The Effect of Intellectual Capital, Work Environment and Work Motivation of Behavior Organizational Citizenship and Employee Performance in PT. Japfa Comfeed Indonesia, Tbk Makassar Branch

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Abstract
This study aims to determine and analyze the effect of intellectual capital, work environment and motivation on organizational citizenship behavior, know and analyze the effect of intellectual capital, work environment and motivation on employee performance, and analyze the effect of organizational citizenship behavior on employee performance. To implement these objectives the data collection techniques are used through observation, questionnaires and documentation, using the Partial Least Square (PLS) analysis method. PLS, descriptive, hypothesis testing, Measurement Model (Outer Model), validity test, reliability test, Structural Model (Inner Model). The results showed that intellectual capital, work environment and motivation significantly influence organizational citizenship behavior. The influence of intellectual capital on employee performance, which in this study empirically, intellectual capital, work environment and work motivation have a positive and significant effect on employee performance, which means that intellectual capital provides a beneficial influence in improving employee performance at PT. Japfa Comfeed Indonesia, Tbk. Makassar branch. The results of the study that organizational citizenship behavior provides a significant influence in improving employee performance at PT. Japfa Comfeed Indonesia, Tbk. Makassar branch.

Keywords: Intellectual capital, work environment, work motivation, organizational citizenship behavior and employee performance

INTRODUCTION
Organizational Citizenship Behavior (OCB) has an influence on employee performance, according to Robbins and Judge (2015: 97) the fact shows that companies having employees who have good OCB will have better performance than other companies, and give rise to an OCB behavior on employees, so that it can improve performance. This research is consistent with research conducted by Rozak (2013) concludes that OCB has a positive relationship with performance. Logically someone who has a high extra role work spirit will also have a high performance as well. Then Maryanto (2016) proves that Organizational Citizenship Behavior has a significant effect on employee performance in the Gondangrejo District Office, meaning that the behavior of Organization Citizenship Behavior in employees will be able to increase work productivity.

To improve OCB and employee performance, there are many factors that need to be considered, among which the focus of this research is intellectual capital, work environment and work motivation. Intellectual capital according to Kartika and Hartane (2013: 17) is the company's main asset in addition to physical and financial assets. Therefore, in managing physical and financial assets a reliable capability is needed from the intellectual capital itself,
in addition to producing valuable products, the abilities and minds of employees are needed, as well as how to manage the organization and establish relationships with outside companies.

When associated with the theory of legitimacy theory according to Marisanti, (2012) that companies increasingly realize that the survival of the company depends on the company's relationship with the community and the environment in which the company operates, this is in line with the theory of legitimacy which states that the company has a contract with the community to carry out activities based on justice values, and how companies respond to various interest groups to legitimize corporate actions.

Intellectual capital is the knowledge and power of thought possessed by employees in a company, so as to provide added value to the company. Former elements of intellectual capital, namely: employee knowledge, company capabilities and organizational relationships of people who do business in the organization. With the intellectual capital owned, employees will instill positive behavior or attitudes of people in the company. This behavior contributes to the company more than what is formally demanded by the organization. Stewart (1997) found that intellectual capital had a positive effect on Organizational Citizenship Behavior (OCB).

In addition, there is intellectual capital in the form of information and knowledge resources that can serve to improve competitiveness and improve company performance. Research by Alviani and Purnamasari (2011) found that intellectual capital influences employee performance. Then the research of Pujiastuti and Heru (2012) results of the study showed that intellectual capital has an influence and a positive relationship with organizational performance.

Other factors that influence organizational citizenship behavior (OCB) and employee performance are the work environment. Podsahasff, et al (2010: 79) that OCB can provide benefits to organizations in terms of improving the ability of organizations to adapt to changes in the work environment. OCB involves a number of behaviors in the work environment which include helping others, volunteering for extra tasks, complying with superiors and procedures at work. OCB behavior according to Aldag and Reschke (2007) describes "added value" and is one form of prosocial behavior, namely positive, constructive and meaningful social behavior that wants to help other employees or colleagues in their daily interactions at work. This is related to the theory of legitimacy according to Hadiwijaya (2013) that the company believes that the interplay between managers and stakeholders should be managed in order to achieve the company's interests which should not be limited to conventional assumptions, namely seeking profit.

