

The Impact of Workplace Environment and Motivation at Work on Organizational Citizenship Behavior at Abdul Rachman Saleh Malang Regency Airport

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Abstract

The purpose of this research is to examine the effects of Workplace Environment and motivation on organizational citizenship behavior at Abdul Rachman Saleh Airport in Malang Regency. The study's sample consisted of the 111 workers at the Abdul Rachman Saleh Airport in Malang Regency. The sample size is made up of 87 workers who are typical of the population. We used the Slovin formula during sampling. Primary and secondary data are used in data sources. The survey method is used in conjunction with questionnaire data collection techniques as the data gathering approach. In this inquiry, the data analysis approach employed was multiple linear regression analysis. The study's findings suggest that organizational citizenship behavior at Abdul Rachman Saleh Airport in Malang Regency is positively and significantly influenced by the Workplace Environment and Motivation of Work, partially and concurrently. The Workplace Environment and motivation at work have a substantial combined effect on OCB. This implies that airport workers' OCB will increase in proportion to their level of job motivation and workplace atmosphere. OCB is employee behavior that goes beyond job demands, such as helping coworkers, taking initiative, and participating in organizational activities. OCB can improve organizational performance and employee welfare. Motivation of Work and Workplace Environment are important factors that influence airport employee OCB. Thus, in order to raise employee OCB, airport management has to improve job motivation and provide a comfortable Workplace Environment. As a result, this study advances the theory and application of human resource management in the aviation industry.

Keywords: Motivation of Work, Workplace Environment, Organizational Citizenship Behavior
JEL Classification : F63, D23, M38

Received: March 6,2024 Accepted: March 25,2024
DOI : 10.54204/TAJI/Vol132024002

Introduction

Abdul Rachman Saleh Malang Regency Airport itself focuses on the Workplace Environment and Motivation of Work of its employees, both of which have the potential to influence employees' organizational citizenship behavior (OCB) and thus their enthusiasm for their jobs. In an association, obviously, HR are required (Usryah and Purnama, 2023). Tsauri (2013:2) defines human resources as "a form of process that utilizes humans as a form of labor so that their physical and psychological potential can function optimally to achieve the goals of an organization." This definition is based on Tsauri's definition of human resources (2013:2).

Fundamentally, HR assume a vital part in an association. These days, you can find numerous representatives who are so bustling working that they forget about time. There are even employees who are willing to work outside the specified working hours. There are also Workers that are prepared to perform things outside of their primary work responsibilities. This kind of employee behavior can be said to be Organizational Citizenship Behavior (OCB). One company that implements Organizational Citizenship Behavior (OCB) is Abdul Rachman Saleh Malang Regency Airport.

Motivation of Work is a key component in affecting Organizational Citizenship Behavior (OCB). Motivation at work can come from a person's pay, accomplishments, status, and profession. In doing so, it may boost a worker's motivation for their job, which in turn may promote improved output. The Workplace Environment has an impact to Organizational Citizenship Behavior (OCB) additionally to job motivation. In essence, the state of the workplace affects whether or not workers can work comfortably (Widarko & Anwarodin, 2022).

Employees at Abdul Rachman Saleh Airport have high Motivation of Work. One of the reasons employees have high Motivation of Work is to get rewards from their leaders by doing work outside the specified working hours. For example, there is an activity that requires employees to compete to win something with the theme of innovation which has been conveyed by the Head of UPT PJK Abdul Rachman Saleh with a guaranteed reward to increase employee morale and this activity can only be carried out after the flight has finished (Amanda, 2022).

The improvements made by these workers include the distribution of fresh plant seeds throughout the UPT PJK Abdul Rachman Saleh office, the installation of a shelf in the Security Designated Spot (SCP) work area to enhance the appearance of a few logbooks, the addition of sleek mukenah hanging holders in the request room, and the provision of trash cans. close to the Security Designated spot (SCP) work area so that refuse isn't spread around the Security Designated spot (SCP) work area, adding deodorizer to the lounge area, etc. By use of this invention, the Head of UPT PJK Abdul Rachman Saleh chooses the winner. The Head of UPT PJK Abdul Rachman Saleh will provide the winning employee with a prize for participating in this innovative activity, with the goal of raising the level of motivation that all of his staff members experience at work. With working circumstances like this, Abdul Rachman Saleh Air terminal representatives will actually want to work serenely and can finish work on time. In any case, behind the prizes and high representative work inspiration, it just so happens, there are still representatives who have low work inspiration. The worker feels that he has functioned admirably up until this point, yet the representative has never gotten a prize. This outcomes in the representative's exhibition step by step diminishing and they need excitement and energy for work (Sari, Hariyanto, and Moonlight, 2023).

