

THE INFLUENCE OF ORGANIZATIONAL CITIZENSHIP BEHAVIOR, TEAMWORK, OCCUPATIONAL HEALTH AND SAFETY WORK ON EMPLOYEE PERFORMANCE PT. BAHTERA BAHARI SHIPYARD BATAM

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Abstract: This study aims to determine the effect of Organizational Citizenship Behavior, Teamwork, Occupational Health, and Occupational Safety on Employee Performance of PT Bahtera Bahari Shipyard Batam. This study uses a quantitative approach with data collection methods using a questionnaire. The population of this study were all employees of PT Bahtera Bahari Shipyard Batam, totaling 254 employees, with sampling using the Slovin formula so as to obtain respondents totaling 72 employees. The analytical test tool used is SPSS (Statistical Program for Social Science) version 29. The results of this study found that (1) There is a positive and significant effect of Organizational Citizenship Behavior on employee performance, (2) There is a positive and significant effect of Teamwork on employee performance, (3) There is a positive and significant effect of Occupational Health on employee performance, (4) There is no positive and significant effect of Occupational Safety on employee performance, (5) Organizational Citizenship Behavior, Teamwork, Occupational Health, and Occupational Safety simultaneously have a positive and significant effect on Employee Performance of PT Bahtera Bahari Shipyard Batam.

Keywords: Organizational Citizenship Behavior, Teamwork, Health and Safety, Employee Performance

1. Introduction

Nowadays, every business is established to achieve optimal goals and profits. The development of a company is determined by its human resources. A company can achieve its best performance if it involves human resources in its operations. Human Resources (HR) is the most important factor among other resources because in running a business comes from human ideas and thoughts. The most important step for a company is to maintain the quality of its human resources. The human resources needed today are resources that are able to master science and technology quickly and innovatively.

Organizational Citizenship Behavior (OCB) is a rare work behavior because employees only follow the rules, this can affect employee performance (Hadyati Harras, 2020). OCB is a chosen behavior that is not part of an employee's formal job duties but supports the effective functioning of the organization. Adinugroho (2020) stated that OCB has a positive and significant influence on employee performance. Employees who have higher OCB towards the workplace and other employees will show higher performance and have a friendlier attitude towards work. The results of this study are also supported by Asbari (2021).

Maximum success that is also important for a business is teamwork. To achieve company goals, of course, there must be good communication between leaders and employees, work according to company regulations, mutual cooperation between employees, and implement various

strategies. Teamwork is an important organizational practice that can improve employee performance. Teamwork creates positive synergy through coordinated efforts. The widespread use of groups allows organizations to achieve more without increasing contributions. Working with a team is better than individual performance if the task at hand requires many skills.

Currently the industry is growing rapidly, more and more employees are working according to market demand, but this often causes employees to feel tired or injured at work. A good company is a company that cares and maintains the health of its employees. Occupational health is an effort or regulation to maintain working conditions in the face of events or circumstances that are detrimental to health and morality, both physical, mental and social conditions to help someone work optimally as much as possible. Good health provides material benefits for employees because the level of employee absenteeism is reduced and overall employees can work longer. Having a motivated and healthy workforce can certainly be considered an important competitive advantage (WCHS, 2016).

In addition to health itself, employee performance is also influenced by work safety. According to Mangkunegara (2009:161), work safety is the protection of employees from injuries caused by work-related accidents. Safety risks include aspects of the work environment that can cause fires and fear of electric currents, wounds, bruises, sprains, broken bones, loss of body equipment, vision and hearing. According to the international labor organization, work accidents are the third largest cause of death in the world. Every year there are 340 million work accidents and 160 million work-related diseases reported. In addition, an estimated 2.3 million people worldwide lose their lives each year due to work-related accidents or diseases. The benchmark for the success of a company's human resource management is employee performance. According to Wijaya et al., (2022) in (Widiya Ananda, 2023), employee performance is the work achievement or work results, both in quality and quantity, achieved by an employee in a certain period of time in carrying out work tasks in accordance with the responsibilities given to him. Business leaders should pay more attention to their employees, because the company will be more competitive if it has quality human resources. For this reason, companies are required to improve the quality of their human resources in order to improve employee performance and at the same time contribute to improving company performance. With well-organized human resource planning in the company, changes will have a direct impact on employee performance.