Each company, the more important the stakeholders, the more effort is made to manage the relationship. Companies view information as a key element that can be used to manage stakeholders to seek their support and approval or to divert their resistance and disagreement. The research proposed by Sathe (1995) shows that there is a significant influence between the work environment on OCB.

Based on the background of the problems that have been raised, the researcher is interested in choosing the title of the research, namely: The Effect of Intellectual Capital, Work Environment and Work Motivation on Organizational Citizenship Behavior and Employee Performance at PT. Japfa Comfeed Indonesia, Tbk. Makassar branch.

LITERATURE REVIEW

Intellectual Capital

According to Puspitasari (2011), Intellectual Capital is the knowledge or power of thought possessed by a company, has no physical form (intangible), and with the presence of
intellectual capital, the company will get additional benefits or the reliability of the business processes and gives the company more value compared to competitors or other companies.

Intellectual capital is one of the resources owned by a company. Stewart in Ulum (2013: 189) defines intellectual capital in his article "Intellectual capital is intellectual material knowledge, information, intellectual property rights, experience that can be used to create wealth.

Work environment

According to Nitisemito (2012: 48) the work environment can affect the work carried out by employees, so that every organization or company must make sure that the work environment where employees are always in good condition. As explained above that the work environment also affects the work productivity of employees.

Sihombing (2014: 27) states that: "The work environment is factors outside of humans both physical and non-physical in an organization". These physical factors include work equipment, workplace temperature, crowding and density, noise, work space area while non-physical includes work relationships formed in the company between superiors and subordinates as well as between fellow employees". The work environment includes work relationships formed between fellow employees and work relationships between subordinates and superiors as well as the physical environment in which employees work.

Employee performance

Employee performance is a very important thing in the company's efforts to achieve the goals. The company generally bases the planning of goals to be achieved in the future with the expected behavior of all employees in realizing these goals. Rivai (2014: 548) states that: "Performance is a function of motivation and ability". To complete a task or job, a person should have a certain degree of willingness and level of ability. A person's willingness and skills are not effective enough to do something without a clear understanding of what will be done and how to do it.

Organizational Citizenship Behavior (OCB)

Organizational citizenship behavior (OCB) is a positive behavior of people in the organization. This behavior is expressed in the form of a conscious and voluntary willingness to work, contributing to the organization more than what is formally demanded by the organization.

Organizational Citizenship Behavior (OCB) is part of the science of organizational behavior, OCB is a form of work behavior that is usually not seen or taken into account. There are two approaches to the OCB concept: OCB is an extra role performance that is separate from in-role performance or performance that matches the job description. The second approach is to view OCB from political principles or philosophies. This approach identifies the behavior of organizational members with citizenship behavior. The existence of Organizational Citizenship Behavior (OCB) is the impact of the beliefs and perceptions of individuals in the organization on the fulfillment of psychological relationship agreements and contracts. This behavior arises because of individual feelings as members of the organization who have a sense of satisfaction if they can do something more than the organization (Wulani, 2005).

According to Titisari, (2014: 6) Organizational Citizenship Behavior (OCB) is an individual behavior that is free, is not directly or explicitly related to the reward system and can improve the effective functioning of the organization. This explanation, it can be concluded that the Organizational Citizenship Behavior (OCB) is a positive behavior of
employees outside their mandatory duties that are carried out happily, sincerely, and not because they want to get rewarded or are afraid of getting punishment.

Rohayati (2014: 30) stated that: "Organizational Citizenship Behavior can arise from various factors in the organization, including because of job satisfaction from employees and high employee loyalty".

RESEARCH METHODS

Research design
The design of this study used in this study is quantitative data that is the approach taken to determine the perceptions, responses and comments of respondents who were sampled in this study about the relationship of the problem to be discussed namely intellectual capital, work environment and motivation on organizational citizenship behavior on employee performance, this study uses questionnaire data processed using SEM PLS analysis to prove the relationship and influence between the independent variable (X) and the dependent variable (Y).

