



Plagiarism Checker X Originality Report

Similarity Found: 29%

Date: Thursday, April 04, 2019

Statistics: 1330 words Plagiarized / 2303 Total words

Remarks: High Plagiarism Detected - Your Document needs Critical Improvement.

Proceedings of MICoMS 2017 The Effect of Job Satisfaction and Work Motivation on Organizational Commitment and Organizational Citizenship Behavior in BNI in the Working Area of Bank Indonesia Lhokseumawe Apridar, Marbawi Adamy, Article information: To cite this document: Apridar, Marbawi Adamy, "The Effect of Job Satisfaction and Work Motivation on Organizational Commitment and Organizational Citizenship Behavior in BNI in the Working Area of Bank Indonesia Lhokseumawe" In Proceedings of MICoMS 2017. Published online: 11 Jul 2018; 1-5. Permanent link to this document: <https://doi.org/10.1108/978-1-78756-793-1-00063> Downloaded on: 03 April 2019, At: 18:57 (PT) References: this document contains references to 0 other documents.

The fulltext of this document has been downloaded 2154 times since 2018* Users who downloaded this article also downloaded: (2018), "Organizational motivation, employee job satisfaction and organizational performance: An empirical study of container shipping companies in Taiwan", Maritime Business Review, Vol. 3 Iss 1 pp. 36-52 <https://doi.org/10.1108/MABR-03-2018-0007> (2018), "Organizational commitment, job satisfaction and their possible influences on intent to turnover", Revista de Gestão, Vol.

25 Iss 1 pp. 84-101 <https://doi.org/10.1108/REGE-12-2017-008> Access to this document was granted through an Emerald subscription provided by All users group For Authors If you would like to write for this, or any other Emerald publication, then please use our Emerald for Authors service information about how to choose which publication to write for and submission guidelines are available for all. Please visit www.emeraldinsight.com/authors for more information. About Emerald

www.emeraldinsight.com Emerald is a global publisher linking research and practice to the benefit of society.

The company manages a portfolio of more than 290 journals and over 2,350 books and book series volumes, as well as providing an extensive range of online products and additional customer resources and services. Emerald is both COUNTER 4 and TRANSFER compliant. The organization is a partner of the Committee on Publication Ethics (COPE) and also works with Portico and the LOCKSS initiative for digital archive preservation.

*Related content and download information correct at time of download. The Effect of Job Satisfaction and Work Motivation on Organizational Commitment and Organizational Citizenship Behavior in BNI in the Working Area of Bank Indonesia Lhokseumawe Apridar and Marbawi Adamy Faculty of Economics and Business, University of Malikussaleh Abstract Purpose – The purpose of this research is discuss and analyze job satisfaction, work motivation and organizational commitment toward organizational citizenship behavior in BNI in the working area of Bank Indonesia Lhokseumawe.

The performance of BNI is closely related to the performance of BNI employees. BNI employee performance is the result achieved in a given period based on monitoring in BNI Lhokseumawe. Design/Methodology/Approach – the method of data analysis with measurement model analysis and structure model analysis are for analysis and quantitative descriptive explanatory survey study was to analyze the influence job satisfaction and work motivation on organization Commitment and work motivation and the organization's commitment on organization citizenship behavior of an employee on PT. Bank BNI the Regional Bank Indonesia Lhokseumawe.

Finding – this research utilizes analysis was SEM (Structural equation modeling) using Amos, the method of data analysis with measurement model analysis and structure model analysis. The test results showed that simultaneous that the job satisfaction effect on the work motivation and then job satisfaction effect on the organizational commitment and work motivation has not effect on organization commitment and then work motivation and the organization commitment.

Research limitations/Implication – effect on organizational citizenship behavior on Bank BNI the Regional Bank Indonesia Lhokseumawe. Keywords Job Satisfaction, Work Motivation, Organization Commitment and Organizational Citizenship Behavior All papers within this proceedings volume have been peer reviewed by the scientific committee of the Malikussaleh International Conference on Multidisciplinary Studies (MICoMS 2017). © Apridar, Marbawi Adamy.

Published in the Emerald Reach Proceedings Series. Published by Emerald Publishing Limited. This article is published under the Creative Commons Attribution (CC BY 4.0) licence. Anyone may reproduce, distribute, translate and create derivative works of this article (for both commercial and non-commercial purposes), subject to full attribution to the original publication and authors. The full terms of this licence may be seen at <http://creativecommons.org/licenses/by/4.0/legalcode> The Effect of Job Satisfaction 1 Emerald Reach Proceedings Series Vol. 1 pp. 1– 5 Emerald Publishing Limited 2516-2853 DOI 10.

