

RELATIONSHIP BETWEEN BIG FIVE PERSONALITY TYPES AND INTERPERSONAL COMMUNICATION WITH ORGANIZATIONAL CITIZENSHIP BEHAVIOR IN EMPLOYEES OF PT. TRIMINDO JAYA MANDIRI

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Abstract

This study aims to determine the relationship between the support of the big five personality types and Interpersonal Communication on Organizational Citizenship Behavior at PT. Trimindo Jaya Mandiri, with a research sample of 180 employees. The method used in this study is a quantitative method with a sampling technique using the Total Sampling Technique. The instrument used is a Likert scale model questionnaire. The analysis technique used is Multiple Regression. Based on the results of the study it was concluded that: 1) There is a significant positive relationship between big five personality on organizational citizenship behavior of employees of PT. Trimindo Jaya Mandiri, with a predictor determinant coefficient value (r) of 0.348 which means that the big five personality contributes 34.8% to influencing organizational citizenship behavior. This means that the higher the big five personality, the higher the organizational citizenship behavior. Conversely, the lower the big five personality, the lower the organizational citizenship behavior. R^2 2) Existence of a significant positive relationship between interpersonal communication on organizational citizenship behavior of employees of PT. Trimindo Jaya Mandiri, with a predictor determinant coefficient value (r) of 0.384 which means interpersonal communication contributes 38.4% to organizational citizenship behavior. This means that the higher the interpersonal communication, the higher the organizational citizenship behavior. Conversely, the lower the interpersonal communication, the lower the organizational citizenship behavior. R^2 3) Existence of a significant positive relationship between big five personality and interpersonal communication on organizational citizenship behavior of employees of PT. Trimindo Jaya Mandiri, with a predictor determinant coefficient value (r) of 0.423 which means that big five personalities and interpersonal communication contribute 42.3% to influencing organizational citizenship behavior. R^2

Keywords: *Big Five Personality Types, Interpersonal Communication, Organizational Citizenship Behavior*

1. INTRODUCTION

Companies that want to achieve their goals and objectives must be able to utilize and manage their resources properly. One important part that has a major influence in advancing the quality and existence of a company is human resources. Human resources (HR) is one of the most valuable assets owned by a company, because humans are the only resource that can drive other resources. Human resources have a very important role to face the changes that occur in the future. Low quality resources will certainly have a negative impact on the company. Meanwhile, successful companies need employees who are willing to do more than just their formal duties and are willing to provide performance that exceeds company expectations. According to Daft (2010), achieving organizational goals requires cooperation from human resources in the organization in accordance with the responsibilities and division of tasks. Cooperation and behavior of each human resource will increase the effectiveness of the organization needs to be directed to achieve goals and can even exceed the standards that already exist in the organization. One of the behaviors and

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collaborations that exceed the standards that are important to be possessed by individuals/human resources in every form of organization is Organizational Citizenship Behavior or what is known as the abbreviation OCB, which means free individual behavior, directly or explicitly not recognized in a reward system. which are formal, and which as a whole enhance the effective functioning of the organization (Organ, 1988).

Organizational Citizenship Behavior(OCB) is characterized by the behavior of individuals who voluntarily contribute extra roles beyond their job description to the organization (Organ, 1988). People who display OCB behavior are referred to as good employees (good citizens). Organizational Citizenship Behavior (OCB) is also often interpreted as behavior that exceeds formal obligations (extra roles) that are not related to direct compensation. OCB is the positive behavior of people in the organization. This behavior is expressed in the form of a conscious and voluntary willingness to work, to contribute to the organization more than what is formally required by the organization. OCB behavior can be in the form of helping co-workers who are busy at work, replacing co-workers who are absent or taking breaks, helping co-workers whose work is overloaded, helping to do other people's tasks when they are not in, helping other people outside the department when they have problems, helping customers and guests when they need help, being punctual every day regardless of the season, assisting the new employee orientation process even when not asked, willingness to tolerate without complaining, refraining from complaining and swearing activities, paying attention to meetings that considered important, make judgments in assessing what is best for the organization, read and follow organizational announcements, etc. (Aldag & Resckhe, 1997).