Population and Sample
The population in this study were all employees and employees who worked at PT. Japfa Comfeed Indonesia, Tbk. Makassar Branch with 80 employees. The sample in this study are all employees and employees who work at companies at PT. Japfa Comfeed Indonesia, Tbk Makassar Branch determined 80 respondents.

Method of collecting data
In this study the method of collecting data obtained by distributing questionnaires. In conducting research, the data collected will be used to solve existing problems, so that the data must be truly reliable and accurate. The data used in the study were obtained through a questionnaire method, which is a data collection technique which is carried out by giving a questionnaire or a set of questions or written statements to respondents (Sugiyono, 2016). In this questionnaire there will be draft questions that logically relate to the research problem and each question is an answer that has meaning.

Data analysis technique
In this study data analysis uses the Partial Least Square (PLS) approach. PLS is one of the variant-based SEM statistical methods that is designed to solve multiple regressions when specific problems occur in the data, such as very small sample sizes, missing data and multicollinearity (Jogiyanto and Abdilah, 2015: 11).

RESULTS

Table 1. Responses to The Question

<table>
<thead>
<tr>
<th>No.</th>
<th>Question</th>
<th>Alternative Respondents' Answers</th>
<th>Skor</th>
<th>explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>disagree</td>
<td>Partially</td>
<td>doubt</td>
</tr>
</tbody>
</table>

58
Based on the calculation results of the respondents' frequency distribution, it can be seen that the total average score of the competency variable is 3.68, and when seen from table 1, it is perceived as good / high. It can be seen that the indicator that provides the highest contribution is to the question I have knowledge in accordance with the standards set by the company with a score of 3.76, followed by questions of competency that I have support in the implementation of work with a score of 3.65. While the lowest score on the third indicator with my statement has the attitude to be responsible for completing work in the company with an average score of 3.63. So this can be said that the average employee at PT. Japfa Comfeed Indonesia, Tbk. Makassar branch already has a high work competency so that it can affect the performance improvement work.

### Table 2. Respondents' Responses regarding Employee Services

<table>
<thead>
<tr>
<th>No.</th>
<th>Question</th>
<th>Alternative Respondents' Answers</th>
<th>Skor</th>
<th>explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>disagree</td>
<td>Partially disagree</td>
<td>doubt</td>
</tr>
<tr>
<td>1.</td>
<td>The company provides food and drink services for employees who work in the company</td>
<td>-</td>
<td>4 (5)</td>
<td>12 (15)</td>
</tr>
<tr>
<td>2.</td>
<td>The company provides health insurance services for employees</td>
<td>-</td>
<td>4 (5)</td>
<td>5 (6,3)</td>
</tr>
<tr>
<td>3.</td>
<td>The company provides welfare for employees and families</td>
<td>1 (1,3)</td>
<td>13 (16,3)</td>
<td>10 (12,5)</td>
</tr>
<tr>
<td></td>
<td>Average total score of Employee Service Variables</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Source:** Processed questionnaire data, 2019
the company provides food and drink services for employees who work in the company with a score of 3.83. While the lowest score with a statement that the company provides welfare for employees and families with a score of 3.75.

Table 3. Respondents' Responses regarding Work Motivation

<table>
<thead>
<tr>
<th>No.</th>
<th>Question</th>
<th>Alternative Respondents' Answers</th>
<th>Skor</th>
<th>explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>disagree</td>
<td>disagree</td>
<td>disagree</td>
</tr>
<tr>
<td>1.</td>
<td>Salaries received by employees in accordance with their needs</td>
<td>-</td>
<td>5 (6,3)</td>
<td>31 (38,8)</td>
</tr>
<tr>
<td>2.</td>
<td>I have security in carrying out work in the company</td>
<td>-</td>
<td>7 (8,8)</td>
<td>23 (28,8)</td>
</tr>
<tr>
<td>3.</td>
<td>My colleagues and I always help each other when there are work problems in the company</td>
<td>-</td>
<td>6 (7,5)</td>
<td>24 (30)</td>
</tr>
<tr>
<td>4.</td>
<td>I feel valued by my boss while working in the company</td>
<td>-</td>
<td>4 (5)</td>
<td>20 (25)</td>
</tr>
<tr>
<td>5.</td>
<td>The suggestions and criticisms given by my supervisor made me progress</td>
<td>-</td>
<td>3 (3,8)</td>
<td>19 (23,8)</td>
</tr>
</tbody>
</table>