1108/978-1-78756-793-1-000631. Introduction The performance of BNI is closely related to the performance of BNI employees. BNI employee performance is the result achieved in a given period based on monitoring in BNI Lhokseumawe, BNI Bireuen, and BNI Langsa or under the supervision of the Bank Indonesia, Lhokseumawe.

The phenomenon of employee job satisfaction can be seen from the work done by every employee in the form of financial and non-financial transactions at BNI in the working area of Bank Indonesia Lhokseumawe which is quite satisfying perceived by every employee. However, there are still less unpleasant jobs that faced by employees caused by customer complaints like angry customers, talkative customer, impatient customers, demanding customer, indecisive customer, and intimidating customers. Work motivation of BNI employee is good enough in dealing with many problems.

The ability of the employees who is always working to prevent customer complaints by understanding and fulfilling the customer expectations and resolving complaints that occur. Another phenomenon is the promotional opportunities for the employees of BNI in the working area of Bank Indonesia Lhokseumawe that is still unsatisfactory. It can be seen from a lot of employees who occupy positions but are constrained to transfer to another place.

Employee transfer in certain position needs time that makes them less productive of daily routine work. This article will discuss and analyze job satisfaction, work motivation, organizational commitment and organizational citizenship behavior in BNI in the working area of Bank Indonesia Lhokseumawe. BNI is a business entity that processes resources to produce products in the form of goods and services needed by people.

BNI is a business entity raising funds from people in the form of savings and channeling it back to the people in order to improve peoples' lives. The performance of BNI is closely related to the performance of BNI employees. BNI employee performance is the result achieved in a given period based on monitoring in BNI Lhokseumawe, BNI

Bireuen, and BNI Langsa or under the supervision of the Bank Indonesia, Lhokseumawe.
2.

Methods Data collection method used in this research is by using a questionnaire, which is a set of written questions to get information from the respondent (Malhotra, 2007). The measurements are Likert Scale where each statement has an answer interval of 1 (strongly disagree), 2 (disagree), 3 (neutral), 4 (agree), and 5 (strongly agree).

Theory on job satisfaction of bank employee can feel his job whether fun or not fun to do, in an organization of banking industry in doing its functions and serving the community especially in the field of financial services, employee satisfaction in performing everyday tasks are indispensable. There are some definition of job satisfaction Luthans (2006) says "a comprehensive definition of job satisfaction as involving cognitive, affective, and evaluative reactions or attitudes and state it is "a pleasurable or positive emotional state the resulting from the appraisal of one's job or job experience".

Job satisfaction is a result of the employees' perception of how well their job provides those things that are viewed as important.. According to Robbins (2013), job satisfaction is a positive feeling about the work as a result of the evaluation of the characteristics. Luthans (2011) defines job satisfaction as a result of employee perceptions of how well their work delivers what is important.

According to Rival (2004), job satisfaction is an evaluation that describes someone feeling of happiness/ unhappiness, satisfied/unsatisfied at work. Organizational commitment is an important employee behavior in the banking industry which can be used to assess employee propensity to survive in banking institutions as an employee who is loyal to the organization.

According to Luthans (2011), organizational commitment is an attitude that Proceedings of MICoMS 2017 2 reflects an employee loyalty to the organization and the ongoing process in which the members of the organization express their attention to the organization and its sustainable success and progress. According to Robbins (2013), organizational commitment is a high employee involvement which means taking sides in the individual particular job, while high organizational commitment means favoring the organization that recruits the individual. Theories on Organizational Citizenship Behavior (OCB).

The conceptual framework is an explanation to a dual relationship or a relationship with the theory of important factors that have been known for a particular reason. The

conceptual framework of this research is built on the views of experts theoretically and empirically the previous research on the relationship work motivation and organization citizenship behavior and performance of employees at Bank Syariah Aceh Lhokseumawe. 3. Finding and discussion 3.1.

General description Established in 1946, BNI is formerly known as Bank Negara Indonesia is the first bank established and owned by the Government of Indonesia. Bank Negara Indonesia began distributing the first official payment instrument issued by the Government of Indonesia, ORI or Ocean of the Republic of Indonesia, on the eve of October 30, 1946, only a few months after its formation.

Until now, the date is celebrated as National Financial Day, while the day of its founding which falls on July 5 is designated as National Bank Day. 3.2. Research result Exogenous constructs Confirmatory Factor Analysis The results of Confirmatory Factor Analysis for exogenous constructs in Figure 1 were used to test unidimensional indicator forming latent constructs above.

