

The Influence of Happiness at Work and Work Spirituality on Organizational Citizenship Behavior in JABODETABEK

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ABSTRACT

This research aims to test the empirical model of organizational citizenship behavior, work happiness and work spirituality in JABODETABEK employees. In this study the sample size was 300 employees who worked in Jakarta, Bogor, Depok, Tangerang & Bekasi (JABODETABEK) area. Sampling used Google form (Questionnaire). The research test used is the Multiple Regression Test. Based on the research results that have been obtained, it can be concluded that the work happiness and work spirituality positively influences work happiness and work spirituality in JABODETABEK employees. The magnitude of the influence is 62,7%. organizational citizenship behavior influences organizational citizenship behavior. Organizational citizenship behavior also positively influences Happiness Of Work and Work Of Spirituality. This can be interpreted as the higher the job happiness and work spirituality, the higher the organizational citizenship behavior, then the lower the job happiness and work spirituality, the lower the organizational citizenship behavior.

ABSTRAK

Penelitian ini bertujuan untuk menguji model empiris perilaku kewarganegaraan organisasi, kebahagiaan kerja dan spiritualitas kerja pada karyawan JABODETABEK. Dalam penelitian ini ukuran sampel adalah sebanyak 300 karyawan yang bekerja pada daerah JABODETABEK. Pengambilan sampel menggunakan google form (Questionnaire). Uji penelitian yang digunakan adalah Uji Regresi berganda. Berdasarkan hasil penelitian yang sudah diperoleh dapat disimpulkan bahwa Kebahagiaan Kerja dan Spiritualitas Kerja memengaruhi secara positif Kebahagiaan Kerja dan Spiritualitas Kerja pada karyawan JABODETABEK, Besarnya pengaruh didapat sebesar 62,7% kebahagiaan kerja dan spiritualitas kerja memengaruhi perilaku kewarganegaraan organisasi . perilaku kewarganegaraan organisasi juga memengaruhi secara positif terhadap kebahagiaan kerja dan spiritualitas kerja. Hal ini dapat diartikan semakin tinggi kebahagiaan kerja dan spiritualitas kerja maka semakin tinggi perilaku kewarganegaraan organisasi, kemudian semakin rendah kebahagiaan kerja dan spiritualitas kerja maka semakin rendah pula perilaku kewarganegaraan organisasi.



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INTRODUCTION

The success of an organization can be supported by the resources within it. Employee behavior that is able to support organizational progress is Organizational Citizenship Behavior . Studies regarding organizational citizenship behavior began in 1977 when Dennis Organ intended to create a study to answer his curiosity (Ida Ayu Brahmasari, 2009). Organ tries to explain and defend this popular view by distinguishing between quantitative and qualitative measurements of productivity which are often not reflected in the

productivity of individual workers. Qualitative measurements can take the form of behavior such as: helping co-workers, following the spirit and regulations in the work environment, and accommodating changes that are often made by managers to improve company performance (Organ, Podsakoff, & MacKenzie, 2006). With regard to organizational performance, organizational citizenship behavior can increase productivity, efficiency, customer satisfaction, and reduce costs and employee turnover at the organizational unit level. (Smith, Organ, & Near, 1983) defines that organizational citizenship behavior is defined as individual contributions that exceed role obligations at work, not in the hope of getting *rewards* and favors more optimal organizational functions (Organ, et al. 2006). Research conducted by (LePine & Van Dyne, 2001) states that the results of Organizational Citizenship Behavior have an influence on organizational welfare . This can contribute to organizational performance, innovation, customer satisfaction and public trust in the organization.

Apart from having a positive impact on organizational progress, Organizational Citizenship Behavior also has a positive impact on employees. This is supported by research on Organizational Citizenship Behavior increasing employee welfare which has an effect on increasing employee performance and job satisfaction, which was found by research conducted by (Hamzah, 2021; Inkiriwang & Wijayadne, 2023; Baihaqi, Setiawan, & Romli, 2023) from the analysis results it was found that OCB contributes to employee performance , which can increase employee productivity and success in achieving targets. Furthermore, Organizational Citizenship Behavior can increase high employee welfare. This was found by research conducted by (Amelia & Puspitadewi, 2023) stating that employees who have high organizational citizenship behavior also have high welfare.