Average total score of Employee Service Variables 3,79 Good

Source: Processed questionnaire data, 2019

From table 3, respondents' responses regarding work motivation, the majority of respondents' answers were approved and when viewed from the description analysis criteria, it was considered good / high. It can be seen that the score that gives the highest contribution to the statement that I feel is valued by my supervisor while working at the company with a score of 3.90, so the statement of advice and criticism provided by my supervisor makes me more advanced with a score of 3.88. Furthermore, my statement has security in carrying out work in the company, and my statement and co-workers always help each other when there are work problems in the company, with a score of 3.75, respectively. While the lowest score is on the salary report received by employees according to their needs with a score of 3.69. This shows the employee's motivation pada pada PT. Japfa Comfeed Indonesia, Tbk. Cabang Makassar already high, especially in terms of giving awards to employees, and the leadership always provides advice and criticism so that employees can be more advanced in developing their careers.

Table 4. Respondents' Responses regarding Organizational Citizenship Behavior (OCB)

<table>
<thead>
<tr>
<th>No.</th>
<th>Question</th>
<th>Alternative Respondents' Answers</th>
<th>Skor</th>
<th>explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>disagree</td>
<td>disagree</td>
<td>disagree</td>
</tr>
</tbody>
</table>

60
1. I gladly help colleagues who need help without expecting anything in return
   - 5 (6,3) 33 (41,3) 28 (35) 14 (17,5) 3,64  Good

2. I feel satisfied when my work is finished on time
   - 3 (3,8) 28 (35) 39 (48,8) 10 (12,5) 3,70  Good

3. I can easily adapt to changes in the company
   - 3 (3,8) 28 (35) 37 (46,4) 12 (15) 3,73  Good

4. I am always involved in activities in the company
   - 3 (3,8) 18 (22,5) 44 (55) 15 (18,8) 3,89  Good

5. I always look for information that is important to benefit the company
   - 1 (1,3) 8 (10) 44 (55) 27 (33,8) 4,21  Good

| The average total score of the OCB Variable | 3,83 |

Source: Processed questionnaire data, 2019

Based on table 4, the majority of respondents obtained the answer is agreed and when viewed from the description analysis criteria, it is perceived as good, where the highest score in the statement I always look for important information to provide benefits for companies with a score of 4.21, my statement is always involved in activities that are in the company with a score of 3.89. Then I easily adapted to changes in the company with a score of 3.73. While the lowest score on the statement I feel satisfied when my work finishes on time with a score of 3.70, as well as my statement is happy to help colleagues who need help without expecting rewards with a score of 3.64.

DISCUSSION

Discussion of the results of this study was conducted in testing the effect of intellectual capital, work environment and work motivation on employee performance through organizational citizenship behavior at PT. Japfa Comfeed Indonesia, Tbk. Makassar branch. Based on the results of data analysis that has been carried out, the discussion of the results of this study can be described as follows:

1. The effect of intellectual capital on organizational citizenship behavior

   Based on the results of the analysis of research data which shows that the implementation of intellectual capital carried out by PT. Japfa Comfeed Indonesia, Tbk. Makassar branch can increase organizational citizenship behavior, which means that with the existence of intellectual capital carried out by the company can improve employee performance. Then after testing the effect of intellectual capital on organizational citizenship behavior at PT. Japfa Comfeed Indonesia, Tbk. Makassar Branch shows that the
implementation of intellectual capital carried out by the company so far has a real influence in improving employee performance.

