willing to help coworkers who do not enter at the time of picket, willing to work overtime to help colleagues complete their work despite not getting rewarded as table 4.25 below:

Table 4.25

Average Score Recapitulation

Indicators of Aultrism (Voluntary action helps)

No	Statement Description	Sum Score	Predicate
1	Always be ready to help coworkers who need help.	244	Excellent
2	Always be ready to help coworkers who need help.	220	Excellent
3	Willing to help co-workers who don't come in at picket time	207	Good
4	Willing to work overtime to help coworkers get their work done despite not getting rewarded	208	Good
<b>Average Score</b>		219,75	Excellent

Data source: Recapitulation of the average score of the Austrian indicator (Voluntary action helps)

Based on data in table 4.25 above, the results showed that the citizenship behavior (OCB) of contract employees in the Police Unit Office pamong Praja (satpol PP) Jayawijaya Regency with indicators of altruism (voluntary action helps) received a very good predicate with an average score of 219.75. Of the four sub-indicators, the sub-indicator is always ready to help co-workers who need help get the highest number of scores of 244 with excellent predicates. While the sub-indicator is willing to help colleagues who do not enter at the time of picket gets the lowest score of 207, so this is not in line with the opinion of the Organ in Hidayat (2014: 3) Altruism is behavior carried out by individuals voluntarily in their role as an employee who is more concerned with the interests of others than self-interest.

This is due to the severity of the task faced because it carries out its picket duty for 1x24 hours with a limited number of members. To replace the duties of members



who at the time of picket can not be done by other members for various reasons, including because there are personal affairs or family affairs. In addition, the bored of contract employees with monotonous activities and no development of the tasks they have to do and contract employees assume if they replace the duties of colleagues who are not present at the time of picket will not get additional salary beyond the basic salary received.

b. Courtesy Indicator (Courtesy)

To analyze the level of indicators courtesy (courtesy) is based on sub-indicators consisting of always opening themselves to coworkers who want to exchange ideas, always reminding coworkers not to forget to complete their task, willing to replace coworkers who do not enter at the time of picket, always maintain good relationships with coworkers, as table 4.26 below:

Table 4.26

Average Score Recapitulation

Courtesy Indicator (Courtesy)

No.	Statement Description	Sum Score	Predicate
1	Always open yourself to coworkers who want to exchange ideas	245	Excellent
2	Always remind coworkers not to forget to complete their tasks	237	Excellent
3	willing to replace coworkers who do not enter at the time of picket.	240	Excellent
4	always maintain good relationships with fellow co-workers,	249	Excellent
<b>Average Score</b>		<b>242,75</b>	<b>Excellent</b>

*Data Source: Recapitulation of Average Score Of Indicator Courtesy(Courtesy)*

Based on data in table 4.26 above, the results of the study showed that the citizenship behavior (OCB) of contract employees in the Pamong Praja Police Unit Office (Satpol PP) of Jayawijaya Regency with the courtesy indicator (Courtesy) received a very good predicate with an average score of 242.75. Of the four sub-indicators, the sub-indicator always reminds coworkers not to forget to complete their tasks to get a score of 237 with the predicate Very good. The importance of reminding each other of the duties and responsibilities that must be done to avoid disputes and misunderstandings between fellow members. This is in line with the opinions of Hadjali and Salimi (2012: 527) Courtesy is part of individual freedom that aims to prevent problems that will occur with others related to work.



Examples of sub-indicators always remind co-workers not to forget to complete their tasks including always being present at the time of the obligatory apples that are done on Mondays and Thursdays because the obligation of apples is a direct instruction from the Chairman. But in fact, there are still many members who do not heed the instructions by not conveying to other members because they consider the Instruction is only mandatory by members who coincide with pickets on those days.

c. Sportsmanship Indicators

To analyze the level of sportsmanship indicators (attitude of tolerance) is based on sub-indicators that consist of happily accepting all policies set by the organization even though it is not by my expectations, it is very difficult to adapt to changes that occur in the work environment, spend a lot of time complaining about work, prioritize the interests of the organization even though it will sacrifice personal interests as table 4.25 in b This awah:

Table 4.27

Average Score Recapitulation

Sportsmanship indicator (tolerance)

No.	Statement Description	Sum Score	Predicate
1	I am happy to accept any policies set by the organization even if it is not in line with my expectations.	220	Excellent
2	It is very difficult to adapt to changes that occur in the work environment.	179	Good
3	Spend a lot of time complaining about work.	173	Good
4	Prioritize the interests of the organization even though it will sacrifice personal interests.	208	Good
<i>Average Score</i>		<i>195</i>	<i>Good</i>

*Source: Recapitulation of Average Score Of Sportmansip Indicator (Tolerance Attitude)*

Based on data in table 4.27 above, the results of the study showed that the citizenship behavior (OCB) of contract employees in the Pamong Praja Police Unit Office (Satpol PP) of Jayawijaya Regency with sportsmanship indicators (Tolerance attitude) received a good predicate with an average score of 195.