PT. Bahtera Bahari Shipyard is a construction implementation company in the form of PT. This company works continuously to improve the quality and quantity of production. PT. Bahtera Bahari Shipyard is one of the industrial companies manufacturing and repairing Tug Boats, Deck Cargo Barges, Oil Barges, Accommodation Work Barges, Passenger Ships, and others that have been operating since 2005. PT. Bahtera Bahari Shipyard is located at JL. Pattimura Sei Kasam RT. 003 / RW. 002 Kelurahan Kabil, Kota district. Batam. PT. Bahtera Bahari Shipyard is an experienced business entity that works on national projects. PT. Bahtera Bahari Shipyard currently has qualifications.

Some employees of PT. Bahtera Bahari Shipyard can complete their respective work responsibilities. However, employees still lack initiative to help unfinished work of co-workers. OCB that is not implemented by employees causes low effectiveness of the organization or company. This often causes misunderstandings between employees, so that employees are reluctant to work together in a team. Construction companies that certainly always use heavy equipment in carrying out their work have a very high risk of work accidents. In the work process at PT. Bahtera Bahari Shipyard, the company divides the work location into 2 parts, namely the red zone and the green zone where the red zone requires the use of standard PPE

and the green zone does not require the use of PPE but is recommended. However, supervision in the green zone must still be carried out strictly to avoid work accidents and occupational health and safety are guaranteed.

From the description of the background of the problem above, the author then conducted further research to study in depth the thesis entitled "The Influence of Organizational Citizenship Behavior (OCB), Teamwork, Occupational Health and Safety on Employee Performance at PT. Bahtera Bahari Shipyard Batam"

2. Literature Review

According to Robbins (2008), in (Hadyati Harras, 2020), "organizational citizenship behavior is individual or individual behavior that is voluntary and not part of the formal requirements of the job, but can improve the effective functioning of the organization". In other words, OCB is innate or inherent behavior.

Organizational Citizenship Behavior (OCB) Djati (2008) in (Titisari, 2014) said that Organizational Citizenship Behavior (OCB) is employee behavior that is not visible to co-workers or to the company, where this behavior exceeds the standard behavior set by the company and provides benefits to the company.

According to Moorhead (2014) in (Rostiawati, 2020), Griffin and Moorhead define Organizational Citizenship Behavior as follows: "Organization citizenship refers to the behavior of individuals who make a positive overall contribution to the organization". Griffin and Moorhead said that Organizational Citizenship Behavior (OCB) drives the behavior of an individual who has a positive impact on his organization.

According to Enong Rostiawati (2020), Organizational Citizenship Behavior is a deep positive contribution of individuals beyond the demands of the role in the workplace and the rewards of high performance. OCB involves several behaviors including helping others, volunteering for extra tasks and complying with the rules and procedures in the workplace. OCB has an important role in supporting organizational performance that encourages individuals to work to help achieve organizational goals.

According to Trias Setyowati (2023), Organizational Citizenship Behavior (OCB) or also known as Organizational Citizenship Behavior is a behavior where someone is willing to do something outside of what has been described by their job, and does not have a reward for it.

According to the understanding of several experts above, it can be concluded that Organizational Citizenship Behavior (OCB) is the behavior of individuals who voluntarily contribute to doing something outside the formal requirements of their work and have a positive impact on the company.

