Organizational Behavior Impact on Work Productivity (Observed From Employee's Individual Characteristics, Discipline, and Competence)

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A R T I C L E I N F O

A B S T R A C T

This study is about to discover the correlation between individual traits, discipline, and skill variables to organizational behavior which outcome is to determine job satisfaction variables of employee performance. This research method uses multiple linear regression and simple linear regression analysis, this study uses the basic population which is employees. The result shows individual parameters have a positive significance on organizational behavior. The result of individual characteristics on organizational behavior is 40.1 with an equation of regression $Y = 1.408 + 0.881 X_1$. The discipline variable has a positive significance on organizational behavior. The contribution of discipline to organizational behavior is 32.5% with the equation of regression $Y = 3.730 + 0.965 X_2$. Individual characteristics, discipline, and competency variables simultaneously influence organizational behavior. The magnitude of individual characteristics, discipline, and competence related to organizational behavior is 55.5 while the equation of multiple linear regression is $Y = 0.723 + 0.349 X_1 + 0.260 X_2 + 0.528 X_3$. Organizational behavior variables have a positive significance on the productivity of employees. The impact of organizational behavior on employee work productivity is 45.9% with the regression equation $Z = 12.690 + 0.494 Y$

INTRODUCTION
Due to the increase in competition between hospitals in this era of globalization, active development of human resources is extremely necessary. The human resources sector needs to be the teacher for human — human needs to learn and work hard to maximize their human potential. For a hospital to be able to compete and survive in technological advancement, it is impossible to achieve if there are no competent human resources, which requires encouragement for every corporation to invest in one of the important economic factors namely human resources. The real biggest threat to our economic stability is labor who is still unable to face global obstacles happening around them that make them see their work as a burden.

METHODOLOGY
A. Location and Time of Research
1. Location
This research was conducted in Rumah Sakit Ibu dan Anak Bunda Suryatni (Mother and Child Hospital, Bunda Suryatni) located in Jl. Raya KH. Soleh Iskandar no.21 Cibadak, Tanah Sareal, Bogor city.
2. Time of Research
This research was carried out from June 2021 to August 2021. The location of research is chosen deliberately considering its accordance with the object under study.
B. Data Collection Technique
The data for this research were obtained by giving a questionnaire to employees with certain criteria. The data obtained are presented in a table and processed according to the research's interest. Then, the researcher designed the data analysis using MS.Excel and statistical analysis using SPSS software, version 25. For data processing, the determined population and sample are as follows:
1. Population
A population is a collection of predetermined objects according to certain criteria which are classified into an object, including people, documents, or files that are considered as the objects of study. In this research, the research population includes all employees in Rumah Sakit Bersalin dan Anak Bunda Suryatni Bogor City.
2. Sample
A sample is a combination of population and characteristics. When a researcher cannot study the entire population due to a lack of resources, energy, and time and too large of a population, a sample can be used as a replacement. Thus, the representative value of the sample population must be considered.
3. Classic Assumption Test
a. Normality Test
Ghozali (2016:161) argued that normality is a way to see whether the residuals are normally distributed since the good categories of the regression model are those that have residual values that are distributed normally. Thus, normality is not tested for all variables and only for the residual value. To determine if the residual values are normally distributed, look at the normal probability plot or

look at the Kolmogorov-Smirnov values, which compare the normal distribution to the cumulative.

b. Heteroscedasticity Test

The multiple regression equation requires verification of whether the variance of the residuals is the same from each observation to one another, according to Ghazali Imam (2016: 158), it is said to be heteroscedasticity if the residuals have the same variance.

c. Multicollinearity Test

The multicollinearity test is almost perfect or perfect linear connectivity between each Independent Variable in the regression model. The good category of the regression model is one that is free from multicollinearity problems.

The consequence of multicollinearity is that the correlation coefficient has uncertainty, which is that it can have large errors up to infinity. The variable that causes multicollinearity can be said to be good with a small variance, namely 0.1 or VIF > 10. The regression output gives a variance value greater than 0.1 or VIP <10, to avoid multicollinearity (Ghozali, 2016: 107).

d. Autocorrelation

According to Ghozali (2016: 111), the Durbin-Watson test is only intended for the first order in autocorrelation so it does not require transformation between the constants and the independent variables of the regression model. The following is the hypothesis that will be tested:

1) H0: there is no autocorrelation (r = 0)
2) Ha: there is autocorrelation (r # 0)

e. T-Test (Partial Test)

To test the relationship between exogenous variables, it is conducted separately from endogenous variables, a partial test (statistical t-test) can be performed.

f. F-test (Simultaneous Test)

The effect of exogenous variables on endogenous variables can be tested simultaneously in the regression equation by using the F statistic (simultaneous testing). To distinguish whether the residual values are normally distributed, it is done by looking at the normal probability plot or by looking at the Kolmogorov-Smirnov value which is the cumulative distribution of the normal distribution.

