



Effect of Locus of Control, Organization of Citizenship Behavior and Work Achievement on Employee Performance (Study at: Palopo City Environmental Service)

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ABSTRACT

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This study aims to examine the effect of locus of control, organizational citizenship behavior and work performance on employee performance. The population in this study were all employees at the Environmental Service of Palopo City, amounting to 869 employees, while the sample in this study was part of the total population with the determination of the sample using the Slovin formula so that a sample of 90 employees was obtained. The data collection technique in this study used a questionnaire with a Likert scale of 1 – 5. The data were analyzed with the help of SPSS 21 Statistical Software . The results obtained from partial statistical testing showed that locus of control and work performance had no effect on employee performance. Meanwhile , organizational citizenship behavior has a positive effect on employee performance. Which means that the greater the influence of organization citizenship behavior , the better the performance of employees at the environmental service of the city of Paopo.

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1. Introduction

According to [1] an organization has an interest in the best performance produced by a series of systems, human resources are a factor to get a good performance. In an organization in addition to solving problems about expertise and also skills problems, human resource management must also have a behavior that is conducive for employees to get a good work performance. Every organization, including the Department of the Environment, believes that in achieving a good work performance the organization must strive for high individual performance, because individual work affects the performance of the work group or team and will affect the organization as a whole. [2] Saying that the organization demands two behaviors, namely in-role behavior (in the job description) and extra-role behavior (outside the job description). Behavior outside the job description is also known as OCB, apart from the OCB factor, an employee's performance is also influenced by individual factors such as psychological character, namely locus of control.

Research [3] says that there are two local of control, namely internal and external local of control, which is stated by the proponent, namely Rotter (1954). [4] says internal local of control is someone who thinks that a problem or event that befell them they can handle well, while external local of control is someone who has a problem that is regulated by other people or outside their control. Basically, employee performance is the result of a process that comes from the employee himself (internal factors) and factors that are strategic from an organization or company, including work performance produced by individuals/employees. Work performance is a major problem that must be considered by companies, because individuals who achieve achievements from a given job must be given a good appreciation so that in the future they can be more active or enthusiastic in completing a job and motivate other employees to do better at work. Therefore, measuring employee



performance is one of the most important factors for the Department of the Environment in Palopo City in carrying out its performance management.

2. Methods

In this study, researchers used observation and questionnaire methods, where the questionnaires were distributed to employees of the Environmental Service in Palopo City. 90 questionnaires were distributed, of which 90 were the number of samples of researchers taken from 869 employees at the Palopo City Environmental Service using the slovin formula.

Research on " The Effect of Locus Of Control, Organization Citizenship Behavior And Work Performance Against Employee Performance "also uses qualitative and quantitative analysis methods, where qualitative analysis is the researcher grouping the data and interpreting the results of interviews and distributing questionnaires. While quantitative analysis is used to collect data and state variables that describe employee performance at the Palopo City Environmental Service, where the data collection is through calculating the total score from filling out the questionnaire and filling in the questionnaire measured using a Likert scale.

Table 1
Likert Scale

Scale	Score
Strongly agree	5
Agree	4
Enough	3
Do not agree	2
Strongly Disagree	1

Source: data processed, 2022

The data analysis technique used by the researcher in this study is multiple linear regression analysis which aims to determine the effect of locus of control, organization citizenship behavior and work performance towards employee performance at the environmental service of the city of Palopo. The formula for multiple linear regression analysis is:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e$$

Information :

Y : Employee Performance

X₁ : Locus Of Control

X₂ : Organization Citizenship Behavior

X₃ : Work Performance

α : Constant

β₁ : Locus Of Control Variable Regression Coefficient

β₂ : Organization Citizenship Behavior Variable Regression Coefficient

β₃ : Regression Coefficient of Work Performance Variables

E : error

This study also uses the t-test where the t-test is carried out to prove the hypothesis about the relationship between Locus Of Control (X₁), Organization Citizenship Behavior (X₂), and Work Performance (X₃) as independent variables, and Employee Performance (Y) as dependent variable.

3. Results and Analysis

3.1 Research result

This study aims to analyze the effect of locus of control, Organization Citizenship Behavior And Work Performance Against Employee Performance at the Environmental Service in Palopo City. The results of data processing can be seen in the table below:

Table 2
Test Result

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
	1 (Constant)	8.186	2,551		



Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
Locus Of Control (X1)	.015	.114	.012	.132	.895
Organization Citizenship Behavior (X2)	.570	.108	.491	5.286	.000
Work Performance (X3)	.143	.118	.112	1.209	.230

Source: primary data processed, 2022

a. Effect of Locus Of Control To Employee Performance at the Palopo City Environmental Service .

The results of testing using partial statistics have been carried out with the locus of control variable (X1) on employee performance (Y). With a significant value of 0.895 <0.05. So this study has no positive effect with the explanation that locus of control has no role on employee performance. Therefore, it can be concluded that local of control has no effect on employee performance.

This study is not in line with research [18] which says that locus of control has a significant effect on performance. Likewise research [19] which suggests the same thing that locus of control has a significant effect on performance.

b. The Influence of Organizational Citizenship Behavior on Employee Performance at the Environmental Service of Palopo City.

The results of testing using partial statistics that have been carried out with the variable organization citizenship behavior (X2) on employee performance (Y) show that tcount is 5.286 and ttable is 1.662 so tcount>ttable. With a significant value of 0.000 <0.05. So this study has a positive effect with the explanation that the higher the influence of organizational citizenship behavior , the higher the employee's performance. The significant level explains that the greater the influence of organizational citizenship behavior , the better the employee's performance. And it can be concluded that organization citizenship behavior has a positive effect on employee performance, where the existence of organizational citizenship behavior will improve employee performance at the environmental service of Palopo City.

This study is in line with research [20] which says that performance is influenced by organizational citizenship behavior. The same thing was also expressed [21] .

c. Effect of Work Performance Against Employee Performance at the Environmental Service of Palopo City.

The results of testing using partial statistics that have been carried out with work performance variables (X₃) show that tcount is 1,209 and ttable is 1,662 so tcount> ttable. With a significant value of 0.230 <0.05. The results obtained that this study does not have a positive effect which explains work performance does not have an effect on employee performance. Work performance does not contribute to the performance of employees at the environmental service of Palopo City. In this case it is explained that the work performance obtained is low, therefore the employee's performance is getting lower. Therefore, it is concluded that work performance does not have a positive effect on employee performance at the Palopo City Environmental Service.

This study is not in line with research [22] which in his research said that work performance affects performance significantly. Also in line with research [23] says that work performance affects performance significantly.

4. Conclusions

Based on the results of the research above which were obtained from the results of data processing, it was concluded that local of control and work performance had no effect on the performance of employees at the environmental service of Palopo City. While organization citizenship behavior has a positive effect on employee performance, which means that the higher the influence of organization citizenship behavior , the better the performance of employees at the environmental service of Palopo City.

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