



THE INFLUENCE OF COMMITMENT, PRODUCTIVITY, ORGANIZATIONCITIZENSHIP BEHAVIOR, TRAINING ON PERFORMANCE POLICE TANJUNGPINANG IN THE TIME OF COVID-19

By

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ABSTRACT

This study aims to determine and analyze the effect of commitment, productivity, organizational citizenship behavior, training on the performance of the Tanjungpinang Barat police personnel. The sample used in this study amounted to 30 people, questions were given using a questionnaire distributed through purposive sampling using data analysis methods used were validity test, reliability test, classical assumption test, and multiple regression analysis. In this study, there are five hypotheses presented by the researcher and the analysis mode used in this study is based on data analysis, the results of this study. Based on data analysis, the results of the study show that Commitment (X1) to the Personil Polsek Tanjungpinang Barat. Polsek has a positive and significant effect on performance. Productivity (X2) at the Personil Polsek Tanjungpinang Barat Polsek has a positive and significant effect on performance. OrganizationCitizenship Behavior (X3) at the Personil Polsek Tanjungpinang Barat Polsek has a positive and significant effect on performance. Training (X5) at the Personil Polsek Tanjungpinang Barat Polsek has a positive and significant effect on performance. Commitment (X1), Productivity (X2), Organization Citizenship Behavior (X3), Training (X5) Together or simultaneously have a positive and significant effect on the performance (Y) of West Tanjungpinang Police personnel. Training (X3) at the Personil Polsek Tanjungpinang Barat Polsek has a positive and significant effect on performance. Commitment (X1), Productivity (X2), Organization Citizenship Behavior (X3), Training (X5) Together or simultaneously have a positive and significant effect on the performance (Y) of West Tanjungpinang Police personnel.

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1. INTRODUCTION

The community is currently facing quite a lot of problems, so that currently the problems are increasing over time from community economic problems, high poverty rates, unemployment that is present every month and even year, the problems that occur today, one of which is the covid-19 outbreak, the spread of which quickly made several countries implement policies to lock down to prevent the spread of the corona virus. In Indonesia, a large-scale social

restriction policy or the so-called (PSBB) is implemented in order to suppress the spread of the corona virus / covid-19. source (aldokter.com/covid-19).

This condition will directly have an impact on an increase in crimes committed by the community, the increased crime rate demands extra police performance. Even Indonesia, which is currently heading for a new normal order, makes the role of the police very important. This agrees with the research (Wardhana, 2020). This pandemic demands the performance of the police as law enforcement officers and is also one of the public services that play a direct role in the process of preventing Covid-19, educating the public, and taking action against crimes that see the outbreak as an opportunity for various crimes. Of the many companies that carry out massive layoffs (Termination of Employment Rights) which result in a large number of unemployed, and this will certainly increase the number of crimes that occur such as robbery, mugging, theft, mugging and others. So that services in the field of society or Kamtibmas (security and public order) carried out by the police will of course also increase. of 30 people the total number of personnel from the West Tanjungpinang Police.

TOF course, it is very difficult to implement performance by shift, work from home, due to the level of cases that must be solved every day. Starting from public reports such as theft, violence and various other cases. In its performance, the Tanjungpinang Barat Police have carried out many activities to help the community in dealing with the COVID-19 outbreak. By providing free masks, distributing basic food items, implementing appeals to the public to always wear masks, avoiding crowds or crowding activities to prevent the spread of the virus. This also affects the implementation of commitments in duty. West Tanjungpinang Police personnel are more concerned with health, welfare and security in the community during this Covid-19 Pandemic. rather than the health and safety of members of the West Tanjungpinang Police Personnel. According to Novliadi in (Gunawan, 2018) good performance requires employees not only to do the main work (in-role) employees but also work that is outside the employee's main job (extra-role) this shows that organizations that have employees who have organizational Citizenship Behavior will have better performance. In community service work such as the Police, of course, it will affect the ability and loyalty of