RESULTS AND DISCUSSION
A. General Description of Research Object
1. Brief History

Rumah Sakit Ibu dan Anak Bunda Suryatni is a private hospital in Jl. Raya KH Soleh Iskandar No. 21, District Chibadak, Subdistrict Tanah Sareal, Bogo, West Java. It is a house that is specialized in high-quality care for mothers and children and has been awarded a grade C status by the Indonesian Ministry of Health in 2014. In 2019, it has passed the KARS Accreditation Survey (an accreditation for a hospital to improve patient quality and safety) from SNARS (Hospital Accreditation National Standard) 1st Ed.

2. Vision, Mission, and Philosophy of Rumah Sakit Ibu dan Anak Bunda Suryatni

a. The hospital's vision is to give the best service in handling health for both mothers and children.

b. The hospital's mission is to improve the quality of customer service and employee qualification continuously and to ensure professional, efficient, and effective hospital management.

B. Findings

1. Classical hypothesis testing is a requirement for using multiple regression analysis, and this test must be carried out in such a way that there are no biases in the estimation of the regression coefficients and parameters. This test covers autocorrelation, heteroscedasticity, multicollinearity, and normality tests. The following is an explanation for the results of this research through classical hypothesis testing:

a. Normality Test

The normality test is carried out through the Kolmogorov-Smirnov test to see whether the mixed variable regression model has a normal distribution of the residuals. The regression model is classified into the good category when the residual value distribution is normal. If the significant value does not exceed 0.05 (<0.05) it can be categorized as not distributed normally. Meanwhile, if it exceeds 0.05 (> 0.05), then the residual values are distributed normally.

Table 1. Data Normality Test Result

| One Sample Kolmogorov Smirnov Test		
		Unstandardize d Residual
N		98
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	2.00772509
Most Extreme Differences	Absolute	.081
	Positive	.054
	Negative	-.081
Test Statistic		.081
Asymp. Sig. (2-tailed)		**.121[c]**
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		
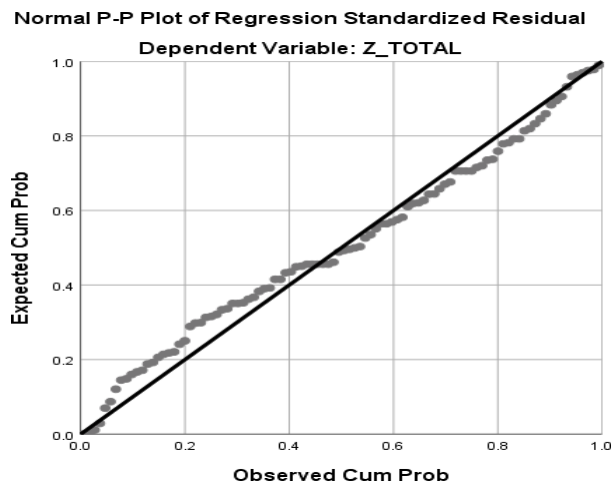
Figure 1. Plot of Regression Standardized Residual

a. Heteroscedasticity Test

The heteroscedasticity test was carried out to test the variance differences of each individual observation in the regression model. If the other observations have residual deviations, it is called homoscedasticity, and if there are differences, it is called heteroscedasticity. (Ghozali, 2013) argues that the good category for a regression model is the one that avoids heteroscedasticity. The Glaser test can be used to determine heteroscedasticity. The reason for using this test is to determine that, if the significance is < 0.05, it is categorized as heteroscedasticity, and vice versa, if the significance is ≥ 0.05, it is categorized as no heteroscedasticity.

Table 2. Heteroscedasticity Test Result

		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
Model		B	Std. Error	Beta		
1	(Constant)	.153	.074		2.073	.041
	Individual Characteristics	-.014	.007	-.322	- 2.100	.068
	Discipline	.013	.007	.259	1.831	.070
	Competence	.007	.005	.199	1.369	.174
	Organizational Behavior	-.007	.005	-.223	- 1.502	.136
a. Dependent Variable: Work Productivity						

Meanwhile, the results of the heteroscedasticity test using the scatter plot graph in this study are shown in the figure below:
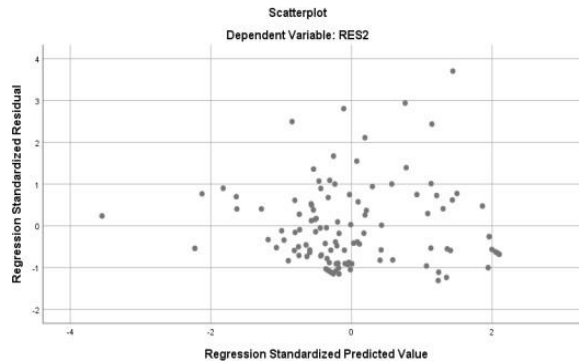