Forms of Organizational Citizenship Behavior (OCB)

Organizational Citizenship Behavior (OCB) is organizational citizenship behavior (OCB) can be seen from employee behavior that shows real obedience, loyalty, and participation. This is in line with Organ's opinion (Wijaya and Djati, 2007) in Muhdar (2015), there are three main forms of OCB, namely obedience, loyalty, and participation:

a. Obedience

An attitude that shows respect and compliance with all organizational rules, including organizational structure, job descriptions, personnel policies, and behavioral processes. Compliance can also be demonstrated by coming to work on time, completing tasks, and not draining organizational resources or assets.

b. Loyalty

Defined as loyalty, obedience, and compliance (Big Indonesian Dictionary, 2008). Here, loyalty shows loyalty to the organization as a whole, including trying to maintain the organization and expand the narrow function of prosperity, namely by providing services for the benefit of the community.

c. Participation

Full and responsible involvement in the overall organizational process. This is the importance of participation in organizational relationships that are based on ideal standards of policy and are demonstrated by employees who are fully and responsibly involved in the overall organizational process.

Then by Graham, 1991 (Bolino et al., 2002) in (Muhdar, 2015) divide participation into three parts, namely:

- 1) Social participation, which refers to how employees participate in social activities and organizational affairs.
- 2) Advocacy participation, which demonstrates employees' desire to improve the organization by offering support and new ideas.
- 3) Functional participation, meaning that the employee has done more than the required work standards.

Benefits of Organizational Citizenship Behavior (OCB)

OCB can be an important component of employee behavior that contributes to overall organizational performance. According to research findings on the relationship between OCB and organizational performance, there are several benefits of OCB to improve organizational performance (Podsakoff et al., in Sufya, 2015) and (Rostiawati, 2020).

- 1) OCB increases coworker productivity
- 2) OCB increases manager productivity
- 3) OCB saves resources used by the organization as a whole and management.
- 4) OCB helps to save energy from scarce resources to maintain group operations.
- 5) OCB can be a useful tool for managing work group activities.
- 6) OCB helps organizations attract and retain the best employees.
- 7) OCB increases the stability of organizational performance
- 8) OCB helps organizations adapt to environmental changes.

Factors Influencing the Development of Organizational Citizenship Behavior (OCB)

Rostiawati (2020) stated that there are a number of variables that are considered to influence the implementation of Organizational Citizenship Behavior (OCB), namely:

a. Supervision

Direct and regular supervision by superiors of the work of subordinates so that problems can be resolved immediately. Observing, supervising, or guiding, and encouraging the activities of others to improve something is called supervision.

b. Task Commitment

A state in which an employee is committed to a particular organization, as well as the goal and desire to remain a member of the organization. The ability and desire to align one's behavior with the needs, priorities, and goals of the organization is known as task commitment.

c. Job satisfaction

Job satisfaction is usually defined as how a person's emotions and perceptions about their job are expressed. Job satisfaction is a personal matter.

Organizational Citizenship Behavior (OCB) Indicators

Luthans (2011) in (Rostiawati, 2020), explains five OCB indicators, as follows:

1. Altruism

Prioritize the interests of others and enjoy helping coworkers complete tasks. Altruism is an attitude of selfless concern for the interests of others. There are three components to altruism, namely loving others, helping them do their time of need, and making sure that they are appreciated.

2. Conscientiousness

Impersonal behavior that shows sincerity, selflessness, and commitment to work and achieve better results than the standards set. Simply put, Conscientiousness is a type of personality where people tend to be more careful in taking action or making decisions with full consideration, and have high self-confidence and self-discipline.

3. Civic virtue

Behavior that shows that they contribute to organizational problems. In reality, citizen morality includes a variety of actions, such as obeying rules and laws, participating in elections or voting, and participating in the process of assessing and deciding facts in legal cases (jury committee). This term includes both societal morality and the roles and functions of citizens.

4. Courtesy

Showing respect and courtesy in every behavior. In the hospitality and marketing industry, the concept of courtesy is better known. Because this behavior is very close to customers or consumers, Providing the best service to the public and, of course, to colleagues is part of the bureaucratic work culture.

5. Sportsmanship

Behavior that demonstrates sportsmanship, or honesty, shows someone who is not just complaining or dissatisfied with small problems. Simply put, this behavior shows a person's willingness or desire to accept or tolerate the inconveniences that exist in his or her workplace.