The welfare felt by employees is able to give rise to positive employee behavior for company performance. The next positive impact on employee behavior caused by Employee Citizenship Behavior is the behavior of mutual assistance or mutual cooperation between employees, this is supported by research conducted by (Simangunsong & Subroto, 2023) which produces research results regarding Organizational Citizenship Behavior which is able to influence employee mutual cooperation behavior. Happiness at work can also influence organizational citizenship behavior , which is important in optimizing employees at work , this is supported by research.(Yuliano & Azriel, 2023), this research states that there is a positive and significant influence of happiness at work on organizational citizenship behavior .

The happiness of the Indonesian people, according to the Central Statistics Agency which measures the Indonesian Happiness Index in 2017 and 2021, the happiness of the Indonesian people, especially in the JABODETABEK area is relatively small, showing a figure <71%. This is a problem in itself and is even classified as entering the final ranking, entering 2nd 6th place and above of all provinces in Indonesia. This is measured from 2014 - 2021, with constant figures and even a slight increase. In particular, the island of Java has a relatively low happiness index compared to other provinces. At work, happiness can be an important factor in work success. This is supported by research conducted by (Palihakkara N & Weerakkody W.A.S, 2019) regarding work happiness as a factor in job

success. This phenomenon is the impetus for researchers to study further about happiness, especially happiness at work.

Positive feelings or emotions felt by employees that support the creation of organizational citizenship behavior are happiness at work. (Pryce-Jones, 2010) explains that happiness at work is an individual's mental condition to maximize performance and realize employee potential at work. This is an internal employee factor that can be supported by an organization that supports employee work happiness. Organizations that have employees who feel happy at work can support employee work success and even organizational success. According to (Slaski, 2002), one of the things that can create a feeling of happiness at work is the facilities that employees experience. Fulfilling employee welfare needs, such as salary, career, praise and social support, which is formed from an empathetic organization.

This phenomenon of work happiness is important for generating organizational citizenship behavior, which can be a factor in organizational progress and success. Job happiness supports employees who feel positive emotions so that there is volunteerism at work. If these positive emotions at work appear, negative employee behavior that is likely to occur will be reduced or may not even occur. This is supported by research conducted by (Arie et al., 2023) which states that there is an influence between work happiness and organizational citizenship behavior. Organizations need to be aware of the importance of employee happiness at work, by facilitating employees emotionally regarding their performance, such as rewards, facilities at work, humanizing employees, and much more. Apart from job happiness, spirituality at work can encourage employees to have meaningful work which gives rise to organizational citizenship behavior. This is supported by research conducted by (Hasibuan & Wahyuni, 2022; ul Rehman et al., 2021) regarding the influence of work spirituality on organizational citizenship behavior.

In the 19th, 20th and early 21st centuries , the spirituality of Indonesian society experienced a significant increase. A comprehensive survey by CEOWORLD and the Global Business Policy Institute was conducted in 2020 to measure religious figures from 148 countries, Indonesia is ranked 7th in the country with the highest spirituality with a score of 98.7. This makes the value of spirituality closely attached to the values held by Indonesian society. Spirituality is a factor in an individual's success in achieving their goals. At work, work spirituality can take the form of meaning of work, thereby supporting organizational progress.

Work of Spirituality is a important in organizational psychology. Spirituality in place work related to constructs that indicate increased quality of performance. According to research conducted by (Yogatama & Widyarini, 2015), there are things that show that there are two factors that shape the spiritual climate in the workplace, namely Vision and Mission which make a person motivated and feel a sense of purpose at work, and the second factor is deep concern for employee life. Work Spirituality is also an important factor that influences Organizational Citizenship Behavior, supported by research conducted by (Ni'mah & Ulya, 2023) which produces results that spirituality positively influences organizational citizenship behavior.