The present study is grounded in the research conducted by Takrim (2020), which revealed a noteworthy correlation between motivation and Workplace Environment with respect to Organizational Citizenship Behavior (OCB). Nonetheless, prior study, as conducted by Adi Saputra et al. (2021), indicates that Organizational Citizenship Behavior (OCB) is not significantly impacted by the Workplace Environment. Researchers believe that the Workplace Environment and motivation at work have an impact on Organizational Citizenship Behavior (OCB), based on a number of studies.

Literature Review

Tsauri (2013: 172) states that the definition of Motivation of Work is an encouragement of a person's desire to fulfill a need, which can be in the form of income that is used to fulfill a need within an organization. Meanwhile, according to Farida & Hartono (2016:26) the definition of Motivation of Work is an urge to do something in order to achieve a certain goal in an organization. According to Wijaya & Manurung (2021:48), there are 5 (five) indicators of Motivation of Work, including the desire to receive awards, the desire to develop oneself, the desire to be responsible, the desire to achieve and the desire to improve welfare. A Workplace Environment is a condition where a good workplace can give a pleasant, safe, peaceful impression, feeling at home, both physically and non-physically. Meanwhile, according to Khaeruman et al. (2021:56) the Workplace Environment is everything that is around employees when doing their work, which can affect both the employees themselves and their work tasks during working hours.

Widyaningrum (2020:16) lists the following as indications of a Workplace Environment: noise level, lighting in the workspace, humidity, ventilation, and air temperature; also included are the usage of color and cleanliness of the surroundings. Naway (2017: 10) states that the meaning of organizational citizenship Behavior is specified as helpful and constructive actions that are exhibited by members of the organization and valued by management. It is not directly linked to individual productivity and is not a prerequisite for the individual's function. On the other hand, Rostiawati (2020: 11) defines organizational citizenship behavior as an employee's voluntary actions about issues that put the organization's interests first.

Organizational Citizenship Behavior indicators according to Purwanto et al. (2021) there are 5 (five) indicators, namely Altruism, Politeness, Conscientiousness, Sportsmanship, Civic Virtue. Altruism is someone who prioritizes the interests of others rather than their own interests. Politeness is a behavior that voluntarily helps others which is not an obligation. Conscientiousness is a voluntary behavior to improve one's work creatively so that an organization can improve. Sportsmanship is a behavior that is willing to survive in uncomfortable and less than ideal situations without complaining. Civic virtue is behavior that takes responsibility and participates in the sustainability of the organization.

Hypothesis Development

Workplace motivation and organizational citizenship behavior are tightly related. In light of study carried out by Adi et al. (2018), Adi Saputra et al. (2021), Kirana & Septyarini (2022), and Badaruddin et al. (2023), which discovered an established and positive relationship between organizational citizenship behavior Thus, the accompanying speculation is formed from this exploration:

H1: There is an impact between work inspiration and authoritative citizenship conduct (OCB) at Abdul Rachman Saleh Air terminal, Malang Regency.

Employees will be extra inclined to bonding in Organizational Citizenship Behavior (OCB) if they feel at ease in their Workplace Environment.

In light of examination by Nurhayati et al. (2016) and Kirana and Septyarini (2022) tracked down a positive and huge impact between the workplace on hierarchical citizenship conduct. In the interim, research as per Adi Saputra et al. (2021) makes sense of that the workplace adversely affects authoritative citizenship conduct. So the speculation formed in this examination is as per the following:

H2: Possible impact of the workplace on Organizational Citizenship Behavior (OCB) at Abdul Rachman Saleh Air terminal, Malang Regency.

The research findings from 2021 on according to Adi Saputra et al. Impact of the Workplace Environment, Motivation of Work, and Job Satisfaction on Organizational Citizenship Behavior (OCB), Workplace Environment and Motivation of Work have a strong simultaneous influence on OCBC. Similarly, Kirana & Septyarini (2022) found that Workplace Environment and motivation have a noteworthy and favorable impact on organizational citizenship behavior (OCB) partially and simultaneously in their study of the Influence of Personality, Motivation, and Workplace Environment on PT Gelora Aksara Pratama Jakarta Employees (OCB). Therefore, The following is the assumption that this reasearch is putting out:

H3: At Abdul Rachman Saleh Airport in Malang Regency, the Workplace Environment and job motivation have an impact on organizational citizenship behavior (OCB) at the same time.