Teamwork

Arifin (2020) in (Muh. Syaifuddin, 2023) states that teamwork is an effort made together to lighten a job by making employees more effective so that no one is unemployed and dividing the work among other employees.

According to Amirullah (2015), in general teamwork can be defined as a group of individuals who work together to achieve a goal. The group of individuals has clear rules and work mechanisms and are interdependent with each other.

Priscilla & Santika (2019) stated that teamwork is very important to improve the quality of performance and avoid misunderstandings that can arise between employees and managers. In addition, teamwork must be practiced on the side that is adjusted to the company.

According to Sriyono and Farida (2013), teamwork is an activity managed and carried out by a group of people who join one organization. Teamwork can improve cooperation and communication within and between parts of the company. Usually, teamwork consists of

people who have different expertise so that they are used as strengths in achieving company goals.

Teamwork is the highest competitive advantage in an organization or company. Teamwork or group work is a way to master some behaviors of members or people in an organization that are not the same, which is theoretically not complicated, but very difficult to apply in everyday reality. (Rusydi Fauzan, 2023).

According to the understanding of several experts above, it can be concluded that teamwork is an activity carried out by a group of people in an organization who have different expertise to improve the quality of performance and achieve company goals.

Occupational Health

According to Armstrong (2014) in (Sopiah, 2018), occupational health is a condition of a worker who is free from physical and mental disorders as a result of the influence of interactions between work and its environment.

Occupational health is a specialization of health science and its practices aimed at ensuring that workers or the working community obtain optimal levels of health, both physically, mentally, emotionally, and socially, through promotive, preventive, curative, and rehabilitative efforts against health disorders caused by work environment factors (Hardi et al., 2021).

Occupational health, namely a science whose application is to improve the quality of life of workers through improving health, preventing work-related diseases which are realized through health checks, treatment and nutritious food intake (Pramono, Atmoko and Subekti, 2020).

In terms of occupational health, the following things must be done, according to Kasmir (2019):

- 1) The air conditions in the room must be adjusted to ideal conditions.
- 2) The presence of a device that allows air circulation in the room
- 3) Soundproofing devices are needed for certain spaces that use machines and produce loud noises.
- 4) Each room must have sufficient lighting so that work is not disturbed.
- 5) Companies must provide water and air drainage so that employees are not disturbed.

According to the understanding of several experts above, it can be concluded that occupational health is a condition of a worker who is free from disturbances, both physical and mental, caused by the work environment and obtains an optimal level of health so that it can improve the quality of workers.

Work safety

According to Lukman Nasution (2020), occupational safety is part of maintaining human resources. Occupational safety needs to be considered to improve work results in the company. This problem greatly affects the health of employees in carrying out their duties.

According to Armstrong (2014) in (Sopiah, 2018), work safety is a condition that is safe and secure from suffering and damage and loss in the workplace, whether in the form of using tools, materials, machines in the processing process, packaging techniques, storage, or maintaining and securing the place and work environment.

To maintain and ensure worker safety, there are several steps that need to be taken, according to Kasmir (2019):

- 1) Availability of adequate work equipment
- 2) Continuous equipment maintenance
- 3) Employee compliance

- 4) Work procedures
- 5) Work instructions at each work location

According to the understanding of several experts above, it can be concluded that work safety is a condition that is safe from loss, damage, and several dangerous factors, both originating from the physical work environment and the socio-psychological work environment.

Performance

According to Widiya Ananda (2023), employee performance is the result of work that has been carried out and can be seen in terms of quality and quantity so that the strategy and results can be assessed whether they are in accordance with the goals, vision and mission that have been set.