For some people, the phenomenon of spirituality in the workplace is considered to have religious connotations, while for others, the value of spirituality covers many broad things (Neck & Milliman, 1994). At the most basic and individual level, workplace spirituality can be viewed as the incorporation of one's spiritual ideals and values in the work environment. The conceptualization of workplace spirituality reflects a simple application of "personal spirituality" - the totality of personal spiritual values that a person brings to the workplace and how those values influence ethically related and ethically unrelated worker interactions and outcomes. Consequently, this view of workplace spirituality assumes that a person's personal spiritual values impact workers' behavior as well as their interpretation and response to work-related events. (Kolodinsky, Giacalone, & Jurkiewicz, 2008). Furthermore, in accordance with social exchange theory, spirituality in the workplace involves efforts to discover one's ultimate purpose in life, in developing a career of interest, and achieving consistency (or harmony) between personal beliefs and values in the organization (Mitroff & Denton, 1999). Therefore, spirituality in the workplace can be defined as the recognition that employees have a nourished inner life and find meaningfulness in work within the organization (Ashmos & Duchon, 2000).

This meaning of work can give rise to greater contributions to work or organizational citizenship behavior. Employees who have a feeling state where their individual vision and mission is in harmony with the organization are able to increase their sense of volunteerism in working outside working hours. This is supported by research (Naami, Qanavati, Student, & Hashemi, 2020; Pudjihastuti & Astuti, 2019) regarding the meaningfulness of work which is influenced by organizational citizenship behavior. This variable was chosen because spirituality at work is an important factor in organizational progress and not many researchers have studied further regarding this variable which is associated with organizational citizenship behavior.

This research examines about the relationship between organizational citizenship behavior, workplace happiness and workplace spirituality with the aim of understanding how employee behavior and their spiritual factors influence the organization in order to make the organization reflect research results for the organization's future progress. Apart from that, there is not much research that discusses organizational citizenship behavior.

Theoretical Foundation

Organizational citizenship behavior

(Organ et al., 2006) said that voluntary behavior in carrying out work outside of primary responsibilities and without the expectation of receiving appreciation from the formal system and supporting the effectiveness of organizational functioning is called organizational citizenship behavior. Based on the developed theory of organizational citizenship behavior, organizational citizenship behavior can be generated by a person contributing more to work voluntarily, this can be done by someone for fellow colleagues and also for the company. Research conducted by (Williams & Anderson, 1991) states that there are dimensions of organizational citizenship behavior, namely: (a) Individual Aspect Organizational Citizenship Behavior: organizational citizenship behavior shown by an employee to individuals within the company, co-workers, supervisors/subordinates by helping co-workers who are working with excessive loads, helping superiors, and so on; (b)

Company-Aspect Organizational Citizenship Behavior: organizational citizenship behavior carried out by an employee aimed at the company as a whole, for example by safeguarding company assets, following company rules, and so on. For example, helping colleagues who are overloaded with work, helping superiors, and so on.

Happiness Of Work

Then the next theoretical discussion is Happiness at work is a positive emotion that individuals feel when they are at work. Individuals who are able to know, manage and influence the world of work to maximize performance and provide inner satisfaction with their work can be classified as individuals who are happy at work (Pryce-Jones, 2010). Happiness in the form of pleasant moods and emotions, well-being, and positive attitudes has been attracting increasing attention throughout psychology research. The interest in happiness has also extended to workplace experiences (Fisher, 2010). The following are the dimensions of work happiness: (a) *Engagement* (work involvement), represents affective and cognitive involvement as well as enjoyment of the work itself. Attachment, a pleasant or positive emotional state resulting from an appraisal of one's work or work experience (Salas-Vallina & Alegre, 2021); (b) *Job satisfaction* represents a large part of the cognitive assessment about the job, including aspects such as salary, coworkers, supervisors, and work environment. Locke (Fisher, 2010) says job satisfaction is a pleasant or positive emotional state resulting from an individual's assessment or work experience; (c) *Affective organizational commitment*, a feeling of attachment, belonging, and value to a larger organization. Behavior where people give themselves or dedicate themselves to their work (Salas-Vallina & Alegre, 2021).