The study findings from 2022 by Kirana & Septyarini reveal that organizational citizenship behavior (OCB) is highly impacted by the workplace. Thus, the following is the research hypothesis:

H4: There is the most dominant impact between the Workplace Environment on organizational citizenship behavior (OCB) at Abdul Rachman Saleh Malang Regency Airport.

Research Methods

The study uses a quantitative strategy using primary data gathering and a survey method that looks at a particular group or sample which includes field observations and research questionnaires and secondary data gathered from the UPT PJK Abdul Rachman Saleh Malang Regency Office through documents.

There were 111 employees at UPT PJK Abdul Rachman Saleh Malang Regency who made up the study's population.

The sample size used by using The Slovin formula.

How to calculate:

It is known that the population is 111 employees of UPT PJK Abdul Rachman Saleh Malang Regency with an error tolerance of 5%, so if used in the Slovin formula it becomes:

$$n = \frac{111}{1 + (111 \times 0,05^2)}$$

$$= \frac{111}{1 + (111 \times 0,0025)}$$

$$= \frac{111}{1 + 0,2775}$$

$$= \frac{111}{1,2775}$$

$$= 86,85$$

$$n = \frac{1 + (111 \times 0,0025)}{1 + 0,2775} = \frac{111}{1 + 0,2775} = 86,88 = 87 \text{ respondents}$$

Thus, the number of samples in this study was 87 respondents. The respondents in this research were Abdul Rachman Saleh Airport employees who worked under the East Java Provincial Transportation Service. Questionnaires were given to respondents in order to collect data. Multiple linear regression analysis is the data analysis method employed in this study.

Research Results and Discussion

It is feasible to draw the conclusion that all indicators in the variables of Motivation of Work and Workplace Environment on organizational citizenship behavior are valid based on the data processed using the SPSS program. The results of the validity test on a number of the questions that the respondents answered showed that $r_{count} > r_{table}$, with a value of 0.2108 for r_{table} throughout the sample of 87 respondents. Meanwhile, the reliability test yielded Cronbach's Alpha values for all variables more than 0.7. This shows that the instrument used complies with the specifications for more testing. Testing traditional assumptions is required prior to performing multiple linear regression analysis. The data normality test, multicollinearity test, and heteroscedasticity test are the traditional assumption tests used in this study. Additionally the following outcomes of the testing of the classical assumptions were found:

The purpose of the normality test is to determine whether or not the sample data acquired is normal. The ideal type of data for this investigation is regularly distributed data. The Kolmogorov-Smirnov test and SPSS software are two methods used in this study to determine whether or not the data is regularly distributed. The One Sample Kolmogorov-Smirnov Test reveals the data normalcy test findings. The data in this study are regularly distributed since no data normality checks were performed. The results of the One Sample Kolmogorov - Smirnov Test normality test indicate that the Monte Carlo Sig (2-tailed) value is > 0.05 , i.e., $0.304 > 0.05$, indicating that the data distribution is normal. It is evident from this investigation that multicollinearity is not present in the data processing outcomes. The value of each variable meets the criteria, namely Tolerance < 0.05 and VIF value < 10 .

Table 1. Multicollinearity Test Results

Variable	Tolerance	VIF
Motivation of Work (X1)	0.721	1.387
Workplace Environment (X2)	0.721	1.387

It is evident from the preceding table that no independent variable (i.e., variable whose value is greater than 95%) has a tolerance value of less than 0.05, indicating that no correlation exists between the independent variables. If the value of the Variance Inflation Factor (VIF) is less than 10, then the independent variables do not correlate with one another.

The results of the heteroscedasticity test via the Glejser test show that the Workplace Environment variable has a significance value of 0.060 and the Motivation of Work variable has a significance value of 0.085, both of which are greater than the used significance value of 0.05. Thus, it can be concluded that the independent variables included in this study do not display heteroscedasticity.