personnel to service for the community, even though they are out of service or not working, this is because the interests of the community are more important than the personal interests of personnel. For example, there is a mugging case in one of the protocol areas of the West Tanjungpinang Police, Members of the Criminal Investigation Unit who are off-duty must assist colleagues who are conducting investigations as a form of tolerance among colleagues so that the accused of burglary is quickly caught and does not disturb and threaten the safety of other residents. Apart from carrying out the daily performance of the Tanjungpinang Barat Police Sector Personnel, there are also those who carry out training even during a pandemic like this, this is considered important to help members develop insight and increase knowledge in the field of intelligence, especially in the Polsek-polsek as a basis for early detection to maintain HARKATIBMAS (Security Security). Public Order), education, specialization in intelligence development, and security for the community.

2. LIERATURE REVIEW

In carrying out the task, of course, commitment is something that is needed as an attempt at the actual attitude of a person for a company or agency to show effort or dedication in carrying out tasks, according to Robbins in (Harun & Samsuddin, 2018). According to Luthans in Harun & Samsuddin (2018), it is also stated that organizational commitment is a strong desire or motto to remain a member of the organization, a desire to show a high level of effort on behalf of the organization. Indicators that affect commitment are:

1. Affective Commitment

Affective commitment is a commitment that occurs when employees want to be part of an organization because of an emotional bond.

2. Continuance commitment

Continuing commitment is a commitment that arises when employees / employees remain in an organization because of the need for salaries and other benefits, or because they cannot find other job alternatives.

3. Normative Commitment

Normative commitment is a commitment that arises from the values in employees. An employee stays in an organization because he is aware that commitment to the organization is something he should do.

Productivity

Productivity is the ability to produce goods and services from various resources or production factors that are used to improve the quality and quantity of work produced in an agency

(Hartatik, 2014). In the study of Zulkarnaen et al (2018), employee productivity is the ability of employees to achieve results (output), especially in terms of quantity. The current condition is faced with maintaining the distribution of production results. Indicators that affect productivity are:

1. Working quantity



Quantity of work is a result achieved by employees in a certain amount with a standard comparison or that has been set by the agency.

2. Quality of work

Quality of work is a standard of results related to the quality of a product produced by employees in this case is an employee's ability to complete work technically with a comparison of standards set by the agency.

3. Punctuality

Timeliness is the level of activity completed at the beginning of the specified time, seen from the point of coordination with the output and maximizing the available time.

Organizational Citizenship Behavior

According to Aldag and resckhe Titisari (2014) Organizational Citizenship Behavior (OCB) is an individual contribution that exceeds the demands of the role in the workplace. This behavior becomes an added value for the individual which is a form of pro social behavior, namely positive, constructive and meaningful behavior that helps to support productivity. Based on Titisari (2014), Organizational Citizenship Behavior (OCB) is an individual contribution that exceeds the role in the workplace. Organizational Citizenship Behavior (OCB) involves behavior including helping others, volunteering for extra tasks, obeying workplace rules and procedures. Indicators that affect Organizational Citizenship Behavior (OCB):

1. Altruism (Unselfishness)

Behavior that aims to help coworkers to solve their problems in difficult situations faced within the organization or personal problems. This dimension refers to the behavior of giving help that is not from their responsibility.

2. Conscientiousness (Careful Nature)

Behavior that aims to provide performance that exceeds what is targeted by the company / agency. This dimension leads to behavior that goes beyond the job description as an employee. 3. Sportmanship (Sportsmanship)

Behavior that aims to tolerate non-ideal situations within the organization without raising objections or objections. Someone who has a high level of sportsmanship will increase a positive work climate among employees and will create a conducive work environment.

4. Courtesy (Courtesy)

Behavior that aims to maintain good relations among employees in order to avoid interpersonal problems. This dimension leads to respect and respect for each other among employees.