Work Of Spirituality

(Petchsawang & Duchon, 2009) divides spirituality into five parts. Each represents the three Connections, Compassion, Mindfulness. (a) Connection, is defined as a person's experience of a deep sense of connectedness with other people and other people's work. This means that a person feels part of a community and can identify himself with the group's common goals (Duchon & Plowman, 2005) Connection was measured with three items from (Kinjerski & Skrypnek, 2006), and one item from (Ashmos & Duchon, 2000); (b) Compassion, defined as a deep awareness of and sympathy for others (Twigg, 2006) and the desire to alleviate their suffering. Compassion leads to responsibility towards others who are less fortunate or suffering (Delgado, 2005) Apart from that, (Delgado, 2005) argues that this is a desire to care for each other and support other people. In this sense, a spiritual person creates an awareness of the needs of others and a desire to help others (Ingersoll & Smith, 2003); (c) Mindfulness, defined as a state of inner awareness in which a person is aware of his or her own thoughts and actions moment by moment. Mindfulness is a person's mind being in the moment, not wandering with thoughts of the past, future, or other distractions. It is important to note that mindfulness is about acting with awareness; therefore, it differs from the idea of "automatic pilot," which acts without awareness (Baer, Smith, & Allen, 2004). By being aware of their thoughts and actions in the present, people are better able to control their emotions and behavior; (d) Meaningful at work, defined as a person's experience that their work is an important and meaningful part of their life. It is true, a person feels that work has meaning for him beyond material rewards (Duchon &

Plowman, 2005) Meaningful work also creates a sense of joy and energy in the workplace (Duchon & Plowman, 2005) In another sense, meaningful work answers the question of why a person is at work by recognizing that his work helps him to express his inner self (Krishnakumar & Neck, 2002) Meaningful work was measured using seven items from (Ashmos & Duchon, 2000). and (e) Transcendence In this paper, transcendence indicates a relationship with higher power (Delaney, 2005) It's true that it doesn't involve feeling connected to God because this research is about spirituality, not religion. Transcendence was measured with five items from (Kinjerski & Skrypnek, 2006) and two items from (Delaney, 2005). (Kinjerski & Skrypnek, 2006) describe the spiritual experience, dimension as “a state of positive energy or vitality, a sense of perfection, transcendence, and the experience of joy and happiness”.

Hypothesis Development

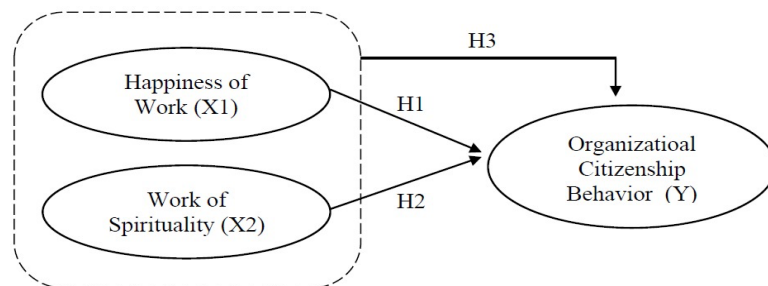


Figure 1. Theoretical Framework

Happiness Of Work With Organizational Citizenship Behavior

The concept of happiness at work, which originates from positive psychology, emphasizes focusing on solutions rather than criticizing problems. Of course, the term itself is associated with positive constructs such as pleasure, satisfaction, well-being and happiness, concentrating more on the positive aspects of human life than the negative aspects. Positive psychology is defined as “the science of positive subjective experiences, positive individual traits, and positive institutions.” which aims to improve the quality of life (Seligman & Csikszentmihalyi, 2000). Based on research conducted by (Pratama, Sari, & Widiانا, 2022; Yuliano & Catur Azriel, 2023) this research produces the same results, namely that there is a positive and significant influence of happiness at work on organizational citizenship behavior. *H1: Job Happiness Has a Positive Influence on Organizational Citizenship Behavior*