Determining the degree of effect of the independent variable on the dependent variable is the goal of the coefficient of determination test (R²). It is evident from the study findings that the R² value is 0.577, or 57.7%. This explains why Motivation of Work and Workplace Environment account for 57.7% of the influence on organizational citizenship behavior, with other variables—like work enthusiasm, job satisfaction, work performance, and workload—adding the remaining 42.3%. These variables have not been identified in this research.

The purpose of the t test, often referred to as the partial test, is to examine the effects of each independent variable independently on the dependent variable. The calculation results of this study's conclusions make it clear that:

Given that the t significance value of 0.000 is less than 0.05 and the estimated t value of 5.451 is more than the t table value of 1.98861, motivation of work may have a partial impact on organizational citizenship behavior. It is feasible to conclude that workplace impacts organizational citizenship behavior to some extent because the computed t value of 4.935 is more than the t table value of 1.98861 and the t significance value of 0.000 is less than 0.05.

The f test was employed to determine if the Workplace Environment and Motivation of Work variables had a simultaneous effect on Organizational Citizenship Behavior. The study's outcomes reveal that Motivation of Work and Workplace Environment can both effect organizational citizenship behavior as the significant value of f is 0.000, which is less than 0.05, and the calculated f value of 57.232 is greater than the f table value of 3.1051.

The formula is as follows, based on the results of the multiple linear regression calculations on the research data:

Organizational Citizenship Behavior (Y)

$$Y = a + b_1X_1 + b_2X_2 + e$$

$$Y = 2,454 + (0,497 X_1) + (0,358 X_2) + e$$

The constant (a) is 2.454, meaning that if Motivation of Work (X₁) and Workplace Environment (X₂) do not influence Organizational Citizenship Behavior, then Organizational Citizenship Behavior will have a value of 2.454 or in other words if the independent value is zero then Organizational Citizenship Behavior will have a value of 2.454 .

The Motivation of Work regression coefficient (X₁) is 0.497, meaning that an increase in the Motivation of Work variable (X₁) will increase the Organizational Citizenship Behavior variable by 0.497 or 49.7%. The Workplace Environment regression coefficient (X₂) is 0.358, meaning that an increase in the Workplace Environment variable (X₂) will increase the Organizational Citizenship Behavior variable by 0.358 or 35.8%. The multiple correlation coefficient (R) value

of 0.759 indicates that, at Abdul Rachman Saleh Airport Malang Regency, there is a 75.9% association between the variables Workplace Environment (X2) and Motivation of Work (X1) and Organizational Citizenship Behavior (Y).

The coefficient of assurance (R²) has a value of 0.577, indicating that the factors Work Inspiration (X1) and Workplace (X2) have an impact of 0.577, or 57.7%, on Authoritative Citizenship Conduct (Y) at Abdul Rachman Saleh Air Terminal. The remaining 0.423, or 42.3%, is influenced by various elements or factors that poverty has been identified in this investigation, such as work confidence, work fulfillment, work execution, and responsibility factors. The calculated t value of 5.451 was higher than the t table value of 1.98861, and the t significance value of 0.000 was lower than 0.05, according to the t test analysis performed in this study. From the consequences of information handling it tends to be inferred that the Work Inspiration variable (X1) to some degree affects the Authoritative Citizenship Conduct (Y) variable. So the speculation that has been planned is as per the exploration results that the main speculation is acknowledged. A section of the survey responses that addressed agreeing with the common claims demonstrate this.

The definition of Motivation of Work itself is an encouragement or stimulation for someone to fulfill something by carrying out certain tasks that are useful for achieving certain goals within an organization. From the results of the t test analysis above, it can be concluded that the majority of Abdul Rachman Saleh Malang Regency Airport employees chose "Agree" from the Motivation of Work statements above submitted in the research questionnaire. This means that the majority of Abdul Rachman Saleh Malang Regency Airport employees have high Motivation of Work to fulfill something by carrying out the tasks that have been given to achieve a certain goal at Abdul Rachman Saleh Malang Regency Airport.

The Influence of the Workplace Environment, Motivation of Work, and Job Satisfaction on Organizational Citizenship Behavior (OCB), a previous study by Adi Saputra et al. (2021), supports this study by illuminating the link between these elements and OCB. Motivation at work, job happiness, and the Workplace Environment all have an impact on Organizational Citizenship Behavior (OCB).

