

THE INFLUENCE OF COMMITMENT TO PERFORMANCE THROUGH ORGANIZATIONAL CITIZENSHIP BEHAVIOR IN SHARIA COOPERATIVES IN MEDAN CITY

Reza Nurul Ichsan ¹⁾

Prodi Manajemen Universitas Pembinaan Masyarakat Indonesia, Medan, Indonesia ¹⁾

Corresponding Author :

rezaichsan31@gmail.com ¹⁾

Abstract

The recovery of economic growth by means of Sharia Cooperative Institutions in Medan City is encouraged to improve the quality of human resources in Sharia Cooperatives in Medan City which plays a very dominant role in the operation of Sharia financial institutions, with the success of Islamic cooperative institutions in achieving predetermined goals is highly dependent on the ability of human resources (employees) in carrying out the tasks assigned, based on the above phenomena, the problem in this study is how much influence Organizational Commitment on employee performance through organizational Citizenship Behavior as an Intervening Variable in Sharia Cooperatives in Medan City, this research was conducted using quantitative research methods. The sample amounted to 180 people in this study, namely employees who worked at Sharia Cooperatives in Medan City, the results of this study were 1) There is an influence of the Commitment variable (X) on Employee performance (Y) at Sharia Cooperatives in Medan City, the results of research that have been conducted Organizational commitment has a positive influence on Employee Performance at Sharia Cooperatives in Medan City; 2) There is an influence of the Organizational Commitment variable (X) on Organizational Citizenship Behavior (Z) at Sharia Cooperatives in Medan City, the results of research that have been conducted Organizational Commitment has a positive influence on Organizational Citizenship Behavior at Sharia Cooperatives in Medan City; 3) There is no influence of the Employee Performance variable (Y) on Organizational Citizenship Behavior (Z) at Sharia Cooperatives in Medan City.

Keywords: Organizational Commitment, Performance, organizational Citizenship Behavior

INTRODUCTION

Sharia Cooperatives are Microfinance Institutions and as Sharia financial Institutions based on Law No. 25 of 1992 concerning cooperatives (Aufa et al., 2021). Sharia Cooperative Institutions in Indonesia are in accordance with Islamic values, namely to avoid Riba, Maysir, Ghoror, or Vanity. In general, The world's largest Islamic microfinance nation is Indonesia, which has the largest Muslim population. This has effects on how sharia cooperatives are developed. Additionally, conventional cooperatives exhibit favorable yearly growth in line with the expansion of sharia cooperatives in Indonesia.

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In 2021, the number of sharia cooperatives in Indonesia will reach 150,223 outlets with a total of 2,253 units of sharia financing savings and loan cooperatives (KSPPS) and a total of 1.4 million members (Putri, 2022). The role of sharia cooperatives in the country's economy is generally the same as conventional cooperatives. Sharia cooperatives can reduce unemployment and improve people's lives by providing employment and increasing the welfare of its members. In addition to material forms, sharia cooperatives can also provide training to their members in the form of job training. Despite having an important role, Islamic cooperatives still face limitations due to a lack of capital and human support skills. Even sharia cooperatives are not able to compete strictly. In addition, the business scale of cooperatives is still relatively small and not very successful because the government pays little attention to the development of cooperatives on a larger scale. This resulted in the general public still not knowing the impact and benefits it offers.

The Covid-19 Pandemic had an impact on the economy, society, and politics of practically every nation, including Indonesia. According to the predictions of the World commerce Organization, during the Covid-19 period, the amount of global commerce is anticipated to fall by about 32% in 2020 (Susilawati, 2020). Nationally considerable economic losses have resulted from restricting communal activities in an effort to combat the Covid-19 pandemic (Dani Sugiri, 2020). Overall, the epidemic has had a significant effect, particularly on the business community. Additionally, business owners, notably SMEs, need strategies to enable them to continue operating in a changing environment, particularly during the Covid-19 epidemic (Khotiza Anisa, 2022).