Work Of Spirituality With Organizational Citizenship Behavior

Work Spirituality can be interpreted as a workplace as a gathering place for people who have unity of thought and spirit and believe that increasing enthusiasm is the essence of increasing thinking. The better employees are able to be enthusiastic about their work, the better their individual ideas or thoughts will be and can encourage the achievement of organizational goals. It can be defined as recognition that employees have an inner life so they can maintain and maintain meaningful work within the organization (Ashmos & Duchon, 2000). Research conducted by (Hasibuan & Wahyuni, 2022; Ni'mah & Ulya, 2023) produced similar results, namely that work spirituality has a positive and significant

influence on organizational citizenship behavior. *H2: work spirituality has a positive influence on organizational citizenship behavior*

Happiness Of Work and Work Spirituality with Organizational Citizenship Behavior

Research that discusses job happiness variables and work spirituality variables that relate to organizational citizenship behavior variables is considered to be a breakthrough collaboration of new finding variables, however, in previous research, many studies have been found that link work happiness with organizational citizenship behavior and work spirituality with organizational citizenship behavior. *H3: Job Happiness and Work Spirituality Have a Positive Influence on Organizational Citizenship Behavior*

RESEARCH METHODS

This research involved 300 research respondents who had employee criteria in the JABODETABEK area. According to the Krejcie formula in calculating the population, calculating the sample size is based on an error of 5%, and 95% confidence in the population. The population of this research was 300 employees. The sampling technique uses a *non-probability random sampling technique*. With purposive sampling. The variables used in this research are Citizenship Behavior (Y), Work Happiness (X1), and Work Spirituality (Y2). The instrument used in the research is a structured questionnaire, with a measurement scale of 1 - 5 (strongly disagree to strongly agree) for the variables of organizational citizenship behavior and work happiness, work spirituality. Measurement scale 1-6 (never to always) for the work happiness variable. This study uses a quantitative approach. The variables involved are organizational citizenship behavior, work happiness, work spirituality.

The data collection process uses *Google Form*, data distribution is obtained by spreading it through social media, internships, and work places of parents and close colleagues. A measuring tool for organizational citizenship behavior developed by Williams & Anderson, 1991. There are 2 dimensions, namely *Organizational Citizenship Behavior Towards Individuals* and *Organizational Citizenship Behavior Towards Organization*. In total, there are 21 items on the organizational citizenship behavior scale with a Cronbach's alpha reliability coefficient of 0.760. The measurement of *the work happiness* variable consists of 31 items using the Measuring Happiness at Work scale, developed by Simon Lutterbie & Jessica Pryce-Jones which has dimensions. The related dimensions are *Engagement, Job Satisfaction, Affective Organizational Commitment*. The Cronbach's alpha reliability coefficient is known to be 0.750. Measuring *work spirituality* was carried out using *the Measuring workplace spirituality in an Asian context scale* developed by Pawinee Petchsawang, Dennis Duchon which consists of 37 items, having the dimensions *Connection, Compassion, Mindfulness, Meaningful of Work, Transcendence*. The statements contained in this scale are made based on the dimensions proposed by Pawinee Petchsawang and Dennis Duchon. The test results showed that the Cronbach's alpha reliability coefficient was 0.753. Based on the results of trials on 50 respondents, it is known that there are 5 items of organizational citizenship behavior, 3 items of HOW, 15 items of WOS which obtained Cronbach's alpha discrimination power <0.3. Based on this, improvements were made to items that obtained Cronbach's alpha <0.3. The data analysis technique used in this research is a multiple regression analysis technique

using IBM SPSS version 26.0 and Jamovi through a series of assumption tests consisting of validity tests, reliability tests and multiple regression tests.

RESULTS and DISCUSSION

Multicollinearity Test

To detect the occurrence of multicollinearity, it is done by looking at the values. The Variance Inflation Factor (VIF) is not greater than 10, so the model is free from multicollinearity. The following are the test results with the multicollinearity test.

Table 1 Multicollinierity Test

	VIF	Tolarance
Happiness of Work	1.00	0,999
Work of Spirituality	1.00	0,999

Source: Jamovi

Based on the Table 1 above, it can be seen that the VIF value of the Happiness of Work and Work of Spirituality variables on Organizational Citizenship Behavior does not occur multicollinearity because the results are smaller than 10. And it has a tolerance value of $0.999 > 0.01$, which means the data is normal.