Figure 2. The Results of the Heteroscedasticity

By looking at the scatter plot graph above, it can be seen that the dots spread randomly and are spread both above and below the number 0 (zero). Therefore it can be concluded that there are no symptoms of heteroscedasticity in the regression model used.

a. Multicollinierity Test

This test is conducted to see whether there are two or more independent variables that are linearly correlated. If this situation occurs, distinguishing the effect of each independent variable on the dependent variable will be difficult. Detecting the presence of multicollinearity symptoms in the research model can be seen from the tolerance value or the Variance Inflation Factor (VIF) value. The tolerance limit is > 0.10 and the VIF limit is < 10.00, so it can be concluded that there is no multicollinearity between the independent variables. Meanwhile, if the tolerance limit is <0.10 and the VIF limit is > 10.00, it can be concluded that there is multicollinearity between the independent variables. The results of the multicollinearity test in this research are shown in the following table:

Table 3. Multicollinearity Test Result

Coefficients[a]								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	5.573	1.946		2.864	.005		
	Individual Characteristics	.559	.171	.399	3.265	.002	.419	2.388
	Discipline	.211	.192	.124	1.100	.274	.492	2.031
	Competence	.180	.137	.152	1.314	.192	.467	2.141
	Organizational Behavior	.063	.119	.063	.530	.598	.445	2.246
a. Dependent Variable: Work Productivity								

Based on the table above, it can be seen that there are no symptoms of multicollinearity among the independent variables by looking at the standard Tolerance and VIF values because each of these variables is at the limit that exceeds the feasibility test of the multicollinearity test.

b. Autocorrelation Test

The autocorrelation test was carried out in order to test the correlation between the t period and the t-1 period, the period that existed before t. Regression analysis must assess the existence of significance on the dependent variable from the independent variable so that it is not allowed to correlate with an observation of the t period to an observation of the t-1 period. The good category of a regression model is that if it does not have autocorrelation.

Table 4. Autocorrelation Test Result

Model Summary[b]					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.647[a]	.418	.393	2.05045	**2.323**
a. Predictors: (Constant), Individual Characteristics, Discipline , Competence, Organizational Behavior					
b. Dependent Variable: Work Productivity					

c. F-Test (Simultaneous Test)

The F test examines the positive impact of all independent variables (X) which are individual characteristics, discipline, and competence on the dependent variable (Y) organizational behavior, and whether the variable (Y) organizational behavior has a positive significance on variability. Work productivity (Z) comparison of calculated F values and tabular F values at the 95% confidence level ($\alpha = 0.05$).

Table 5. F-Test (Simultaneous) Result

ANOVA[a]						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	367.843	3	122.614	39.052	.000[b]
	Residu al	295.137	94	3.140		
	Total	662.980	97			
a. Dependent Variable: Organizational Behavior						
b. Predictors: (Constant), Individual Characteristics, Discipline, Competence						

DISCUSSION

The effect of individual characteristics (X1) on organizational behavior (Y) shows a positive significance on organizational behavior. The result is obtained through hypothesis testing (t-test), individual characteristic variables have a value of (sig) 0.000 <0.05 means that they have an influence, and tcount > ttable, (8.010 > 1.984), then Ha is accepted and Ho is rejected. Therefore, the individual characteristic coefficients partially have a significant impact on organizational behavior. Based on the results of the regression coefficients obtained, the regression equation Y = 1.408 + 0.881 X1 can be made independent, namely the effect of individual characteristics on organizational behavior variables of 40.1%. Meanwhile, the rest (100% - 40.1% = 59.9%) is explained by other factors or foreign variables and is not included in the analysis. This result is in line with

other research by Ekayani, W., Widjajani, S., and Budiyanto, B. (2019), showing that individual characteristics are an important factor for the nurses for the hospital's performance. The conclusion is that individual characteristics are an important variable that influences the organizational behavior of nurses in a hospital in Gombong area.

The effect of Discipline (X2) on Organizational Behavior (Y) shows a positive significance on organizational behavior, this is shown by the results of hypothesis testing (t-test), the discipline variable has a value of (sig) 0.000 <0.05 which means that it is significant, and tcount > ttable (6.794 > 1.984), then Ha is accepted and Ho is rejected. Therefore, discipline is part of the major implications for the organization. Based on the results obtained by using the regression coefficient, the independent regression is Y = 3.730 + 0.965 X2, namely Discipline influences organizational behavior variables. M., & Harlie, M (2019), with What is the conclusion from this research? Work discipline partially has an impact on employee organizational behavior at the Rumah Sakit Islam Banjarmasin (Islamic Hospital of Banjarmasin).