5. Civic Virtue (Social Morals)

Behavior that aims to show good work attitudes such as taking the initiative in contributing to the development of work systems or procedures, protecting resources owned by the organization, and others. This dimension refers to the responsibility that the organization gives to a person to improve the quality of performance in his field of work.

Training

According to Nurhasanah (2017), training is a form of education with learning principles. In the research of Fahmi and Irham Hidayati (2017) Training means a systematic change of knowledge, skills, attitudes, and behavior that continues to increase which is owned by every employee so that it can realize the goals to be achieved by an organization or company in meeting the standards. Human Resources (HR) desired. Indicators that affect training:

1. Training Type

Based on the analysis of the needs of the training program that has been carried out, it is necessary to conduct training to increase Employee Productivity and Performance for the lower and middle levels.

2. Training Objectives

Training objectives must be concrete and measurable, therefore the training will be held aimed at improving work skills so that participants are able to achieve maximum employee productivity and increase participant/employee understanding of the performance that must be carried out.

3. Material

Training materials can be in the form of: management (management), scripting, work psychology, work communication, work discipline and ethics, work leadership and work reporting.

4. Method Used

The training method used is a training method with participatory techniques, namely: group discussions, conferences, simulations, role playing (demonstrations) and games, classroom exercises, tests, team work and study visits (comparative studies).

5. Qualification of Participants

Training participants are company employees who meet the qualification requirements such as permanent employees and staff who receive recommendations from the leadership.

6. Coach Qualification

The trainer or instructor who will provide the training must meet the qualification requirements, among others: have expertise related to the training material, be able to generate motivation and be able to use participatory models.

7. Time (Number of Sessions)

Many training material sessions consist of 67 sessions and 3 opening and closing sessions of the Training. Thus the number of training sessions is 70 sessions or the equivalent of

52.2 hours. The more often employees receive training, the more likely they are to increase their abilities and skills.

Performance

Performance is the work that is assessed in terms of quality and quantity achieved by an employee in carrying out his duties and responsibilities Edison, Anwar, & Komariyah (2016) Performance is the result of work that has a strong relationship with the organization's strategic goals, customer satisfaction and contributes to the economy. Performance is about doing the work and the results achieved from the work Arif (2016). performance indicators are:

- a. Quality of work (quality off work) is the quality of work achieved based on conditions in accordance with its readiness.
- b. Timeliness (promptness) is related to whether or not the completion time of the work with the planned target time.
- c. Initiative is self-awareness to do something in carrying out tasks and responsibilities.
- d. Capabilities are among several factors that affect a person's performance, it turns out that what can be intervened or treated through education and training is a capability factor that can be developed.
- e. Communication is an interaction carried out by superiors to subordinates to express their suggestions and opinions in solving problems at hand.

Hypothesis

1. It is suspected that there is an influence of commitment on the performance of the Tanjungpinang Barat Police personnel during the Covid-19 period.
2. It is suspected that there is an influence of productivity on the performance of the Tanjungpinang Barat Police personnel during the Covid-19 period.
3. It is suspected that there was an influence of Organizational Citizenship Behavior on the performance of the Tanjungpinang Barat Police personnel during the Covid- 19 period.
4. It is suspected that there was an effect of training on the performance of the Tanjungpinang Barat Police personnel during the Covid-19 period.
5. It is suspected that there is an influence of Commitment, Productivity, Organizational Citizenship Behavior on the performance of the Tanjungpinang Barat Police personnel during the Covid-19 period.

3. RESEARCH METHODS

Research Type and Design

The method used in this research is a quantitative approach method and uses a quantitative research type using statistical analysis (correlation and regression) which is carried out through data collection in the field. The survey method is a method of collecting data by making direct observations related to the object of research(Sunyoto, 2011). Statistical calculation activities used by the SPSS program (statistical package social scientist) 26.