Of the four sub-indicators, happily accepting all policies set by the organization even though it is not following my expectations, the highest score is 220 with a very good predicate. This is in line with the opinion of Luthans (2011:149) Sportsmanship is



the behavior carried out by individuals voluntarily in their role as employees to prevent problems in the organization both due to provocations from outside the organization and from within the organization. But this is not in line with the results of initial observations of researchers in the field because contract employees want to carry out their duties, but sometimes still often protest about the policies set by the organization. For example, because of the rejection of working hours that must be done outside picket hours without getting an additional salary, there is a rejection because the picket place is not following the wishes of the member so that the member exchanges places with other members without the permission of the leadership. This often leads to internal conflicts between members, caused by the absence of coordination between co-workers.

d. Conscientiousness indicator (self-control)

To analyze the level of conscientiousness indicators (self-control) based on sub-indicators consisting of always considering the best things for the future progress of the organization, always positive thinking about the policies set by the organization, always having a high spirit in achieving organizational goals, feeling able when it comes to leading a work team, as table 4.28 below:

Table 4.28

Average Score Recapitulation

Conscientiousness Indikator

No.	Statement Description	Sum Score	Predicate
1	Always consider the best things for the future progress of the organization.	238	Excellent
2	Always think positively of the policies set by the organization.	232	Excellent
3	Always have a high spirit in achieving organizational goals.	240	Excellent
4	Feeling capable when you have to lead a work team	230	Excellent
Average Score		235	Excellent

Data source: recapitulation of The Conciestiousness Indikator Average Score(Self-Control)

Based on data in table 4.28 above, the results showed that the citizenship behavior (OCB) of contract employees in the Pamong Praja Police Unit Office (Satpol PP) of Jayawijaya Regency with the Indikator Conciestiousness (Self-Control) received a very good predicate with an average score of 235. Of the four sub-indicators with excellent predicates, namely, feeling able when it comes to leading a team to get the lowest score of 230, this is because some contract employees do not understand the





tasks for which they are responsible because of the dominant contract employees with the level of education of high school / vocational school. and the working period of contract employees is more dominant on average 5 years this is very influential with the ability of members to lead a team.

While the sub-indicator always has a heigh spirit in achieving the organization's goal of getting the highest score of 240, in the opinion of Podsakoff et al in Fitriastuti (2013: 1106) Conciestiousness is an employee attitude that has in-role behavior that meets levels above the minimum standards required by the Organization, in terms of complying with the rules of work, attendance and employee performance. If associated with this opinion, the Pamong Praja Police Unit is one of the regional devices that are different from other devices that are only related to administration alone, while the pamong praja police unit is an area device that deals with peace and public order and community protection and regional enforcement. So that the police unit must be able to carry out and complete tasks so that the goal can be achieved by what is expected.

d. Indicator of Civic Virtue (moral citizenship)

To analyze the level of the Civic Virtue indicator (moral citizenship) is based on a sub-indicator consisting of frequently arriving early to the workplace so that it is ready to work when working hours begin, always trying to complete the work on time, always participating in the activities of the organization, always responsible for the tasks given as table 4.29 below:

Table 4.29

Average Score Recapitulation

Indicator of Civic Virtue (Moral Citizenship)

No.	Statement Description	Sum Score	Predicate
1	Often arrive early to work so that you are ready to work when working hours begin.	220	Excellent
2	Always try to get the job done on time.	237	Excellent
3	Always participate in organizational activities	238	Excellent
4	Always responsible for the task given	237	Excellent
<b>Average Score</b>		233	Excellent

Data source: Recapitulation of Average Score Of Civic Virtue Indicator (Moral Citizenship)

Based on data in table 4.29 above, the results of the study showed that the citizenship behavior (OCB) of contract employees in the Pamong Praja Police Unit Office (Satpol PP) of Jayawijaya Regency with the Civic Virtue indicator (moral citizenship) received a very good predicate with an average score of 233.

Of the four sub-indicators, always participating in organizational activities get the highest number of scores of 238, because the Pamong Praja Police Unit (Satpol PP) moves in the form of teams/squads so that participation in every activity becomes large because it performs activities together, this is in line with the opinion of Hadjali and salami (2012: 527) Civic Virtue is part of the individual that shows that the employee is responsible for participating in the organization's activities or concerned with the life of the organization, or concerned with the life of the organization if there are problems in it.

Of the five (5) indicators used in variable Organizational Citizenship Behaviour (citizenship behavior) recapitulation score can be seen in Table 4.30 below:

Table 4.30

Average Score Recapitulation

Variable Organizational Citizenship Behaviour

No.	Indicators of Organizational Citizenship Behaviour	Sum Score
1	<i>Altruism</i> (Voluntary action helps)	219,75
2	<i>Courtesy</i> (Courtesy)	242,75
3	<i>Sportsmanship</i> (Tolerance)	195
4	<i>Conscientiousness</i> (Self-control)	235
5	<i>Civic Virtue</i> (Moral citizenship)	233
<b>Average Score</b>		225,1

Data Average Score Recapitulation Variable Organization Citizenship Behaviour

Based on data on table 4.30 above, the results showed that the citizenship behavior (OCB) of contract employees in the Pamong Praja Police Unit Service (Satpol PP) of Jayawijaya Regency with indicators of altruism, courtesy, sportsmanship, conscientiousness, civic virtue earned an average score of 225.1 and was included in the predicate very well. Of the five (5) indicators above courtesy (manners) get the highest number of scores of 242.75 this is in line with the culture of the people of Baliem Valley who are polite and polite, very appreciative, and have a good relationship with each other by considering brothers and co-workers.



## **Conclusion**

Based on the previous discussion, it can be concluded that Organizational Citizenship Behaviour (citizenship behavior) of contract employees in the Police Unit Office pamong Praja (Satpol PP) Jayawijaya Regency received a Very Good predicate with an average score of 225.1. Where manners get the highest number of scores, this is because the culture of the Baliem Valley community is polite and polite, very appreciative, and has a good relationship with each other by considering brothers and co-workers.

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