Various researchers have acknowledged the significant influence of OCB on organizational success (Chen, Hui, & Sego, 1998). Therefore, OCB behavior is very necessary in a company. With embedded OCB behavior, employees are expected to be able to meet these consumer expectations in the quality of services provided. Of course this will have a good impact on the progress of the company in the future. One of the factors that can shape OCB is personality. Individual personality is a predictor that plays an important role in an employee (Organ, 1998). Emmerik and Euwema (2007) have proven that personality includes three types of OCB such as conscientiousness, ability to agree (agreeableness), openness to experiences (openness) which have a positive effect on employee OCB, while extraversion and emotional stability have a negative effect on employee OCB. Personality is a characteristic inherent in each individual. Individual behavior can be understood through personality. Robbins (2001) states that a person's personality can be seen from how a person reacts and interacts with someone, personality can be created from heredity, environment and situation. Based on the results of the researchers' observations, it was found that there were still many employees at PT. Trimindo Jaya Mandiri who doesn't care about colleagues who have difficulty serving customers when they come to the office. Employees prefer to watch social media or sit around when the work they are doing is finished rather than helping coworkers who are having trouble, as shown in the excerpt from an interview with employees of PT Trimindo Jaya Mandiri. "yes, if it's 10 to 1 o'clock, there must be a lot of queues of customers, there are those who want to repair the card, some have lost their network, so there are various problems. So, in the customer care section at the front, there are 6 people, so they handle the customers. The customers queue according to the order and constraints, so they are directed forward to the table according to their respective serial numbers and constraints. Sometimes when the 4th customer care has finished handling it and they don't have any more customers they don't want to help their friends even though they also understand how to handle other consumers because all customer care is taught to handle all customer problems/problems. They sometimes prefer to sit if they don't look at Instagram."

The above is in line with the results of the employee pre-survey interviews that out of 30 employees, as many as 15 employees showed a low willingness of employees to help each other co-workers who were experiencing difficulties even though they had finished working. Employees

prefer to view Instagram social media, or sit quietly waiting for the time to go home rather than helping their co-workers. PT. Trimindo Jaya Mandiri above indicates that the extra roles of employees are still low, so Organizational Citizenship Behavior (OCB) is needed to overcome them.

Based on this, the purpose of this research is to find out:

1. The relationship between the big five personality types and organizational citizenship behavior at PT. Trimindo Jaya Mandiri.
2. Interpersonal communication relationship with organizational citizenship behavior on employees of PT. Trimindo Jaya Mandiri.
3. The relationship between the big five personality types and interpersonal communication with organizational citizenship behavior at PT. Trimindo Jaya Mandiri.

2. RESEARCH METHOD

This type of research uses a survey approach, the identification of research variables consists of vThe dependent variable is Organizational Citizenship Behavior (Y) while the independent variables are the Big Five Personality Type (X1) and Interpersonal Communication (X2). Operational definitions of research variables, research subjects, data collection methods, validity and reliability of measuring instruments, and data analysis methods. The population is 180, the total number of which consists of objects or subjects that have certain characteristics and qualities determined by researchers to study and then draw conclusions (Sugiyono, 2017). In this study, 180 samples were taken based on the total sampling technique. The data collection method is obtained through a scale instrument. According to Azwar (2015) a psychological scale is a measurement tool that measures aspects or attributes of psychological samples through behavioral indicators translated into question items or statements. The data needed in this study were obtained through three kinds of scale instruments, namely the Organizational Citizenship Behavior scale, Big Five Personality Types and Interpersonal Communication.

3. RESULTS AND DISCUSSION

3.1. Validity Trial Results

After testing the validity of 180 samples in this study, the distribution of valid and invalid items is as follows on the OCB scale:

Table 1 OCB Scale Item Distribution

No	Aspect	Item No	Fall Items	Amount
1.	<i>Altruism</i>	1,3,2,4,6,9		6
2.	<i>Courtesy</i>	5,7,8,10,13,14		6
3.	<i>Conscientiousness</i>	11,12,15,17,16,18		6
4.	<i>Civic Virtue</i>	19,23,20,22,21,24		6
5.	<i>Sportmanship</i>	25,26,27,29,28,30		6
Total		30	0	30

The results of testing the validity of the big five personality measuring tool for 180 samples of this study, the distribution of valid and invalid item items is as follows:

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Table2 Big Five Personality Scale Item Distribution Distribution

No	Aspect	Item No	Fall Items	Amount
1.	<i>Extraversion</i>	1,26,6,21,31	11,16,36	8
2.	<i>Agreeableness</i>	7,17,32,42,12	22,37,2,27	9
3.	<i>Conscientiousness</i>	3,13,28,33,8,18,23,,43	38	9
4.	<i>Neuroticism</i>	4,14,19,29,39,9,24,34		8
5.	<i>Openness to Experience</i>	5,20,25,30,40,44,35,41	10,15	10
	Total	34	10	44

The results of testing the validity of the interpersonal communication measuring instrument on 180 samples of this study, the distribution of valid and invalid item items is as follows:

Table3 Distribution of Item Distribution Interpersonal Communication Scale

No	Aspect	Item No	Fall Items	Amount
1.	<i>Altruism</i>	1,3,2,4,6	9	6
2.	<i>Courtesy</i>	5,7,8,10,13,14		6
3.	<i>Conscientiousness</i>	11,12,15,17,16,18		6
4.	<i>Civic Virtue</i>	19,23,21,24	20,22	6
5.	<i>Sportmanship</i>	25,26,27,29,28,30		6
	Total	30	3	27

3.2.Reliability Test Results

After the validity test, the reliability analysis of Cronbach's Alpha formula was then carried out. In this study, the reliability test was carried out using the SPSS 22.0 for Windows program. After being analyzed, the research variables have a big five personality reliability level, interpersonal communication and organizational citizenship behavior with a big five personality reliability level of 0.944, interpersonal communication of 0.964 and organizational citizenship behavior reliability level of 0.963.

Table 4 Reliability Test Results

Scale	Cronbach Alpha	Information
Personalitybig five	0.944	Reliable
Interpersonal Communication	0.964	Reliable
Organizational Citizenship Behavior	0.963	Reliable

Based on the table above, it shows that the statement items used in the research are valid and convincing. so this scale can be trusted as a measure of organizational citizenship behavior, big five personality and interpersonal communication.

3.3.Data Analysis and Research Results

The data analysis technique used in this study is a multiple linear regression analysis technique. This is done according to the research title and identification of the variables, namely big five personality (X1), interpersonal communication (X2) on organizational citizenship behavior (Y). Before being analyzed with multiple regression analysis techniques, the assumptions of normality and linearity were tested first.

Normality Assumption Test

The distribution normality test was analyzed using the Kolmogorov-Smirnov technique. As a criterion if $p \geq 0.05$ is declared normal (Azwar, 2018). The results of the data distribution test of the big five personality independent variable data and interpersonal communication on the dependent variable organizational citizenship behavior are known to be normally distributed. This is based on the Kolmogorov-Smirnov normality test coefficient for the big five personality independent variable 0.038 with $p = 0.207$, peer interpersonal communication 0.061 with $p = 0.207$ on the dependent variable organizational citizenship behavior of 0.058 with $p = 0.207$. The following summarizes the results of normality test calculations.

Table 5 Summary of Distribution Normality Test Calculation Results

Variable	KS	P (Significance)	Information
Personality <i>big five</i>	0.038	0.207	Normal
Interpersonal Communication	0.061	0.207	Normal
<i>Organizational Citizenship Behavior</i>	0.058	0.207	Normal

Test Linearity Assumption

Linearity test is intended to determine the degree of relationship between the independent variable and the dependent variable. This test looks at whether the big five personality and interpersonal communication have a relationship with organizational citizenship behavior in employees. As a criterion, if the p difference is <0.05 , then it is declared to have a degree of linear relationship (Azwar, 2018). The results of the linearity test between the big five personality variables on organizational citizenship behavior are linear based on the linearity coefficient $F = 94.856$ with <0.05 . The results of the linearity test between interpersonal communication variables on organizational citizenship behavior are linear based on the linearity coefficient $F = 110.970$ <0.05 . The results of the linearity test are as follows:

Table 6 Summary of Relationship Linearity Test Calculation Results

Correlational	F	P	Information
X1-Y	94,856	0.000	linear
X2-Y	110,970	0.000	linear

3.4.Hypothesis Testing

After testing the assumptions of linearity and normality, then testing the three hypotheses proposed, namely (1) a positive relationship between big five personality and organizational citizenship behavior, (2) a positive relationship between interpersonal communication and organizational citizenship behavior, and (3) a positive relationship between big five personality and

interpersonal communication on organizational citizenship behavior. In detail, the hypothesis test can be seen in the following explanation:

First Hypothesis: The Effect of Personality on Organizational Citizenship Behavior

The results of the hypothesis test found a coefficient of r_{x1y} of 0.590 with $p < 0.05$, and a coefficient of predictor determinant (r^2) of 0.348. This means that the higher the personality the higher the organizational citizenship behavior. Thus it can be concluded that the first hypothesis in this study is that there is a significant positive relationship between the big five personality and acceptable organizational citizenship behavior. R^2

Second Hypothesis: Relationship of Interpersonal Communication to Organizational Citizenship Behavior

The results of the hypothesis test found a coefficient of r_{x1y} of 0.620 with $p < 0.05$, and a coefficient of predictor determinant (r^2) of 0.384. This means that the higher the interpersonal communication, the higher the organizational citizenship behavior. Thus it can be concluded that the first hypothesis in this study is that there is a significant positive relationship between interpersonal communication and acceptable organizational citizenship behavior. R^2

Third Hypothesis: The Relationship of Big Five Personality and Interpersonal Communication to Organizational Citizenship Behavior

The results of the hypothesis test found the coefficient $F_{reg} = 64,769$ with $p < 0.05$, and the correlation coefficient between X_1 , X_2 and Y obtained results of $r = 0.650$ with $p < 0.05$ and the determinant coefficient = 0.423, thus it can be concluded that the big five personality and interpersonal communication jointly related to organizational citizenship behavior, the contribution of both in increasing organizational citizenship behavior is 42.3%. Thus it can be concluded that the third hypothesis is that there is a positive relationship between the big five personality and interpersonal communication on organizational citizenship behavior. $(r_{x1x2y}) R^2$

Multiple Regression Analysis Test Results

Based on the results of the analysis using multiple regression analysis method, it is known that there is a significant positive relationship between big five personality and organizational citizenship behavior seen from the value of the correlation coefficient $r_{x1y} = 0.590$ with $p < 0.05$, and the value of the predictor's determinant coefficient (r^2) is 0.348. R^2 This means that there is a significant relationship between the big five personality and organizational citizenship behavior. Thus it can be concluded that the higher the personality, the big five will further increase organizational citizenship behavior. Then personality makes an effective contribution of 34.8% to organizational citizenship behavior. Next, it is known that there is a significant positive relationship between interpersonal communication and organizational citizenship behavior seen from the value of the correlation coefficient $r_{x2y} = 0.620$ with $p < 0.05$, and the value of the predictor determinant coefficient (r^2) is 0.384. It can be concluded that the higher interpersonal communication will further increase organizational citizenship behavior with an effective contribution of interpersonal communication of 38.4% to organizational citizenship behavior. R^2

From the results of the analysis using multiple regression analysis method, it is known that there is a significant relationship between personality and interpersonal communication based on the coefficient $F_{reg} = 64.769$ with $p < 0.05$, and the correlation coefficient $r_{x1x2y} = 0.650$ with $p < 0.05$ and $r^2 = 0.423$. This means that the big five personality and interpersonal communication together influence organizational citizenship behavior, the contribution of both in increasing organizational citizenship behavior is 42.3%. The results of multiple regression analysis calculations can be seen in the following table:

Table 7 Multiple Regression Analysis

Variable	Coefficient (r_{xy})	Determinant Coefficient (R ²)	BE%	P	Ket
X1-Y	0.590	0.348	34,8	0.000	Sig
X2-Y	0.620	0.384	38,4	0.000	Sig
X1-X2-Y	0.650	0.423	42,3	0.000	Sig

After being analyzed, a multiple regression equation test was carried out. Analysis of the relationship given by the big five personality (X1) and interpersonal communication (X2) on organizational citizenship behavior is as follows:

Table 8 Joint Multiple Regression Analysis

Coefficients ^a						
Model	Unstandardized Coefficients		Stan dardized Coefficient s		t	Sig.
	B	std. Error	Beta			
(Constant)	49,400	7,068			6,989	,000
Big Five personalities	,259	,075	,291		3,438	,001
Interpersonal Communication	,233	,049	,405		4,793	,000

a. Dependent Variable: Organizational Citizenship Behavior

Based on table 8, the regression line equations X1 and X2 with Y are obtained as follows:
 $Y = 49.400 + 0.259 X1 + 0.233 X2$

Variable organizational citizenship behavior is denoted by Y, personality is denoted by X1 and interpersonal communication is denoted by X2. A constant of 49,400 states that without the big five personality variables and interpersonal communication, the organizational citizenship behavior variable is 49,400 units. The regression coefficient on the big five personality variables is 0.259 which illustrates that for every one X1 unit increase (big five personality) there will be an increase in Y (self regulated learning) of 0.259. Each increase in one unit of X2 (interpersonal communication) will increase Y (organizational citizenship behavior) by 0.233. This means that X1 (big five personality) and X2 (interpersonal communication) together have a significant role in (Y) organizational citizenship behavior.

Results of Calculation of Hypothetical Mean and Empirical Mean

a. Hypothetical Means

For the big five personality variables, the number of valid items is 30 items with a Likert scale and 5 answer choices, the hypothetical mean is $(30 \times 1) + (30 \times 5) : 2 = 90$. For interpersonal communication variables, the number of valid items is 30 items with a Likert scale and 5 answer choice formats, the hypothetical mean is $(30 \times 1) + (30 \times 5) : 2 = 90$. For the organizational citizenship behavior variable the number of valid items is 28 items with a Likert scale and 5 choice formats answer, then the hypothetical mean is $(28 \times 1) + (28 \times 5) : 2 = 84$.

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b. Empirical Means

Based on the results of data analysis, as seen from the descriptive multiple linear regression analysis, it is known that the empirical mean of the big five personality variables is 132.50 and the standard deviation is 12.68. For the interpersonal communication variable, the empirical mean is 193.53 and the standard deviation is 19.68. For the organizational citizenship behavior variable, the empirical mean is 128.71 and the standard deviation is 11.29.

c. Criteria

In an effort to find out the categories of the big five personalities, interpersonal communication, and organizational citizenship behavior, it is necessary to compare the empirical mean/average value with the hypothetical mean/average value by taking into account the size of the standard deviation number of each variable.

A complete description of the comparison of the mean or empirical average value with the hypothetical mean/average value and the standard deviation of each variable can be seen in the table below:

Table 9 Hypothetical Average Value Calculation and Empirical Average Value

Variable	SD	Average value		Information
		Hypothetical	empirical	
Big Five personalities	12.68	90	132.50	Tall
Interpersonal communication	19.68	90	193.53	Tall
Organizational citizenship behavior	11.29	84	128.71	Tall

3.5.Discussion

The Relationship of Big Five Personality to Organizational Citizenship Behavior of Employees of PT. Trimindo Jaya Mandiri

Based on the results of the analysis using multiple regression analysis method, it is known that there is a significant relationship between big five personality and organizational citizenship behavior seen from the value of the correlation coefficient $r_{xy} = 0.590$ with $p = < 0.05$, and the value of the predictor's determinant coefficient (R^2) is 0.348. Determinant coefficient R^2 shows that 34.8% of the big five personalities contribute to influencing organizational citizenship behavior. Basrah (2012) categorizes several factors that influence OCB, one of which is personality. The big five personality was chosen because this personality approach is most often used in organizational behavior research and is often associated with achieving one's performance or achievement (Purnomo and Lestari, 2010). The big five personality shows that there are five main personality dimensions in individuals (Luthans, 2006). Employees with high characteristics on each of the big five personality dimensions are employees who like to live in groups, active, open, friendly, warm, helpful, soft-hearted, conscientious, punctual, neat, responsible, relaxed, not easily emotional, creative, and curious. While employees with low characteristics are employees who like to be alone, cowardly, quiet,

Several studies were conducted to examine the influence of the big five personality on OCB and performance. Research Ingarianti (2014); Kappagoda (2013); and Fitriyani (2013) shows that the big five personality has a significant positive effect on OCB. Research by Dyahrini (2008) and Indarti, et al. (2014) showed that personality has a significant effect on employee performance. The results of previous research indicate that personality has a significant effect on OCB and employee performance. Personality is considered as one of the factors that has a significant influence on OCB because personality is something that is inherent in individuals and is difficult to

change so that it has a more stable and lasting influence on OCB (Purba and Seniati, 2004). Wardani and Suseno (2012) stated that employees' desire to help colleagues (OCB behavior) is strongly influenced by personality and mood (mood). Personality is seen as a self-characteristic that tends to be stable and settled, while mood can change, so that personality factors can provide a more stable and lasting influence on OCB Research by Kumar et al (2009) on 187 doctors working in Medical College India North.