The Effect of Competence (X3) on Organizational Behavior (Y) shows a positive significance on organizational behavior which is proven through hypothesis testing (t-test), namely the skills variable has a (sig) value of 0.000 <0.05 which means significant, and tcount > ttable (9269 > 1984), which means that Ha is accepted and Ho is rejected, so the competency coefficient has a partially significant impact on organizational behavior. Based on the acquisition of values from the regression coefficients, the regression equation Y = 6.477 + 0.818 X3 can stand alone, which means that competence influences organizational behavior variables by 47.2%. Meanwhile, the rest (100% - 47.2% = 52.8%) is explained by other factors or foreign variables and is not included in the analysis. The results of this study are in line with the research by Manurung N. and Riani, which is 32.5%. Meanwhile, the rest (100% A.L. (2017) which is at the same time - 2.5% = 67.5%) is explained by other factors or unknown variables and is not included in this regression analysis. The results of this research are in line with the research by Burkhannudin B., Zainul who observed the influence of discipline, work motivation, and ability in organizational behavior.

CONCLUSIONS AND RECOMMENDATIONS

The conclusions based on the results of the analysis of the research on the Effect of Individual Characteristics, Discipline, and Competence on Organizational Behavior and its impact on Productivity in Rumah Sakit Ibu dan Anak RS Bunda Suryatni, the following are the conclusions of this research:

1. The individual characteristics variable has a positive significance on organizational behavior, with a tcount > ttable (8,010 > 1,984) and a (sig) value of 0.000 > 0.05. The Simple Linear Regression Equation is Y = 1.408 + 0.881 X1.

2. The discipline variable has a positive significance on organizational behavior, with a tcount > ttable (6,794 > 1,984) with a (sig) value of 0.000 > 0.05. The Simple Linear Regression Equation is Y = 3.730 + 0.965 X2.

3. The competency variable has a positive significance on organizational behavior, with a tcount > ttable (9,269 > 1,984) with a (sig) value of 0.000 > 0.05. The Simple Linear Regression Equation is Y = 6.477 + 0.818 X3.

4. The variables of individual characteristics, discipline, and competency are simultaneously able to have positive significance to organizational behavior, with Fcount > Ftable (39,052 > 2.31) with a (sig) value of 0.000 > 0.05. The Simple Linear Regression Equation is Y = 0.723 + 0.349 X1 + 0.260 X2 + 0.528 X3.

5. The organizational behavior variable has a positive significance for employee performance productivity, with a tcount > ttable (5,513 > 1,984) with a (sig) value of 0.000 > 0.05. Simple Linear Regression Equation is Z = 12.690 + 0.494 Y.

As for the suggestion, based on the findings and discussions in the previous chapter, the management of Rumah Sakit Ibu dan Anak Bunda Suryatni is recommended to do as follows:

1. Ibu dan Anak Bunda Suryatni Hospital needs to further improve an individual's characteristics, such as the attitude possessed by every employee, by carrying out training or self-development about effective communication for the employees.

2. Ibu dan Anak Bunda Suryatni Hospital needs to increase its employee's discipline by carrying out punishment that aims to fix employees' habits in using working hours. Rumah Sakit Ibu dan Anak Bunda Suryatni needs to improve employee's obedience and adherence in using working hours by holding warnings and punishments which purpose is to fix employees' habits in using working hours.

3. Ibu dan Anak Bunda Suryatni Hospital needs to procure human resources with competency criteria and their fields, and also to carry out regular training for employees in order to develop their competencies.

4. Ibu dan Anak Bunda Suryatni Hospital needs to give some appreciation to its employees for the performance and hard work they have conducted. Doing so will give motivation for the employee to increase their productivity.

5. Ibu dan Anak Bunda Suryatni Hospital needs to strengthen its monitoring and regular evaluation of employees to increase the productivity of the hospital's staff as a whole. It needs to be implemented so that the hospital can always monitor the performance of its employees. In doing that, the management can react immediately if there is an employee who is not in line with the hospital's goals.

6. Ibu dan Anak Bunda Suryatni Hospital needs to increase direct compensation by providing a salary that is equivalent to the employee's productivity. With increased compensation, employees can also have their work productivity increased, resulting in high loyalty to the hospital.

FURTHER STUDY

Based on the findings and discussion in the previous chapter, the management of the Bunda Suryatni Mother and Child Hospital needs to increase direct compensation by providing a salary that is equivalent to the employee's productivity, strengthen its monitoring and regular evaluation of employees to increase the productivity of the hospital's staff as a whole.

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