Validity Test

Based on the validity test, the results obtained were that 20 items of organizational citizenship behavior had a correlation of ≥ 0.3 , 29 items of work happiness had a correlation of ≥ 0.3 , and 32 items of work spirituality had a correlation of ≥ 0.3 , so it could be said that these items were valid. From a number of items, selection was carried out based on the highest level of discrimination so that 20 items of organizational citizenship behavior were obtained (r calculated at 0.303 to 0.944). 29 work happiness items (r calculated from 0.409 to 0.785) and 32 work spirituality items (r calculated from 0.333 to 0.888).

Realiability Test

Table 2 Reliability Test

Washinabel	Cronbach's alpha	Reliable Standar	Description
Organizational Citizenship Behavior	0,760	0,600 - 0,799 (high criteria)	Reliable
Happiness Of Work	0,750	0,600 - 0,799 (high criteria)	Reliable
Work of Spirituality	0,753	0,600 - 0,799 (high criteria)	Reliable

Source: Spss 26

Reliability tests were carried out on 21 items measuring organizational citizenship behavior, 31 items of work happiness and 37 items of work spirituality. The results of the reliability test on organizational citizenship behavior items show a reliability coefficient of 0.760. The work happiness item shows a reliability coefficient of 0.750. The *work spirituality* item shows a reliability coefficient of 0.753. If we compare the reliability coefficient criteria according to Guildford (1956 in Klein, 1986), the measuring instrument has a high reliability

coefficient, meaning that the measuring instrument has a good content structure so that it can be considered valid.

Hypothesis Test

Table 3 Hypothesis Testing

Models	β	R	R ²	Adjusted R ²	p
Happiness of Work → Organizational Citizenship Behavior	0.0848	-	-	-	0.031
Work of Spirituality → Organizational Citizenship Behavior	0.6609	-	-	-	<0.001
Happiness of Work*Work of Spirituality → Organizational Citizenship Behavior	-	0.792	0.627	0.625	<0.001

Source: Jamovi

Based on the hypothesis test in Table 3, the results of the job happiness test (X1) on organizational citizenship behavior (Y) resulted in ($\beta = 0.0848$, $p = 0.031 < 0.05$). This shows that job happiness has a significant positive influence on organizational citizenship behavior. The test results for the work spirituality variable (X2) on organizational citizenship behavior (Y) showed ($\beta = 0.6609$, $p < 0.001$). This means that work spirituality has a positive influence on organizational citizenship behavior. Meanwhile, the results of the multiple regression test on the variables psychological well-being (X1) and work engagement (X2) on employee performance (Y) obtained an adjusted $R^2 = 0.627$ ($p < 0.001$). This means that work happiness and work spirituality can influence organizational citizenship behavior by 62.7%. Then, as many as 37.3% of organizational citizenship behavior variables are influenced by other variables.

Test Results F

The F test is used to determine whether the variables Happiness of Work and Work of Spirituality simultaneously have a significant effect on the variable Organizational Citizenship Behavior. The degree of confidence used is 0.05. If the calculated F value is greater than the F value according to the table then the alternative hypothesis states that all independent variables simultaneously have a significant effect on the dependent variable.

Table 4 Test Result F

Anova					
Model	Sum of Squares	Df	Mean Square	F	Sig.
Regressi	105780.698	2	52890.349	259.640	0,000
Residual	61111.982	300	203.707		
Total	16689.680	302			

Source: Spss 26

Testing of simultaneous X1, X2 against Y: From the table 4, the calculated F value is 259,640 with a probability value (sig) = The calculated F value (259,640) > F table (1.2) and the sig value is smaller than the probability value of 0.05 or the value 0.000 < 0.05, then H1 is accepted and H0 is rejected, meaning that simultaneously (simultaneously) Happiness of

Work and Work of Spirituality has a significant effect on Organizational Citizenship Behavior.

