

THE INFLUENCE OF WORK STRESS AND WORK ENVIRONMENT ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB)

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ABSTRACT

The purpose of this study was to analyze the effect of work stress and work environment on organizational citizenship behavior. This study uses explanatory research methods using a quantitative approach. The population in this study were employees of the Office of Cooperatives and Micro Enterprises of West Java Province, totaling 80 people. The sampling technique used is non-probability sampling with census/saturation sampling techniques. So that the research sample is 80 employees. Methods of data analysis using regression analysis and data processing using SPSS. The results of hypothesis testing show that work stress has a significant negative effect on organizational citizenship behavior. The work environment has a significant positive effect on organizational citizenship behavior. Work stress and work environment have a significant positive effect on organizational citizenship behavior.

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1. INTRODUCTION

An organization is motivated to try to be more effective and efficient as a result of changes and difficulties in the external environment. In organizational tasks, important aspects can act as executors who can be trusted. Employees often perform additional work beyond their formal duties as a result of the complexity of the work being performed within an organization. This enhances their knowledge, experience and involvement in company tasks, which require high levels of organizational citizenship behavior (OCB). According to Robbin and Judge (2015), organizational citizenship behavior is the behavior of staff members who help other people's work without having to do it, thereby increasing organizational success. Organizational Citizenship Behavior according to Organ exposure (in Rini, 2014), namely work behavior that is able to provide benefits to the organization even though it is carried out indirectly gets recognition by the reward system. The behavior that individuals carry out is more than a description of the field of work that the organization provides sincerely and does not directly receive appreciation from the company.

Improvement in OCB behavior is influenced by two main factors, namely factors from within the employee (internal), for example morale, satisfaction and positive attitude. Factors from outside employees can be in the form of management systems, leadership and corporate culture (Siders et al in Rohayati, 2014). In accordance with Podsakoff's narrative (in Rohayati, 2014), states that there are four factors driving the emergence of OCB in employees. The four factors are individual criteria, job criteria, organizational criteria, and leadership behavior. Individual criteria consist of perceived fairness, job satisfaction, organizational commitment, and perceived leadership support. OCB is not a function requirement or job description, an employment contract with an organization, or any other type of requirement; but rather social behavior that is personally chosen to be carried out towards colleagues and the organization, without consequences if not (Runtutahu, 2022).

Employees are not forced to engage in OCB, but they must demonstrate that it is their own will and desires that drive their behavior rather than being swayed by the orders of the leader. Second, as previously mentioned, OCB does not receive official prizes or awards. Third, workers who have OCB can be identified by helping their co-workers. Companies can take advantage of OCB because it eliminates the need to find replacements for absent employees because absent employees can be replaced by other employees without being forced. This eliminates the risk of replacement employees becoming incompetent or failing (Dinie, 2018).

The amount of stress experienced by employees at work is one of the factors that affect OCB (Telly, 2021). According to Kreitner and Kinicki (2005), any external action, circumstance or event that places

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unique psychological/physical demands on individuals is associated with stress as an adaptive reaction through individual psychological features and/or processes. Unmanaged stress often results in a person's inability to engage positively with their environment, both inside and outside the workplace. According to Lee et al. (2013), OCB is defined as employee behavior that goes beyond the basic requirements of the job; these employees do things that are bigger than their primary job to benefit the organization. Altruism, conscientiousness, sportsmanship, politeness, and civic virtue are the five OCB indicators listed by Khiabani et al. (2016).

Stress is an internal state that manifests as physical discomfort, environmental conditions, or potentially unfavorable social circumstances. Stress, according to Luthans (2005), is an adaptive reaction related to individual differences and psychological processes caused by environmental/external actions, conditions, and events that place excessive psychological and physical demands on people. Stress at work is defined by Robbins (2007) as a dynamic environment in which a person is faced with opportunities, limitations, or obligations related to all that is desired or based on success, which in reality is unpredictable. Job stress is defined by the National Institute for Occupational Safety and Health (in Cicei, 2012) as an emotional and physical reaction to people present to meet job expectations that differ from their talents, willingness and resources.

Organizational, environmental and human factors all have an impact on the development of stress in the workplace. In addition, Robbins (2007) describes various symptoms associated with work stress, including physical, psychological, and behavioral symptoms. Physiological symptoms, such as changes in metabolism, headaches, and increased blood pressure, are related to the physical health of employees. Employee psychological health is related to psychological symptoms such as anxiety, stress, irritation, boredom, dissatisfaction, and delays in work. Workplace behavior and stress affect employee productivity, absenteeism, and turnover rates.

Stress that is not managed properly can cause disruption to a person's physical and mental health as well as their OCB (Halipah, 2015). Many previous studies have looked at the relationship between work stress and organizational member behavior (OCB), including research by Cahyono (2015), who concluded that OCB is significantly negatively affected by work stress. Stress is categorized by Selye (Sanjoko, 2015) as distress and eustress. Stress that has negative and harmful effects is referred to as distress. Depending on how a person responds to stress, which is a complicated and very personal (personal) event, a person can experience both negative and good effects. Wahyudi 2017. Employees who experience work stress feel pressure to work well. This pressure manifests as symptoms such as erratic mood, anxiety, loneliness, difficulty sleeping, excessive smoking, unable to unwind, anxiety, tension, and nervousness, and digestive problems (Mangkunegara, 2017: 157).

Psychological responses, behavioral responses, and physiological responses are signs of work stress. Halipah (2015) found that the behavior of organizational members is directly influenced by work stress. Pemayun (2017) found that organizational citizenship behavior is negatively affected by work stress. According to Telly (2021), corporate citizenship behavior is negatively and significantly affected by work stress. Runtukahu (2022) and Achmad (2023) found that organizational citizenship behavior decreased with increasing work stress. This implies that organizational citizenship behavior is higher if the work environment is less stressful. The workplace environment, apart from work-related stress, has an impact on OCB (Sugito, 2019). Everything in the workplace is related to the work environment. The factors surrounding employees that are related to individual psychological changes are collectively referred to as the work environment (Nitisemito, 2015). According to Sedarmayanti (2017), the work environment consists of all circumstances related to connections at work, including with superiors, co-workers, and subordinates. It can be said that a good work environment will have a good impact on employee OCB because a good work environment will motivate employees with OCB to improve too (Sugito, 2019). The physical and non-physical environment can look calm, pleasant and safe, according to Parlinda (Wahyuningtyas, 2013). Employee satisfaction can increase if the work environment is conducive, which will have a positive impact. Many researchers have previously conducted workplace and OCB studies. The workplace has a beneficial and significant impact on the behavior of organizational members, according to Prasasti's research (2017). According to Fariqoini (2018) and Sumardani et al (2023), employee organizational citizenship behavior is positively influenced by their physical work environment. Sugito (2019) and Sumadinata et al (2022) found that employees' organizational citizenship behavior (OCB) was significantly influenced by the workplace. According to Sedarmayanti (Yoga, 2014), the workplace consists of all the tools and equipment used by employees, as well as the space where they carry out their duties and comply with performance standards both individually and collectively.

One of the problems in this study is that the variables of work stress and OCB mentioned in the research gap have different perspectives. Previous studies revealed that organizational citizenship behavior is negatively and significantly affected by work stress. Some of these studies are not in line with the research of Jamaluddin (2019) and Puspitasari and Fatimah (2022), who found that work stress has no impact on OCB.

This study was carried out at the Office of Cooperatives and Micro Enterprises of West Java Province which is tasked with supporting the governor in carrying out government affairs related to cooperatives, small and medium enterprises which are regional authorities, and assistance tasks delegated to the regions. The Office of Cooperatives and Micro Enterprises of West Java Province is responsible for the formulation, implementation and monitoring of institutional sector policies as well as evaluation and reporting of the institutional sector, supervision, business development and marketing, restructuring and financing.

The Office of Cooperatives and Micro Enterprises of West Java Province has several tasks, so providing OCB for staff is very important to improve overall organizational performance. Employees are absent without reason in 2021, according to Employee Absent Without Explanation data. There is a range of 11.82% to 32.73% absence. One of the OCB markers according to Podsakoff et al. (1997), is compliance with the organization that is supported by the existence of general compliance and compliance with company regulations. The OCB of employees at the Office of Cooperatives and Micro Enterprises of West Java Province is still not good, as evidenced by the absence of employees without information. Based on the elaboration above, the research formulation in this study is how the partial and simultaneous influence of work stress and work environment influences Organizational Citizenship Behavior (OCB) in the Office of Cooperatives and Micro Enterprises of West Java Province.

2. METHODS

This research is explanatory research using a quantitative approach (Yulianah, 2022). The population in this study were employees of the Office of Cooperatives and Micro Enterprises of West Java Province, totaling 80 people. The sampling technique used is non-probability sampling with census/saturation sampling techniques. So that the research sample is 80 employees. As for research data collection was carried out through interviews and questionnaires. Statistical data processing used multiple linear regression analysis method.

3. RESULTS AND DISCUSSION

To create a profile of research respondents, the characteristics of the respondents are the data collected from the respondents. Based on the findings of a study conducted on employees of the Office of Cooperatives and Micro Enterprises of West Java Province, Table 1 presents a summary of the characteristics of the respondents consisting of three factors, namely gender, age and level of education.

Table 1. Characteristics of Respondents

No	Indicator	Description	Total (person)	Percentage (%)
1	Gender	Male	42	53
		Female	38	47
		Total	80	100
2	level of education	Senior High School	8	10
		Diploma	27	33
		Bachelor	32	40
		Postgraduate	13	17
		Total	80	100
3	Age	31-35	18	24
		36-40	19	22
		41-45	30	37
		46-50	13	17
		Total	80	100

Table 1 shows that the percentage of male respondents is 53 percent and the percentage of female respondents is 47 percent. The percentages of male and female respondents were not too much different in this study, which means that the Office of Cooperatives and Micro Enterprises of West Java Province does not differentiate between male workers and female workers. Most of the respondents had an

undergraduate education level of 40 percent and 10 percent of senior high school, while the respondents with the smallest percentage had Diploma and postgraduate education, namely 33 percent and 17 percent. Respondents with undergraduate education levels dominated in this study, this is because undergraduate education is one of the main requirements for becoming civil servants, including in the Office of Cooperatives and Micro Enterprises of West Java Province. In terms of age characteristics, most of the respondents were aged between 41-45 years with a percentage of 37 percent. The smallest percentage is 17 percent with 13 respondents aged 46-50 years. Respondents aged 41-45 years dominate in this study, this is because employees at the Office of Cooperatives and Micro Enterprises of West Java Province have not experienced much regeneration because employees aged 41-45 are considered to be of a productive age by the Provincial Office of Cooperatives and Micro Enterprises West Java..

Validity and Reliability Test

Based on the results of the validity test for each indicator, the value of Corrected Item Total Correlation or r-count is greater than r-table 0.217 (N = 80, = 0.05), this indicates that the research it represents is valid. It was determined that the reliability test was reliable when the Cronbach Alpha value, or r count, was greater than 0.70 (standard r), as indicated by the test results.

Normality test

Table 2. Normality Test Results

<i>Item</i>	<i>Unstandardized Residual</i>
N	80
Kolmogorov - Smirnov Z	.076
Asymp. Sig. (2 - tailed)	.200

Table 2. As can be observed, the value of Asymp.sig (2-tailed) is greater than = 0.05 and equal to or greater than 0.200. Therefore, it can be said that the data meets the criteria of normality.

Multiple Linear Regression Analysis

Finding the dependence of the dependent variable on one or more independent factors is the goal of multiple linear regression analysis. In addition, this analysis can measure how close the relationship between the dependent variable and the independent variable is and predict which direction the relationship will go. Table 3 displays the findings of the regression analysis performed using the Statistical Package of Social Science (SPSS) for Windows program.

Table 3. Results of Multiple Linear Regression Analysis

Variabel	<i>Unstandardized</i>		<i>Standardized</i>	t	Sig.
	B	Std. Error	Beta		
Work Stress (X1)	0.542	0.068	-.542	-7.972	.000
Work Environment (X2)	0.442	0.068	0.442	6.509	.000
Dependent Variable	<i>Organizational Citizenship Behavior</i>				
constant	-3.454				
R-Square	0.749				
F_test	115.085				
Sig.	0.000				

Table 3 shows that the relationship of each independent variable to the dependent variable is shown by the multiple linear regression equation. The following is an explanation of the multiple linear regression equation:

$\beta_1 = -0.542$; indicating that work stress has a negative effect on organizational citizenship behavior in the Office of Cooperatives and Micro Enterprises of West Java Province, which means that if work stress decreases, OCB will increase.

$\beta_2 = 0.442$; indicating that the work environment has a positive effect on organizational citizenship behavior in the Office of Cooperatives and Micro Enterprises of West Java Province, which means that if the work environment increases, OCB will increase.

$R^2 = 0.749$; indicating that 25.1 percent of OCB in the Office of Cooperatives and Micro Enterprises of West Java Province is influenced by factors outside the model, while the remaining 74.9 percent is formed by work stress and the work environment.

F Test Result

To ascertain whether all independent factors (work stress and work environment) simultaneously have an impact on the dependent variable (Organizational Citizenship Behavior), the F test is used. The statistical hypothesis test of the simultaneous regression test (F test) is carried out as follows:

Based on the results of the F test, H_0 was not accepted because $F_{count} = 115.085 > F_{table} = 3.12$. This shows that Organizational Citizenship Behavior at the Office of Cooperatives and Micro Enterprises of West Java Province is significantly influenced by work stress and the work environment simultaneously.

T_Test Results

The effect of each independent variable (work stress and work environment) on the dependent variable (organizational citizen behavior) was tested using a partial test (t test). The process of partial regression test (t-test) was followed to assess the statistical hypothesis. The findings of the t test for the variable work stress (X_1) show that H_0 is rejected when $t_{count} = -7.972$ and $t_{table} = -1.991$. This shows that work stress partially affects Organizational Citizenship Behavior negatively and significantly. The results of the t test for the work environment variable (X_2) show that H_0 is rejected because $t_{count} = 6.509 > t_{table} = 1.991$. This shows that the work environment partially influences Organizational Citizenship Behavior in a good and meaningful way.

Discussion

Effect of work stress on Organizational Citizenship Behavior

This is evident from the previous explanation that work stress has a significant impact on Organizational Citizenship Behavior (OCB). According to the explanation of Kreitner, et al (in Haryanto, 2014), stress is the result of any external actions, circumstances, or events that set unique psychological and physical demands on individuals and are related to psychological criteria and processes. When a person is presented with opportunities, demands, and resources related to whatever he wants, Robbin et al. (2007) defines stress as a dynamic scenario. According to the theory, employees will be positively affected by low stress levels, which will inspire them to achieve goals. High levels of stress can make people more able to cope with their circumstances. If workers can control their stress and have a positive attitude towards stress, then there will be a correlation between stress and Organizational Citizenship Behavior (Luthans, 2005).

B Swasto and K Rahardjo (2012) noted that work stress has a positive and significant effect on Organizational Citizenship Behavior (OCB), in line with TEV Rahajaan's research. Stress at work has a critical and sizeable impact on Organizational Citizenship Behavior, according to VT Prasasti's study, according to A Yuniawan (2017). This finding indicates that if employees perceive their Organizational Citizenship Behavior to increase, the reported level of work stress will decrease.

The influence of the work environment on Organizational Citizenship Behavior

The work environment consists of various elements that can impact workers when they carry out the tasks they are responsible for (Mega, in Sanjoko, 2015). According to Parlinda (in Wahyuningtyas, 2013), ideal working conditions require a real or virtual workplace that promotes positivity and fun while ensuring safety. If the work environment is good, it can affect how satisfied employees are, which will have a beneficial effect. According to Organ (in Rini, 2014), Organizational Citizenship Behavior is the way a person behaves at work when they are able to help the organization but do not immediately get credit from the incentive system. Corporations will recognize individuals who go above and beyond the official job descriptions they voluntarily and indirectly provide.

Two key components that influence the increase in Organizational Citizenship Behavior are internal (internal) factors that influence employee morale, satisfaction, and attitudes. Management systems, leadership systems, and corporate culture are examples of external (non-internal) factors that affect personnel (Siders et al. in Rohayati, 2014). According to Podsakoff (in Rohayati, 2014), there are four elements that contribute to the development of Organizational Citizenship Behavior in workers. The four variables include workplace, job/task requirements, organizational requirements, and leader behavior. Employees feel comfortable in their work environment. According to Budiyanto and Oetomo in

Rahajaan et al. (2013), the level of comfort in the work environment of employees will affect how seriously they take their work and motivate them to do it well.

This leads to the conclusion that Organizational Citizenship Behavior (OCB) is positively and significantly influenced by the work environment. H Nurweni (2021) came to the conclusion that the workplace has a beneficial and sizeable impact on Organizational Citizenship Behavior according to L Piyandini's research. The work environment has a significant and beneficial influence on Organizational Citizenship Behavior (OCB), according to the AAWS Wasposito study (2019) and Rahayu et al (2023).

Effect of work stress and work environment on Organizational Citizenship Behavior

Work environment and stress both significantly affect OCB. In fact, employees who experience low levels of stress may benefit from it, which motivates them to perform to their highest potential. However, excessive stress can harm a person's ability to manage their environment if it continues for a long time. If employees can control their stress, which changes their perspective on stress to be positive, the relationship between stress and OCB can be applied (Luthans, 2016).

Employees need a relaxed and productive work environment in order to reduce the stress that often arises in the workplace. A comfortable environment and a productive work environment will minimize work stress and improve employee performance. According to Sedarmayanti (2019), the work environment includes all conditions that develop and relate to professional interactions, such as with managers or co-workers or with employees. According to Sugito (2015), the relationship between employees and leaders is a function of the work environment. Both Bahri, Zaki, and Zulkarnain's research (2018) and Meraldy, Ardiani, and Putra's (2022) research found that if work stress and the work environment have a major impact on OCB, it will have an impact on performance.

4. CONCLUSIONS

Based on the results and discussion, it can be concluded that work stress and the work environment simultaneously and partially affect Organizational Citizenship Behavior (OCB) in Cooperatives and Micro Enterprises in West Java Province. As for the suggestions that can be described based on the results of this study, namely the agency needs to regulate its employees so that their work does not pile up. Tasks that pile up on their own can cause pressure in the mind so that employees cannot focus on what they are doing. With work that doesn't pile up, it allows employees to work efficiently. As well as playing an active role in creating a pleasant working atmosphere. This will also produce a healthy work environment and minimize conflicts between employees. Internal conflict within the company is an obstacle that can trigger employee stress.

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