Relationship of Interpersonal Communication to Organizational Citizenship Behavior in Employees of PT. Trimindo Jaya Mandiri

Based on the results of the analysis using multiple regression analysis method, it is known that there is a significant relationship between interpersonal communication and organizational citizenship behavior seen from the value of the correlation coefficient $r_{xy} = 0.620$ with $p = < 0.50$, and the value of the predictor's determinant coefficient (r^2) is 0.384. Determinant coefficient $R^2(r^2)$ shows that 38.4% of interpersonal communication contributes to organizational citizenship behavior. Effective interpersonal communication can provide benefits to the organization so that the atmosphere and work environment becomes more conducive because the relationship between members of the organization will run more harmoniously. This is in line with research conducted by Rohmah (2011), stating that interpersonal communication has a positive and significant effect on Organizational Citizenship Behavior (OCB). The research results of Bella & Hazarr (2020) also show that there is a relationship between Interpersonal Communication and Organizational Citizenship Behavior. This means that if Interpersonal Communication is high, Organizational Citizenship Behavior for Employees will be high, conversely if Interpersonal Communication is low, then Organizational Citizenship Behavior will also be lower.

Good interpersonal communication will have an impact on (OCB) seen between employees, and the existence of good relations between employees, accepting organizational decisions. Meanwhile, according to Siburian (in Diasmoro, 2017) interpersonal communication can help employees in realizing good collective behavior that is in-role or extra-role because in an organization it cannot be separated from how the human resources work in it. Communication is also a means of modifying behavior, influencing change, producing information, and means to achieve goals. And Shweta and Srirang (2010) also revealed that what influences the emergence of organizational citizenship behavior (OCB) behavior in an organization is individual disposition and individual motives, group cohesiveness, leadership,

4. CONCLUSION

Based on the research findings, analysis and hypothesis testing, several conclusions can be drawn as follows:

There is a significant positive relationship between the big five personality and Organization Citizenship Behavior.

There is significant positive relationship between big five personality on organizational citizenship behavior of employees of PT. Trimindo Jaya Mandiri, with a predictor determinant coefficient value (r^2) of 0.348 which means that the big five personality contributes 34.8% to influencing organizational citizenship behavior. This means that the higher the big five personality, the higher the organizational citizenship behavior. Conversely, the lower the big five personality, the lower the organizational citizenship behavior. R^2

There is a significant positive relationship between Interpersonal Communication and Organizational Citizenship Behavior.

There is significant positive relationship between interpersonal communication on organizational citizenship behavior of employees of PT. Trimindo Jaya Mandiri, with a predictor determinant

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coefficient value () of 0.384 which means interpersonal communication contributes 38.4% to organizational citizenship behavior. This means that the higher the interpersonal communication, the higher the organizational citizenship behavior. Conversely, the lower the interpersonal communication, the lower the organizational citizenship behavior. R^2

The Relationship between Big Five Personality and Interpersonal Communication with Organizational Citizenship Behavior.

There is a significant positive relationship between big five personality and interpersonal communication on organizational citizenship behavior of employees of PT. Trimindo Jaya Mandiri, with a predictor determinant coefficient value () of 0.423 which means that big five personalities and interpersonal communication contribute 42.3% to influencing organizational citizenship behavior. This means that the higher the big five personality and interpersonal communication, the higher the organizational citizenship behavior. Conversely, the lower the big five personality and interpersonal communication, the lower the organizational citizenship behavior. R^2

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RELATIONSHIP BETWEEN BIG FIVE PERSONALITY TYPES AND INTERPERSONAL COMMUNICATION WITH ORGANIZATIONAL CITIZENSHIP BEHAVIOR IN EMPLOYEES OF PT. TRIMINDO JAYA MANDIRI

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