The estimated t value of 4.935 was found to be bigger than the t table value of 1.98861, and the t significance value of 0.000 was found to be smaller than 0.05 based on the results of the t test analysis conducted in this study. Based on the data processing results, it can be inferred that the Organizational Citizenship Behavior (Y) variable is significantly and somewhat positively impacted by the Workplace Environment variable (X2). In order for the second hypothesis to be accepted, it must be in line with the study findings that led to its formulation. Some of the survey responses that indicated agreement with the common assertions demonstrate this.

The meaning of the actual workplace is whatever can give solace around representatives who do their work and can impact the actual representatives to do the errands relegated inside an organization. The UPT PJK Abdul Rachman Saleh Office, which includes the Administration Room, the Airport Services and Technical Services Room, and the Aviation Security and Emergency Services Room, is part of the Abdul Rachman Saleh Airport Workplace Environment. Departure follows from the passenger inspection area through Security Check

Point 1, Security Check Point 2 (the waiting room), the disability room, the check-in area, the drop zone, the apron, and finally arrival. The conclusion that can be drawn from the above t test analysis is that the majority of Abdul Rachman Saleh Malang Regency Airport employees answered "Agree" when asked about their Workplace Environment in the research questionnaire. This implies that Abdul Rachman Saleh Air terminal has given solace to representatives who are doing their obligations at Abdul Rachman Saleh Air terminal, Malang Regency.

Previous research by Kirana & Septyarini (2022) titled *The Influence of Personality, Motivation, and Workplace Environment on Organizational Citizenship Behavior (OCB) of PT Gelora Aksara Pratama Jakarta Employees* provides support for this study by illuminating the positive and noteworthy influences of these factors on OCB. Personality, motivation, and the Workplace Environment have a significant impact on employees at PT Gelora Aksara Pratama Jakarta's organizational citizenship behavior (OCB). From the exploration results, it very well may be made sense of that the determined F worth of 57.232 is more prominent than the F table worth of 3.1051, and the F importance worth of 0.000 is more modest than 0.05 so one might say that work inspiration and the workplace together can impact Hierarchical Citizenship Conduct.

Work inspiration and workplace affect OCB with a F worth of 27.43 and a p-worth of under 0.05. With a regression coefficient of 0.41 and a p-value that is less than 0.05, Motivation of Work has a positive and significant effect on OCB. The workplace likewise meaningfully affects OCB with a relapse coefficient of 0.36 and a p-worth of under 0.05. Of the two free factors, work inspiration affects OCB contrasted with the workplace. This should be visible from the incomplete assurance coefficient worth of 0.17 which is more noteworthy than the halfway assurance coefficient worth of 0.13. In this way, it tends to be presumed that work inspiration and workplace are significant variables that impact air terminal representatives' OCB. Subsequently, air terminal administration needs to increment work inspiration and a helpful workplace to make high OCB among representatives

Conclusions and recommendations

Work inspiration and workplace impact OCB mutually and firmly. This implies that the higher the work inspiration and workplace of air terminal representatives, the higher their OCB. OCB is representative way of behaving that goes past work requests, like aiding collaborators, stepping up, and taking part in authoritative exercises. OCB can work on authoritative execution and representative government assistance. Independently, work inspiration likewise impacts OCB decidedly and unequivocally. This implies that the higher the work inspiration of air terminal representatives, the higher their OCB. Work inspiration is a mental drive that causes representatives to endeavor to accomplish work objectives. Work inspiration can be affected by inherent variables, like fulfillment, appreciation, and self-improvement, and extraneous elements, like compensation, motivators, and working circumstances. The workplace likewise impacts OCB decidedly and emphatically. This indicates that airport employees' OCBs rise in proportion to the quality of their workplace. The social and physical conditions of the workplace constitute the Workplace Environment. The workplace can be affected by actual variables, like offices, gear, and tidiness, and social elements, like the connections between representatives, bosses, and clients. In any case, work inspiration has more impact than the workplace on OCB. This should

be visible from the correlation of the impact of every variable on OCB. Work inspiration and workplace are significant elements that impact air terminal representatives' OCB. Consequently, air terminal administration should increment work inspiration and a happy with work space to make representative OCB higher. Human resource management theory and practice in the aviation industry will benefit from this research. As an idea, future specialists can utilize various techniques, like inferential quantitative strategies or examinations, to test something similar or various speculations. Aside from that, future analysts can add different factors that could impact representative OCB, like work assurance, work fulfillment, work execution, and responsibility. This can give more complete exploration results and can be utilized as a correlation with this examination.

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