

CHAPTER V

CONCLUSION

5.1 Conclusion

This study aims to analyze the effect of job satisfaction, work loyalty and organizational commitment on organizational citizenship behavior among non-civil servant employees in the medical faculty of UNAND. In this study, questionnaires were distributed to 72 non-civil servant employees in the medical faculty of UNAND with the results of the research that has been done, it can be concluded as follows:

1. Job satisfaction variable has a significant positive effect on organizational citizenship behavior. So it can be interpreted that the higher the job satisfaction, the higher the OCB in the UNAND medical faculty work environment.
2. The variable work loyalty has a significant positive effect on organizational citizenship behavior. So it can be interpreted that the higher the level of employee loyalty, the better the OCB in the UNAND medical faculty work environment.
3. The variable organizational commitment has a significant positive effect on organizational citizenship behavior. So it can be interpreted that the higher the organizational commitment, the higher the level of OCB in the UNAND medical faculty work environment

5.2 Research Limitations

This research is still not perfect and has limitations that are beyond the ability of researchers. Therefore, the shortcomings of this study can be noted by future researchers. The following are some of the limitations of this study as follows:

1. In this study, researchers only considered three independent variables, namely job satisfaction, work loyalty, and organizational commitment to the dependent variable, namely organizational citizenship behavior. While there are still many independent variables that can influence the organizational citizenship variable itself, because the independent variables that the researchers use are still less than 50% affecting OCB.

2. In this research, there are still many data that cannot be found or are still verified by the medical faculty of UNAND

3. In this study, researchers can only conduct research at the UNAND medical faculty, while there are still many objects that can be used for research for future researchers.

5.3 Suggestions for Future Research

From the conclusions and limitations of this study, several suggestions can be considered as follows:

1. For further research, it is expected that the variables can be added related to organizational citizenship behavior.

2. In further research, it is expected to use data that is not the privacy of the object of research.

3. In this study, the area coverage can still be expanded considering that there are still many research objects to be found related to non-DNS employees.

5.4 Implications

1. For Related Agencies (Faculty of Medicine UNAND)

From this study it was found that job satisfaction has a significant positive effect on organizational citizenship behavior. Therefore, it is important for the Dean of the UNAND



medical faculty to pay attention to job satisfaction from non-PNS employees, in order to create a more productive, creative, work environment, and a leader who can provide fair support to all employees so that employees have a responsibility. answers that they can complete so as to create good employee job loyalty and increase organizational commitment in measuring the sense of responsibility of employees, who care for better performance. In this study, work loyalty has a significant positive effect on organizational citizenship behavior to gain loyalty from the staff of the UNAND medical faculty dean must show or provide satisfaction to all employees both in the form of finance or in the form of rewards so that employees feel comfortable and motivated to be more loyal to medical faculty.

Meanwhile organizational commitment also has a significant positive effect on organizational citizenship behavior. If the dean of the UNAND medical faculty wants to increase the role of OCB in the work environment, increasing organizational commitment really needs to be paid attention to also because this variable has great value to be considered so that in the future UNAND medical faculty is able to create comfortable conditions at work, employee concern is very high, and a sense of belonging to the medical faculty so that employees are willing to work with their best efforts.

2. For Academics

In this research, it is hoped that it can contribute to the development of knowledge in the field of human resources, especially in the problem of organizational citizenship behavior which is always a more force for organizations or companies to be more creative. And in this study it is hoped that it can be used as a reference for further research in the relationship between the problems of relevant organizational citizenship behavior.