Indonesia has several provinces, one of which is the province of NorthSumatra, and the capital city of the province of North Sumatra, namely Medan City, which is the largest city in the eastern region of the island of Sumatra (Hairani et al., 2023). The city of Medan is directly adjacent to the Deli Serdang Regency area to the west, east and south and the Malacca Strait to the north. Administratively, Medan City consists of 21 districts. In the national city system, Medan City is designated as the center of national activities. In the 2015-2019 National Medium-Term Development Plan, Medan City is included in the metropolitan area, and is determined to be the center of national operations in general. The Central Bureau of Statistics for North Sumatra has provided information on the economic growth from 2012 to 2022.

Figure 1. North Sumatra BPS data, 2022

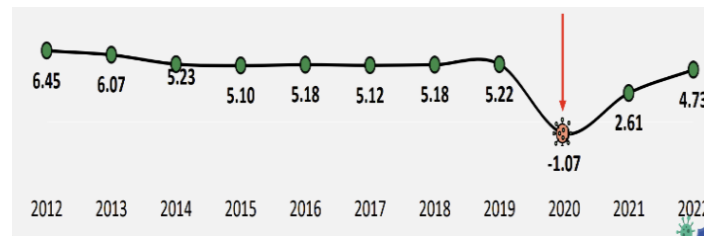


Figure 1. North Sumatra BPS data, 2022

https://sumut.bps.go.id/backend/materi_ind/materiBrsInd-20230206124756.pdf

The Development of Economic Growth throughout 2022 grew by 4.73 percent. This growth achievement was higher than the 2021 growth of 2.61 percent as a result of the process of economic recovery from the worldwide Covid-19, which also affected North Sumatra. Cumulatively, North Sumatra's economic growth in 2022 compared to 2021 grew 4.73 percent. With the worst situation of the Covid 19 pandemic that hit North Sumatra Province from 2020 to 2021, the economic conditions in the city of Medan had an extraordinary impact, especially the Sharia Cooperative Institutions in Medan City. Data from the Central Bureau of Statistics indicate that in 2022, the number of cooperatives in North Sumatra province is 556,000 cooperatives, while cooperatives in Medan City according to the Cooperatives, Small and Medium Enterprises Office of Medan City at the end of 2021 there are 1,314 spread across 21 sub-districts in Medan City.

The success of cooperative institutions is one of the factors that encourages the Sharia Cooperative Institution in Medan City to improve the quality of Human Resources (HR/Employees) in Sharia Cooperatives in Medan City, which play a very dominant role in the operation of an Islamic financial institution. The capacity of human resources (workers) to perform the assigned tasks is crucial to sharia's ability to meet its goals. Sharia cooperatives in the city of Medan must therefore employ skilled workers who fulfill responsibilities as assigned by the cooperative institution. Performance is the outcome of an employee's quality and quantity of work when performing his or her job with the responsibilities given to him (Mangkunegara, 2011).

Both conventional cooperatives and Islamic cooperative institutions frequently experience issues with performance (ElMassah, 2016). Because of this, Islamic Cooperatives must be aware of the elements that affect employee performance and the factors that can have an impact on employee performance, forcing Islamic Cooperative Institutions to adopt the necessary policies to raise employee productivity and conform to organizational objectives. Intellectual capital, organizational commitment, and organizational citizenship behavior (OCB) are factors that influence employee success. The underwhelming employee performance at Islamic cooperative institutions in Medan City, the need for help from Islamic cooperative institutions to promote employee job happiness, and high organizational commitment are the elements that

have an impact on this. The most crucial function is played by commitment, particularly in terms of how well employees perform at work. This can be attributed to the fact that commitment acts as a guide and motivator, encouraging people to take responsibility for their obligations (Brodoastuti, 2016). Strong commitment enables each individual to attempt to handle the stresses and obstacles that are there. Success in overcoming these obstacles will increase the organization's sense of pride (Minarsih, 2012).