Population And Sample

The population used in this study were all members of the West Tanjungpinang Police Sector.. So to determine the number of samples in this study using the determination of the number of saturated samples is a sampling technique when all members of the population are used as samples. This is often done when the population is relatively small, less than 30 people.



4. RESULT AND DISCUSSION

Validity test

Table.2 Validity Test Results

Variabel	Pertanyaan	Rtabel	Rhitung	Keterangan
Komitmen X1	Komitmen1	0.3610.	.769**	Valid
	Komitmen2	0.3610.	.524**	Valid
	Komitmen3	0.3610.	.698**	Valid
	Komitmen4	0.3610.	.662**	Valid
	Komitmen5	0.3610.	.782**	Valid
	Komitmen6	0.3610.	.534**	Valid
Produktivitas X2	Produktivitas1	0.3610.	.838**	Valid
	Produktivitas2	0.3610.	.882**	Valid
	Produktivitas3	0.3610.	.846**	Valid
Organizational citizenship behavior X3	Organizational citizenship behavior 1	0.3610.	.797**	Valid
	Organizational citizenship behavior 2	0.3610.	.822**	Valid
	Organizational citizenship behavior 3	0.3610.	.773**	Valid
	Organizational citizenship behavior 4	0.3610.	.722*	Valid
	Pelatihan 1	0.3610.	.554**	Valid
	Pelatihan 2	0.3610.	.427*	Valid
	Pelatihan 3	0.3610.	.496**	Valid
	Pelatihan 4	0.3610.	.502**	Valid
	Pelatihan 5	0.3610.	.468**	Valid
	Pelatihan 6	0.3610.	.502**	Valid
	Pelatihan 7	0.3610.	.822**	Valid
	Pelatihan 8	0.3610.	.697**	Valid
	Pelatihan 9	0.3610.	.774**	Valid
	Pelatihan 10	0.3610.	.451*	Valid
	Pelatihan 11	0.3610.	.764**	Valid
	Pelatihan 12	0.3610.	.678**	Valid
	Pelatihan 13	0.3610.	.472**	Valid
Kinerja	Kinerja 1	0.3610.	.531**	Valid
	Kinerja 2	0.3610.	.605**	Valid
	Kinerja 3	0.3610.	.592**	Valid
	Kinerja 4	0.3610.	.423*	Valid
	Kinerja 5	0.3610.	.606**	Valid
	Kinerja 6	0.3610.	.739**	Valid
	Kinerja 8	0.3610.	.722**	Valid
	Kinerja 9	0.3610.	.737**	Valid

Source: SPSS data processing 26.2021

Variables X1, X2, X3, X4 and Y have rcount values greater than rtabel, so it can be concluded that all question items in this study are valid or valid.

Reliability Test

Table 3. Reliability Test Results
Hasil Pengujian Reliabilitas

No	Variabel	Cronbach's Alpha	Keterangan
1	Komitmen	0,742	Reliabel
2	Produktivitas	0,819	Reliabel
3	Organization Citizenship Behavior	0,771	Reliabel
4	Pelatihan	0,838	Reliabel
5	Kinerja	0,811	Reliabel

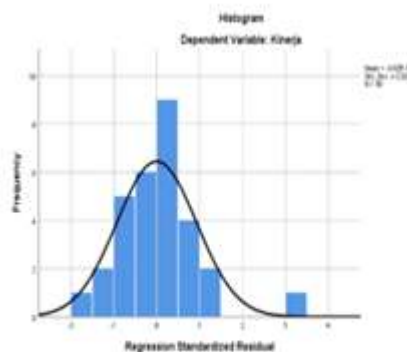
(Sumber : Olahan Data SPSS 26)

Source: SPSS data processing 26.2021

It can be concluded that each variable in the table above has a Cronbach's Alpha value above 0.6 and the conclusion is that the research is said to be reliable or reliable.