According to Mangkunegara (2016), performance (work achievement) is the work results in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

According to Kasmir (2016), in simple terms, the definition of performance is: "Work results and work behavior have been achieved in completing tasks and responsibilities given in a certain period". From the definition above, performance contains the meaning that performance is the result of a person's work and work behavior in one period, usually 1 year. Then performance can be measured from their ability to complete the tasks and responsibilities given, meaning that performance contains elements of achievement standards that must be met so that those who achieve the established standards mean they are performing well or vice versa for those who are not achieved are categorized as performing poorly or not well.

In practice, performance is divided into two types, namely individual performance and organizational performance. Individual performance is the performance produced by a person, while organizational performance is the overall performance of the company. However, employee performance is individual performance that will support organizational performance. According to the understanding of several experts, it can be concluded that performance is the work results obtained by a person in carrying out the tasks and responsibilities given to him by the company in a certain period.

3. Method

Types and Design of Research

In this study, the author uses a quantitative research method. According to Sugiyono (2016), a quantitative research method can be interpreted as a research method based on the philosophy of positivism, used to research a particular population or sample, data collection using research instruments, data analysis is quantitative/statistical, with the aim of testing the established hypothesis.

This study uses a descriptive design, according to Jaya (2020), descriptive research is research conducted to determine the value of each variable, either one or more variables. Descriptive research is independent to get an overview of these variables.

Population and Research Sample

1. Population

According to Sugiyono (2016), population is a generalization area consisting of; objects or subjects that have certain qualities and characteristics determined by researchers to be

studied and then conclusions drawn. In this study, the subjects were employees at PT. Bahtera Bahari Shipyard Batam, totaling 254 people.

2. Sample

According to Sugiyono (2016), a sample is part of the number and characteristics possessed by the population. If the population is large, and researchers cannot study everything in the population, for example due to limited funds, manpower and time, then researchers can use samples taken from that population.

According to Jaya (2020), the number of sample members is often expressed as sample size. The number of samples expected to be 100% representative of the population is the number of members of the population itself. In addition, sampling is also expected to be able to represent the existing population.

The sampling technique in this study used a purposive sampling method, namely sampling is based on research objectives and the decision to draw samples depends on data collection.

4. Result and Discussion

The research aims to determine the influence organizational citizenship behavior, teamwork, occupational health and safety on employee performance of PT. Bahtera Bahari Shipyard Batam.

1. Influence Organizational Citizenship Behavior On Employee Performance

Based on the results of the T-test, the t-value was obtained $t_{count} = 2,670 > t_{table} 1.99601$ and the significant value is $0.009 < 0.05$ so that H_0 rejected and H_a accepted. This proves that there is an influence organizational citizenship behavior (X1) which is positive and significant towards employee performance (Y). The results of this study are in line with the results of the study Latifah and Suryono Efendi (2018) which states that organizational citizenship behavior has a positive and significant effect on employee performance at Sinokor Merchant Marine Co., Ltd.

2. Influence Teamwork on Employee Performance

Based on the results of the T-test, the t-value was obtained $t_{count} = 2,222 > t_{table} 1.99601$ and the significant value is $0.030 < 0.05$ so that H_0 rejected and H_a accepted. This proves that there is an influence teamwork (X2) which is positive and significant towards employee performance (Y). The results of this study are in line with the results of the study Widia Ananda, Ari Kristina, Nur Khojin, Khalid Iskandar (2023) which states that teamwork has a positive and significant effect on the performance of employees of the Plant Assembly PT. Bintang Indokarya Gemilang, Brebes Regency.

3. Influence Occupational Health on Employee Performance

Based on the results of the T-test, the t-value was obtained $t_{count} = 2,220 > t_{table} 1.99601$ and the significant value is $0.030 < 0.05$ so that H_0 rejected and H_a accepted. This proves that there is an influence occupational health (X3) which is positive and significant towards employee performance (Y). The results of this study are in line with the results of the study Ryani Dhyan Parashakti, Putriawati (2020) which states that health work has a positive and significant effect on the performance of employees of PT. Bahagia Idkho Mandiri Production Division.