RESEARCH METHODS

Quantitative research techniques were used to carry out this study. 180 individuals who work for Islamic Cooperatives in Medan City make up the study's sample. The information used in this study was gleaned from questionnaires and documentation given to workers at the Medan City Sharia Cooperative about the variables under consideration, namely the impact of organizational commitment (X) on employee performance (Y) through organizational citizenship behavior (Z). The data used is primary data, through a survey of respondents (sample). Secondary data is in the form of literature studies related to problems, research objects as a target form of observation which is the focus of scientific research to obtain data and information based on indicators from the characteristics of study variables that are clearly expressed in a number of statements or questions asked of respondents in the research. Additionally, this research involves explanatory research, which examines the connections between several variables or how one variable influences another. A questionnaire (questionnaire) in the form of a list of questions is used in this data gathering method and is given to respondents online via a Google form. The data analysis approach comprises hypothesis testing using the T test and R^2 statistic as well as reliability testing, classical assumption testing, and validity testing.

RESULTS AND DISCUSSION

a. Analysis of Respondents' Answers

Descriptive statistics were used in this analysis to describe the suggested test items. Employees of Islamic cooperatives in Medan City were given questionnaires to complete in order to collect data for this study. The information is divided into four categories: employee performance (Y) through organizational citizenship behavior (Z), organizational commitment (X). Each respondent's response is graded on a Likert scale using a minimum of 1 and a maximum of 5, and the percentage is then calculated. The following describes an evaluation of respondents' responses using variables. A comparison of values using Pearson Correlation is used to determine the validity of each variable. The questionnaire items are deemed valid if $r_{count} > r_{table}$. On the other hand, if $r_{count} \leq r_{table}$ and sig value 0.05, the survey questions are deemed invalid. The amount of data in the above table can be concluded to be valid because it is known that the r count is more than the r table.

Validity Results of the Organizational Commitment Test X Since the r count is higher than the r table, it can be deduced that the volume of data in the aforementioned table is reliable. Results of the Test (Validity of Employee Performance) The amount of data in the aforementioned table is valid because, as previously stated, it is known that the r count is bigger than the r table. Results of the Organizational Citizenship Behavior Validity Test The amount of data in the table above is valid because, according to Z, it is known that the r count is higher than the r table. If the reliability coefficient of the Cronbach alpha value is more than 0.6, the reliability test of a research instrument is stated to be dependable utilizing the Cronbach's Alpha approach. The findings of the reliability test for each variable are listed below. Following is.

It is well known that 0.836 is the outcome of the Cronbach's Alpha computations. Cronbach's Alpha as estimated is therefore bigger than 0.6. Thus, it can be said that the information in the table above is trustworthy.

The t value for equation II is shown in table 10 as follows:

1. So in testing the hypothesis on this variable are:

t count 3,888

sig vs alpha = 0.0000 < 0.05

In conclusion, T count versus T table = 3.888 > 1.689. Based on Sig. against alpha = 0.000 0.05, though. In this instance, Ha is approved whereas H0 is refused. This indicates that institutional involvement (X) in Medan City's sharia cooperatives has a negligible effect on organized civic conduct (Z).

2. So in testing the hypothesis on this variable are:

t count 2,763

sig vs alpha = 0.009 > 0.05

Employee performance (Y) attained a ttable of 1.68 and a tcount of 2,763 (significant values of 0.05 and 0.009, respectively). In conclusion, Ha is rejected and H0 is approved if tcount(2.763) > ttable(1.68) and significant values are 0.009 > 0.05. This indicates that there is no meaningful association between organizational conduct and the employee performance measure (Y). Nationality (Z). At the Medan city cooperative Shariah.

The ability of the model to explain the variation in the independent variables is gauged by the coefficient of determination (R²). Between 0 and 1, the coefficient of determination can range in value. A low R² score indicates that the independent variable's influence is very weak. Nearly all the information required to forecast the variation in the dependent variable is provided by the independent variable when the value is near to 1.