Classic assumption test

1. Normality test



(Sumber : Olahan Data SPSS 26)

Figures Results of Histogram

Source: SPSS Processed Data Output Version 26, 2021

Table 4. Results of One-Sample Kolmogorov-Smirnov Test

Tabel 4.9		
Hasil Uji Normalitas Dengan Analisis Kolmogorov-Smirnov		
One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		30
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.81847390
Most Extreme Differences	Absolute	.131
	Positive	.131
	Negative	-.083
Test Statistic		.131
Asymp. Sig. (2-tailed)		.198 ^c
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Source: SPSS data processing 26.2021

The output results above show that the data generated on the histogram graph is in the shape of a bell and the data on the P-Plot test of the questions is close to the horizontal line,



Komogrov-Smirnov data is in the asymp section. Sig. (2-tailed) of 0.198 with an absolute value of 0.131. Both values are significant because the value is above $0.05 > 0.05$.

Multicollinearity Test

Table 5. Multicollinearity Test Results

Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
Komitmen	.630	1.588
Produktivitas	.654	1.529
Organizational Citizenship Behavior	.484	2.064
Pelatihan	.638	1.568
a. Dependent Variable: Kinerja		

Source: SPSS data processing 26.2021

The results of the calculation of the tolerance value, there is no independent variable that has a tolerance value of more than 0.10 and the value of the variance inflation factor (VIF). Which is more than 10.

Heteroscedasticity Test

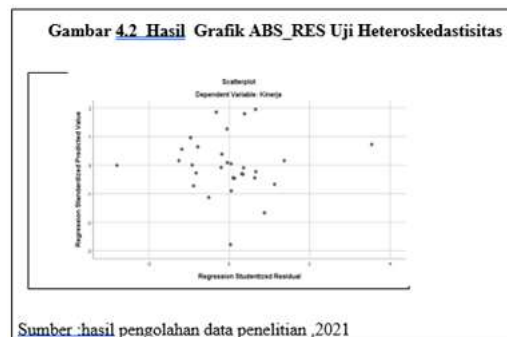


Figure 3. Results Heteroscedasticity Test

Source: SPSS Processed Data Output Version 26, 2021

From the picture above, it can be seen that the distribution of the data is irregular, does not form a certain pattern, and is not wavy. So it can be concluded that the regression mode in this study does not have heteroscedasticity problems

Multiple Linear Regression Analysis

Table 6. Results of Multiple Linear Regression Analysis

Model	Coefficients ^a		
	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
1 (Constant)	-1.945	3.390	
Komitmen	.592	.152	.388
Produktivitas	.473	.198	.233
Organizational Citizenship Behavior	.505	.228	.251
Pelatihan	.209	.072	.287
a. Dependent Variable: Kinerja			

Source: SPSS Processed Data Output Version 26, 2021

t test results

Table 7. Results of the t test

Model	Coefficients ^a		Standardized Coefficients Beta	t	Sig.
	Unstandardized Coefficients B	Std. Error			
1 (Constant)	-1.945	3.390		-.574	.571
Komitmen	.592	.152	.388	3.904	.001
Produktivitas	.473	.198	.233	2.391	.025
Organizational Citizenship Behavior	.505	.228	.251	2.212	.036
Pelatihan	.209	.072	.287	2.906	.008

a. Dependent Variable: Kinerja

Source: SPSS Processed Data Output Version 26, 2021

It is said to be influential if it has a value of $t_{count} > t_{table}$ with degrees of freedom using the formula. $Df = n - k - 1$ so $Df = 30 - 4 - 1 = 25$ t table values that is equal to 2.05954. for significant testing.