The theory put forward by Stewart (1997) that intellectual capital can be seen as knowledge in the formation of intellectual property and its influence can be used to create wealth. While Suhardi and Saefullah (2017) that intellectual capital as measured by competence does not significantly influence organizational citizenship behaviour, so that in this study in line with the theory put forward by Stewart (1997) and not in line with research conducted by Suhardi and Saefullah (2017) and in accordance with the research hypothesis.

2. The influence of the work environment on organizational citizenship behavior

   Based on the results of analysis of research data that has been done, the findings of this study that the work environment has an impact in improving organizational citizenship behavior at PT. Japfa Comfeed Indonesia, Tbk. Makassar branch, which means a better work environment in the company, organizational citizenship behavior increases. While the results of testing the hypothesis of this study found that the work environment provides a significant influence in improving employee performance at PT. Japfa Comfeed Indonesia, Tbk. Makassar branch.

   Warsito (2016) and (Makkira, Gunawan, & Munir, 2016) states that the work environment significantly influences organizational-citizenship behavior. In contrast to research conducted by Alif (2015) that the work environment does not have a positive effect on organizational citizenship behavior. From research conducted by previous researchers that Warsito (2016) is in line that the work environment has a positive and significant effect on organizational citizenship behavior, while Alif (2015) is not in line with research conducted by previous researchers.

3. The effect of intellectual capital on employee performance

   Based on the results of data analysis in this study which shows that intellectual capital has positive effect on employee performance. This can indicate that the intellectual capital carried out by the company has an impact in improving employee performance at PT. Japfa Comfeed Indonesia, Tbk. Makassar branch.

   Research conducted by Gozali and Hatane (2013) that intellectual capital has a positive and significant effect on company performance. In contrast to Andrian (2014) that intellectual capital has a negative and not significant effect on company performance.

4. The influence of the work environment on employee performance

   Based on the results of data analysis in this study which shows that the work environment has a positive effect on employee performance. This can be said that a good and conducive work environment in PT. Japfa Comfeed Indonesia, Tbk. Makassar Branch will have an impact in improving employee performance. While research conducted by Suhardi and Saefullah (2017) shows that the work environment has a significant effect on employee performance.

5. The effect of organizational citizenship behavior on employee performance at PT. Japfa Comfeed Indonesia, Tbk. Makassar branch

   Based on the results of the analysis of research data that has been carried out, a path coefficient of 0.362 is obtained. It can be said that the implementation of organizational citizenship behavior has a positive effect on employee performance, which means that the better the response of employees in implementing organizational citizenship behavior, the performance of employees at PT. Japfa Comfeed Indonesia, Tbk. Makassar branch will
increase. Research conducted by Suhardi and Saefullah (2017) that organizational citizenship behavior influences significantly on employee performance.

CONCLUSION
Based on the results of the analysis and discussion of this study, several conclusions in this research will be presented, as follows:

1. The results of data analysis in this study indicate that intellectual capital has a significant effect on organizational citizenship behavior. This means that intellectual capital provides a significant influence in increasing organizational citizenship behavior PT. Japfa Comfeed Indonesia, Tbk. Makassar branch.

2. The influence of the work environment on organizational citizenship behavior at PT. Japfa Comfeed Indonesia, Tbk. Makassar Branch, where the findings in this study indicate that the work environment has a positive and significant effect on organizational citizenship behavior, which means the work environment in the company provides a significant influence in improving organizational citizenship behavior.

3. The effect of work motivation on organizational citizenship behavior on PT. Japfa Comfeed Indonesia, Tbk. Makassar branch, this shows that work motivation has a positive and significant effect on organizational citizenship behavior, which means that work motivation implemented by companies has a significant influence in increasing organizational citizenship behavior.

4. The effect of intellectual capital on employee performance, which in this study empirically intellectual capital has a positive and significant effect on employee performance, which means that intellectual capital provides a beneficial influence in improving employee performance at PT. Japfa Comfeed Indonesia, Tbk. Makassar branch.

5. The influence of organizational citizenship behavior on employee performance in this study shows that organizational citizenship behavior has a significant influence in improving employee performance at PT. Japfa Comfeed Indonesia, Tbk. Makassar branch.

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