1. The organizational commitment (X) variable's direct influence on organizational citizenship behavior (Z) is 0.305.
2. The organizational citizenship behavior (Z) variable's direct relationship to employee performance (Y) is 0.396.

b. Indirect Influence Through the use of auxiliary variables, organizational commitment (X) is indirectly influenced by employee performance (Y). Organizational Citizenship Behavior (Z) is equal to $P_2 \times P_3$ ($0,572 \times 0,396 = 0,226$ in decimal form).

c. Total Impact

1. The total influence can be calculated as follows: Intellectual Capital directly influences Organizational Citizenship Behavior (Z) + Intellectual Capital indirectly influences Employee Performance (Y) without any intervening variables. Organizational Citizenship Behavior (Z) = $p_1 + (P_2 \times P_3) = 0.008 + 0.120 = 0.112$. Based on the findings of this calculation, which show that the value of the indirect impact is $0.112 > 0.008$, it may be inferred that the value of the direct effect, expressed as X1, has no discernible effect through variables Y to Z.
2. The combined effect of organizational commitment (X) on organizational citizenship behavior (Z) and its indirect effect on employee performance (Y) via auxiliary variables can be determined. Organizational Citizenship Behavior (Z) ie = $0.517 + 0.226 = 0.743$ for $P_1 + (P_2 \times P_3)$. Based on the findings of this computation, the indirect effect's value The discussion of this research is:

a) The Effect of Organizational Commitment on Employee Performance in Sharia Cooperatives in Medan City

Statistical analyses show that organizational commitment (X) has an impact on employee performance (Y). The findings of tcount of $4.632 > t_{table}$ of 1.68 with a significant value of $0.000 < 0.05$, where H_0 is rejected and H_a is approved, clearly demonstrate this. This indicates that the organizational commitment variable (X) has a considerable impact on employee performance (Y). The findings of this study are consistent with those of earlier research conducted by (Yenny Verawati and Joko Utomo, 2011) who found that organizational commitment has a positive impact on employee performance with a value of $0.000 < 0.05$, which indicates that the significance level of 0.000 is lower than 0.05 as the threshold for significance.

b) The Effect of Organizational Commitment on Organizational Citizenship Behavior (OCB) in Sharia Cooperatives in Medan City.

According to the findings of the statistical tests, organizational citizenship behavior (Z) is influenced by organizational commitment (X). The results of tcount of $3,888 > t_{table}$ of 1.68 with a significant value of $0.000 < 0.05$, where H_0 is

rejected and H_a is approved, make this very evident. The findings of this study are consistent with Sumarni's earlier research, which found that organizational commitment had a considerable impact on organizational citizenship behavior. According to Rini, et al.'s (2013) study, organizational commitment simultaneously has a positive and significant effect on organizational citizenship behavior, which came to a similar conclusion. and is 38.88% in proportion.

c) The Effect of Employee Performance on Organizational Citizenship Behavior (OCB) at the Medan City Sub-district Office

According to the findings of statistical testing, Organizational Citizenship Behavior (Z) is unaffected by Employee Performance (Y). The findings of tcount of 2,763 > ttable of 1.68 with a significant value of 0.009 > 0.05, where H_a is rejected and H_0 is approved, clearly demonstrate this. According to the study's findings, organizational citizenship behavior (OCB) and employee performance indicators have no bearing on one another. The findings of this study provide a novel interpretation of the problem phenomenon that I discovered, and they have been supported by a number of ongoing experiments, including those that are stated on the previous page. and is 27.63% in percentage.

CONCLUSION

The following conclusions can be reached in light of the findings of the research and discussion that have been done: 1) According to the findings of the research, employee performance (Y) in Islamic cooperatives in Medan City is influenced by the variable organizational commitment (X2). Employee performance in Islamic cooperatives in Medan City is positively influenced by organizational commitment; (2) according to a study, organizational citizenship behavior in Sharia cooperatives in Medan City is influenced by the organizational commitment variable (X2) In Sharia cooperatives in Medan City, organizational commitment has a favorable impact on organizational citizenship behavior.; 3) In Sharia Cooperatives in Medan City, the Employee Performance variable (Y) has no effect on Organizational Citizenship Behavior (Z).

It is recommended that Islamic Cooperative Institutions in Medan City be able to increase employee performance by giving workers equal possibilities through promotion levels and demonstrating superior concern for workers by being open to hearing their opinions on issues pertaining to their jobs.

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