It shows the value of the model results is not in accordance with the criteria of goodness of fit, especially the indicator KK5 loading factor of $0.14 < 0.50$ and it should be dropped from the CFA model. Exogenous constructs of Confirmatory Factor Analysis after Indicator Drop Figure 1. CFA Exogenous Constructs Source: data processing Amos (2017) The Effect of Job Satisfaction 3 The results of Confirmatory Factor Analysis for exogenous construction (Figure 2) are used to test unidimensional indicator forming latent constructs indicators above.

It demonstrates the value of the model results is in accordance with the criteria of goodness of fit so that the model can already be analyzed further. 4. Conclusion Based on data analysis and discussion of some of the things can be summed up as follows: (1) The Effect of Job Satisfaction on Work Motivation is received and obtained that the path coefficient of job satisfaction variable on work motivation of 0.199 with $P 0.035 < 0.05$.

So, it can be concluded that job satisfaction has a positive and significant impact on BNI employee motivation in working area of Bank Indonesia Lhokseumawe. The results of this study support The Effect of Job Satisfaction on Organizational Commitment is that the path coefficient of job satisfaction variable to the organizational commitment of 0.227 with $P 0.028 < 0.05$.

So, it can be concluded that job satisfaction has a positive and significant impact on organizational commitment of BNI employees in working area of Bank Indonesia Lhokseumawe. The results of this study support (Tania et al., 2013) in their study on the

coefficient correlation between job satisfaction and organizational commitment that show a positive relationship.

According to Darmawati et al. (2013), job satisfaction has a positive and significant effect on organizational commitment. (2) The Effect of Work Motivation on Organizational Commitment is rejected and obtained that the path coefficient of work motivation variable does not affect the organizational commitment of 0.370 with $P > 0.088 > 0.370$.

So, it can be concluded that job satisfaction does not affect the organizational commitment of BNI employee in working area of Bank Indonesia Lhokseumawe. The results of this study support (Tania et al., 2013) in the research on the coefficient correlation between work motivation and organizational commitment that shows a positive relationship.

According to Dewi (2010), work motivation has a positive and significant impact on organizational commitment. The employee motivation is good, but it needs to be improved in terms of employee appreciation, career development, and welfare that can improve employee commitment to the organization in the future. Figure 2. CFA Constructs Exogenous After Indicator Drop Source: Amos data processing (2017) Proceedings of MICO MS 2017

Currently, the relationship between motivation and commitment is very low, so that the bank management is needed so that employee motivation is improved that will affect organizational commitment and social behavior (OCB). It will also be maintained in order to improve organizational performance. References Dewi, Eva Kris Diana, 2010.

Analisis Pengaruh Kepuasan Kerja dan Motivasi terhadap Kinerja Karyawan Dengan Komitmen Organisasi Sebagai Variabel Intervening (Studi Pada Karyawan Outsourcing PT. Semeru Karya Buana Semarang Program Pasca Sarjana Universitas Diponegoro Semarang. Darmawati, Arum. et al, 2013. Pengaruh Kepuasan Kerja dan Komitmen Organisasi Terhadap Organization Citizenhip Behaviour (Studi Pada Karyawan Fakultas Ilmu Sosial dan Ekonomi Universitas Negeri Yogyakarta. Kartika, Endo Wijaya and Thomas S. Kaihatu, 2010. Restaurant Employee Pakuwon Food Festival Surabaya. Journal Management and Entrepreneurship, Vol.12, No.1, Marc 2010:100–112. Luthans, Fred, 2006. Organizational Behavior, Seventh Edition, McGraw-Hill International, Singapore. Luthans, Fred, 2011. Organizational Behavior, Twelfth Edition, McGraw-Hill Companies Inc., New York. Malhotra, 2007.

Marketing Research an Applied Orientation International Edition: Pearson.

Mangkunegara, A.A. Anwar Prabu, 2007. Human Resource Management, Seventh Edition, Remaja Rosdakarya, Bandung Rivai, Veithzal, dan E.J. Sagala., (2004). Leadership and Organization Behavior, EditionTwo, Publisher PT. Raja Gra?ndo Persada, Jakarta. Robbins, Stephen P dan Timothy A. Judge., (2013).

Organizational Behavior, Prentice Hall Inc., New Jersey. Tania et al., 2013. Pengaruh Motivasi Kerja Dan Kepuasan Kerja Terhadap Komitmen Organisasional Karyawan PT. Dai Knife Di Surabaya. Jurnal Agora Vol 1. No. 3 Universitas Kriste Petra Corresponding author Apridar can be contacted at apridar@yahoo.com The Effect of Job Satisfaction 5

INTERNET SOURCES:

28% - <https://www.emeraldinsight.com/doi/full/10.1108/978-1-78756-793-1-00063>

1% -

<http://micoms.unimal.ac.id/wp-content/uploads/2017/11/room-parallel-MICoMS-2017.pdf>