4. Influence Occupational Safety and Employee Performance

Based on the results of the T-test, the t-value was obtained $t_{count} = 0.122 < t_{table} 1.99601$ and the significant value is $0.903 > 0.05$ so that H_0 accepted and H_a rejected. This proves that there is no influence occupational safety (X4) which is positive and not significant towards

employee performance (Y). The results of this study are not in line with the results of the study Ryani Dhyani Parashakti, Putriawati (2020) which states that work safety has a positive and significant effect on the performance of employees of PT. Bahagia Idkho Mandiri Production Division.

5. Influence Organizational Citizenship Behavior, Teamwork, Occupational Health and Safety on Employee Performance

Based on the results of the F test, the f value was obtained $f_{count} = 8,912 > f_{table} = 2,51$ and the significant value $< 0,001 < 0,05$ so that H_0 rejected and H_a accepted. So it can be concluded that organizational citizenship behavior (X1), teamwork (X2), occupational health (X3) and occupational safety (X4) simultaneously have a positive and significant effect on employee performance. In addition, from the determination coefficient test (R^2), R was obtained at 34.7%. This proves that there is an influence of organizational citizenship behavior (X1), teamwork (X2), occupational health (X3) and occupational safety (X4) simultaneously have a positive effect of around 34.7% on the performance of PT. Bahtera Bahari Shipyard Batam employees.

The results of this study are in line with the results of the following studies:

- Latifah and Suryono Efendi (2018) stated that organizational citizenship behavior has a positive and significant effect on employee performance at Sinokor Merchant Marine Co., Ltd.
- Widia Ananda, Ari Kristina, Nur Khojin, Khalid Iskandar (2023) which states that teamwork has a positive and significant effect on the performance of employees of the Plant Assembly PT. Bintang Indokarya Gemilang, Brebes Regency.

Ryani Dhyani Parashakti, Putriawati (2020) stated that occupational health and work safety has a positive and significant effect on the performance of employees of PT. Bahagia Idkho Mandiri Production Division.

5. Conclusions

By looking at the research results that have been discussed, we can draw the following conclusions:

- Organizational Citizenship Behavior has a positive and significant effect on the performance of PT. Bahtera Bahari Shipyard Batam employees.
- Teamwork has a positive and significant effect on employee performance at PT. Bahtera Bahari Shipyard Batam.
- Occupational Health has a positive and significant effect on employee performance at PT. Bahtera Bahari Shipyard Batam.
- Occupational Safety has no positive and insignificant effect on employee performance at PT. Bahtera Bahari Shipyard Batam.

Organizational citizenship behavior, teamwork, occupational health and safety have a positive and significant effect on employee performance at PT. Bahtera Bahari Shipyard Batam.

Acknowledgements

Based on the research results and conclusions that have been presented, the researcher then submits suggestions that may provide benefits to the parties related to the results of this study. The suggestions that can be submitted are as follows:

- Organizational citizenship behavior in every employee of PT. Bahtera Bahari Shipyard Batam needs to be improved so that employees can be more initiative, responsible,

disciplined and more loyal to the company. Organizational citizenship behavior will provide significant improvements to employee performance. This can be proven from the results of research stating that organizational citizenship behavior has an influence on employee performance.

2. Teamwork at PT. Bahtera Bahari Shipyard Batam needs to be improved so that it can improve employee performance in carrying out work activities. With effective cooperation, it can increase output results and achieve company targets. This is proven by the results of research which states that teamwork has an influence on employee performance.
3. The occupational health of PT. Bahtera Bahari Shipyard Batam employees must be given more attention. Fatigue while working can cause employees to be less focused in carrying out work activities. Therefore, employees must be given sufficient rest time to restore stamina while working so that employees can work longer and employee performance can improve.
4. To maintain employee safety in carrying out work activities, companies must provide stricter supervision. This is done so that the possibility of work accidents is smaller. That way, employees will feel safe while working so that performance increases.

PT. Bahtera Bahari Shipyard Batam should pay more attention to its employees in order to improve the quality of its human resources in order to improve employee performance and maximize quantity in achieving its goals.

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