DISCUSSION

The Influence of Happiness of Work on Organizational Citizenship Behavior

Based on the results of the data processing that has been carried out, it can be interpreted that the higher the employee's job happiness, the higher the organizational citizenship behavior they have. Thus, this means that hypothesis 1 "*work happiness influences organizational citizenship behavior*" is accepted. These results can be interpreted that the job happiness dimensions of *Engagement, Job Satisfaction, Affective Organizational Commitment* influence the dimensions of organizational citizenship behavior, namely *organizational citizenship behavior, Towards Individual and organizational citizenship behavior, Towards Organization*. This matter It can be interpreted that if employees have a sense of attachment, job satisfaction, and affective commitment to their performance, this can give rise to a sense of work volunteerism either from encouragement within themselves or within the organization. This is in line with research conducted by (Dana Bestari, Prasetyo, & A. Resdasari, 2019) regarding the relationship between work happiness and organizational citizenship behavior which produces results namely that the higher the happiness at work, the greater the organizational citizenship behavior. Vice versa, when happiness at work is low, organizational citizenship behavior will be lower.

The Influence of Work of Spirituality on Organizational Citizenship Behavior

Based on the results of the data processing that has been carried out, it can be interpreted that the higher the employee's work spirituality, the higher the organizational citizenship behavior they have. Thus, this means that hypothesis 2 "*work spirituality influences organizational citizenship behavior*" is accepted. This can be interpreted as the dimensions of work spirituality: *Connection, Compassion, Attention, Work Meaningfulness and Transcendence*. has a positive influence on the dimensions of *Towards Individual organizational citizenship behavior and Towards Organization organizational citizenship behavior*. This can be interpreted as meaning that employees who have connection, compassion for themselves and their surroundings, attention to themselves and their surroundings, meaningfulness, and transcendence in their work are able to create a sense of organizational citizenship behavior in their work. This is in line with research conducted by (Hasibuan & Wahyuni, 2022; Ni'mah & Ulya, 2023) which produced similar results, namely that work spirituality has a positive and significant influence on organizational citizenship behavior.

The Influence of Job Happiness and Work Spirituality on Organizational Citizenship Behavior

Based on the interpretation of the research that has been carried out, it can be concluded that 62.7% of the work happiness variable and work spirituality variable are able to influence the organizational citizenship behavior variable, and 37.3% of the organizational citizenship behavior variable is influenced by other variables. Hypothesis 3 "*work happiness and work spirituality have a positive effect on organizational citizenship behavior*" is accepted. Research that discusses the collaboration of work happiness variables and work spirituality

variables which are associated with organizational citizenship behavior is relatively new research. However, previous research has linked job happiness variables with organizational citizenship behavior variables, and work spirituality variables with organizational citizenship behavior variables.

CONCLUSIONS

Based on the research results that have been obtained, it can be concluded that work happiness and work spirituality positively influence organizational citizenship behavior in JABODETABEK employees. The magnitude of the influence is 62.7%. Job happiness and work spirituality influence organizational citizenship behavior. This can be interpreted as the higher the work happiness and work spirituality, the higher the organizational citizenship behavior, then the lower the work happiness and work spirituality, the lower the organizational citizenship behavior.

The limitation of this research is that researchers have not been able to research thoroughly other areas that are not in JABODETABEK, it is feared that this could influence other factors such as cultural factors, etc. Future research is expected to be able to research several other regions, or organizations outside JABODETABEK. Researchers link two research variables related to work happiness and work spirituality. It is hoped that in the future organizational citizenship behavior can be researched with other variables, such as employee performance, employee motivation, organizational commitment, etc. This is intended to expand the variables that contribute to organizational citizenship behavior. In addition, it is hoped that research will be carried out with various institutions to obtain more complete results regarding this matter. In addition, considering the important role of happiness and spirituality at work in terms of creating organizational citizenship behavior, employees foster a sense of happiness in carrying out work, provide meaning in work, and create a comfortable work atmosphere. For organizations, in order to create a sense of happiness and spirituality in creating organizational citizenship behavior, the organization creates appreciation, comfort and security for employees at work and also provides facilities for employees.

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