

RESEARCH ARTICLE

The Influence of Organizational Commitment, Loyalty to Ethical Work Climate in Realizing Group Responsible Satisfaction

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Abstract: This Study aims to examine the influence of organizational commitment, loyalty to the ethical work climate to realize satisfaction of the Group Responsible of the Koperasi Setia Bhakti Wanita Jatim. That is quantitative research carried out in two stages; the first is to have a validity test and reliability test and the second is to distribute the questionnaire. The population is the Group Responsible of Koperasi Setia Bhakti Wanita Jatim from several regions, namely: Surabaya, Sidoarjo, Gresik, Bojonegoro; consists of 211 people. The analysis was conducted using Structural Equation Modeling (SEM) with AMOS 22 software. The results showed that there was a significant relationship between organizational commitments, loyalty to the ethical work climate to realize the satisfaction of the Group Responsible of the Koperasi Setia Bhakti Wanita Jatim.

Keywords: *Organizational commitment, Loyalty, Ethical work climate, Satisfaction.*

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Introduction

The role of cooperatives is to make economic life prosperous for its members quite large, especially promoting the position of the people with limited capabilities. The growth and development of cooperatives is considered by the Indonesian Government. Cooperatives can earn assets of 7.03 trillion and business volume of Rp. 4.6 trillion (Irsyad). According to Irsyad, the Kemenkop database has around 75,000 healthy SMEs, 75,000 needs to be fostered, and approximately 45,000 disbanded.

Data as of December 2017 total cooperatives totaling 153,171 units and SMEs 59.70 units, with active member's 26.54 million people [1]. The focus of SMEs is to form a management system for financial and non-financial performance perspectives. According to Cosenz, sustainable SME development is supported by a combination of management system performance and dynamic models. