

CHAPTER 1

INTRODUCTION

1.1 Background of the study

Human resources are part of an organization at the same time play an important role in supporting the success of the organization, because human resources act as processor for other resources in the organization. According to Sutrisno (2012:2), human resources is a resources that is needed by an organization. Therefore, human resources are resources that play an active role in the way an organization work and in decision-making process. In order to achieve the goals and continue to grow, organizations need human resources that have the required capacity and continuously develop themselves according to changes within and outside the organization. In other words, there are many demands in the organization for human resources. In fact humans organize or work on the organization is to meet their needs. Human resources or employees also need organizational support that can be felt through salary awards, promotions and others. The perception of organizational support is important to the employee, as a results a result that his work in the organization continue to be respected.

Perceived organizational support can be defined as how much organization appreciate employee contributions and care about employees (Colakuglu et al., 2010). Colakuglu et al., (2010) shows that individuals feel their organization is supportive when the respect recieved is fair, employees have a voice in decision-making, and their supervision is supportive (Robbin and Judge, 2008:103). Perceptions of organizational support can give employees positive attitudes or behaviors, when employees are positive attitudes then this can also help achieve the goals of the organization as a whole. Perceptions of organizational support affect employee satisfaction, when employees believe that their welfare is supported by the organization will cause employee job satisfaction.

Job satisfaction is important both for employees and organizations, especially as this can create a positive state for the work environment within the

organization. According to Handoko (2010:193-194) job satisfaction reflects a person's feelings towards his work. This appears in the employee's positive attitude towards work and everything he faces in his work environment. Dariyono (2004:83) says one of the factors that need to be considered by the company to maintain and improve employee job satisfaction, namely physiological factors, by considering the physical condition of the work environment. Includes the type of work, the working clock, rest periods, work equipment, the state of the room, lighting, and air circulation. This can affect employees' sense of well-being in carrying out their responsibilities, which then increases job satisfaction. That is, job satisfaction can also be established from the conditions of the work environment and other things that must be created or applied by the organization, because everyone who works expect to get satisfaction from where he worked. For that the manager needs to understand what to do to create employee satisfaction (Wibowo, 2013:503) devote his or her maximum ability to put his responsibilities at work. Moreover, when an employee is satisfied with his work, he or she will be willing to take on other responsibilities outside of his job, such as helping with the work of his co-workers. This action is called as Organizational Citizenship Behavior (OCB).

OCB in a company becomes vital because it will affect employee performance, company performance, and innovation in the company, as well as corporate learning. Buentello et al., (2008) stated that OCB has an influence in developing total quality management (TQM) in companies where this TQM ultimately also affects company performance. Another study conducted by Chang et al., (2011) shows that OCB has a positive effect on organizational learning. Chang et al., (2011) also pointed out that one of the factors influencing OCB is organizational commitment, where commitment this organization has a positive effect on OCB. In addition, Organ also conveys two variables that directly affect OCB, namely job satisfaction and leadership. Matin et al., (2010) develops the OCB development model which shows that factors influencing OCB are leadership with transformational style, organizational culture, value factor, and personality.

Looking at various research results that have been done in previous research, OCB has an important role in improving the company's overall performance it is necessary to do OCB development efforts within the company. Where in doing the development need to know what elements affect the development of OCB. In this research, OCB development efforts will be emphasized on the development of employee behavior so that the elements observed are perceived organizational support, employee job satisfaction and how employee commitment is affecting OCB to the organization.

The importance of research on the effect of job satisfaction on OCB development within the company because satisfied workers will have positive perceptions of the organization as a whole. As mentioned by Robbins and Judge (in Paille and Bourdeau, 2010) stated that job satisfaction is a general attitude toward his work. If a person has a positive attitude toward his work then someone will always do a positive thing to his work, such as showing the behavior of conscientiousness (trying to exceed the expected company, ie voluntary behavior that is not an employee's duties or duties) and sportsmanship, ie tolerance to less ideal circumstances in organization without raising objections. A person who has a high degree of sportsmanship will improve a positive climate among employees, employees will be more polite and cooperative with others so as to create a more enjoyable work environment.

In addition, this research also raises organizational commitment as a variable that influence the development of OCB because organizational commitment is the attitude of employees to always be loyal to the organization and do everything related to the good of the organization, and support the value values, norms, and objectives set by the organization. As mentioned by Steers (in Yusof, 2007) defines organizational commitment as a sense of identification (trustworthiness of organizational values), involvement (willingness to do the best possible for the benefit of the organization), and loyalty (the desire to remain a member of the organization concerned). Steers argues that organizational commitment is a condition in which employees are very interested in the goals, values, and objectives of the organization. Commitment to the organization is

more than just formal membership because it includes a happy attitude with the organization and willingness to try with high levels of effort in the interest of the organization in achieving its goals.

The object of research observed in this study is a family company located in Surabaya. Research on family companies is based on the phenomenon in the field that family firms have a tendency to be emotionally bound each other and a very strong family relationship. One example of this family company is CV Sumba Subur. CV Sumba Subur is a company established since 1963 and located at Jagaraga 33-35 street, Surabaya. CV Sumba Subur, this company is engaged in commodity crops such as cashew, tumeric, etc which are marketed for export to India, Taiwan and Vietnam. This broad market share requires a high commitment from all levels of personnel that support the company's activities. Through the high commitment of all employees to achieve organizational goals, the company will be able to deliver the best products and services for consumers.

In its operational activities CV Sumba Subur is supported by 188 employees spread across various divisions. These employees have a diversity of demographic, geographic, and personality characteristics, but the whole organization can work together and work hand in hand to achieve organizational goals. Based on the initial observation of employees, stated that in general the employee was satisfied working at CV Sumba Subur. The employees also have been working for CV Sumba Subur for more than one years and this can be prove that the employess are satisfied working at CV Sumba Subur, which means there is an indication of employee engagement to keep working in the company. Another fact found from the initial observation is that the employees are willing to help each other's colleagues, have the responsibility to complete the task well, and are willing to take the time to visit a sick co-worker. In addition, if there are co-workers affected by the accident then do not hesitate the employee set aside financial assistance to colleagues affected by the disaster.

Looking at the above phenomena, in this research will be observed the effect of perceived organizational support, job satisfaction and organizational

commitment on organizational citizenship behavior at a family company in CV. Sumba Subur Surabaya.

1.2 Problem Statement

Based on the background, the problem statement are as follows :

1. Does percieved organizational support effect on Job Satisfaction in CV. Sumba Subur Surabaya
2. Does percieved organizational support effect on organizational citizenship behavior in CV. Sumba Subur Surabaya
3. Does percieved organizational support effect on organizational commitment in CV. Sumba Subur Surabaya
4. Does job satisfaction effect on organizational citizenship behavior in CV. Sumba Subur Surabaya
5. Does job satisfaction effect on organizational commitment in CV. Sumba Subur Surabaya
6. Does organizational commitment effect on organizational citizenship behavior in CV. Sumba Subur Surabaya

1.3 Objectives of the study

The objectives of the study are as follows :

1. Analyze the effect of percieved organizational support on Job Satisfaction in CV. Sumba Subur Surabaya
2. Analyze the effect of percieved organizational support on organizational citizenship behavior in CV. Sumba Subur Surabaya
3. Analyze the effect of percieved organizational support on organizational commitment in CV. Sumba Subur Surabaya
4. Analyze the effect of job satisfaction on organizational citizenship behavior in CV. Sumba Subur Surabaya
5. Analyze the effect of job satisfaction on organizational commitment in CV. Sumba Subur Surabaya

6. Analyze the effect of organizational commitment on organizational citizenship behavior in CV. Sumba Subur Surabaya

1.4 Significance of the Study

The advantages of this study are as follow:

1. For academic, this research can gives the information about the connection between perceived organizational support, job satisfaction, organizational commitment and organizational citizenship behavior.
2. To the researcher, this study can contribute to the development of research literature about the relationship of perceived organizational support, job satisfaction, organizational commitment and organizational citizenship behavior.
3. To the practioner, this research has implications for consideration in the human resource management, and understanding about the relationship of perceived organizational support, job satisfaction, organizational commitment and organizational citizenship behavior.

1.5 Writing Systematic

The following is the systematic writing in the research that will be carried out:

1. Chapter 1 : Introduction which includes the background, problem statement, research objectives, research benefits, scope of the study and the systematic writing of research reports.
2. Chapter 2 : The theoretical framework and hypotheses which include prior research, theoretical basis, relationships between variables, research models and hypothesis development.
3. Chapter 3 : Research methods which include types of research, identification of variables, operational definitions of variables, data collection techniques, population and samples, data analysis techniques and hypothesis testing.

4. Chapter 4 : Data analysis and discussion which includes analysis of data that has been collected and discussion of research results.
5. Chapter 5 : Concluding remarks consist of conclusions, suggestions for future research and limitations of research