F . test results

Table 8. Results of F . Test Results

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	519.968	4	129.992	33.888	.000 ^b
	Residual	95.899	25	3.836		
	Total	615.867	29			

a. Dependent Variable: Kinerja

b. Predictors: (Constant), Pelatihan, Komitmen, Produktivitas, Organizational Citizenship Behavior

a. Dependent Variable: Kinerja

b. Predictors: (Constant), Pelatihan, Komitmen, Produktivitas, Organizational Citizenship Behavior

Source: SPSS Processed Data Output Version 26, 2021

The calculation results presented in table.8 show that the variables of Commitment, Productivity, Organization Citizenship Behavior, Training. Together (simultaneously) the positive and significant effect is $0.000 < 0.05$ and the number of F_{count} is greater than the F table where the F table is 2.98 with the number of F_{count} is 33.888 or ($33.888 > 2.98$)

R2 (Coefficient of Determination Test)

Table 9. Results of R2 (Coefficient of Determination Test)

Model Summary ^a					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.919 ^a	.844	.819	1.959	2.163

a. Predictors: (Constant), Pelatihan, Komitmen, Produktivitas, Organizational Citizenship Behavior

b. Dependent Variable: Kinerja

Source: SPSS Processed Data Output Version 26, 2021

It is known that there is an influence of Commitment, Productivity, Organization Citizenship Behavior, and Training on the performance of Personnel. The figure in the adjusted R square or also known as the determinant coefficient is 0.819 or equal to 84.4%. Where the performance variable can be explained by the variables of Commitment, Productivity, Organization Citizenship Behavior, and Training or in other words, the large influence of the variables of Commitment, Productivity, Organization Citizenship Behavior, Training on performance is 84.4%



which is explained by the model. While the remaining 15.6% is explained by other variables outside the regression model.

CONCLUSION

In this study, there are five hypotheses proposed by the research analysis model used in this study. Based on data analysis, the following conclusions are obtained:

1. Commitment (X1) to the West Tanjungpinang Police Sector has a positive partial and significant effect on the Performance (Y) of the Personnel.
2. Productivity (X2) on the West Tanjungpinang Police Personnel has a positive partial and significant effect on the Performance (Y) of the Personnel.
3. Organizational Citizenship Behavior (X3) on the personnel of the West Tanjungpinang Police, a partial and significant positive effect on the performance of (Y) personnel.
4. Training (X4) on the personnel of the West Tanjungpinang Sector Police has a partial and significant positive effect on the performance of (Y) personnel.
5. Commitment, Productivity, Organizational Citizenship Behavior, Training (X5) on the West Tanjungpinang Police Personnel have a simultaneous and significant positive effect on the Performance (Y) of the Personnel.

SUGGESTION

In this study, there are several limitations as stated above, so further researchers need to pay attention to the following suggestions:

1. The author hopes that the West Tanjungpinang Police Personnel can apply commitment in carrying out their duties to show dedication to the work/profession they are engaged in so that the maintenance of membership in the organization can be carried out according to the procedures or SOPs so that the ideals of the West Tanjungpinang Police organization can be realized according to KARKAMTIBMAS.
2. The author hopes that Tanjungpinang Barat Police personnel can implement and carry out productivity in carrying out their duties in order to improve work quality and work quantity by maintaining a sense of tolerance and loyalty towards the relationship between co-workers, both as superiors and subordinates.
3. The author hopes that the West Tanjungpinang Police Personnel can apply Organizational Citizenship Behavior in carrying out their duties to improve the performance of the West Tanjungpinang Police Sector Personnel. This is because personnel show loyalty to the work they are engaged in which makes the personnel able to work beyond the obligations that must be carried out in serving the community to create a sense of security and comfort for the people of the West Tanjungpinang Police Station
4. The author hopes that the West Tanjungpinang Police Sector Personnel will continue to implement training even during this epidemic because this is good and good for the personnel in carrying out their duties to increase knowledge in the field of intelligence, especially in the Polsek Polsek as the basis for early detection to maintain and realize the ideals of the Sector Police organization. West Tanjungpinang According to KARKAMTIBMAS Education, specialist in intelligence development, and security for the community.
5. For further researchers, it is hoped that they can develop factors that are thought to affect the performance of personnel and other performances, especially police personnel so that they can enrich the treasures for further research on management science.

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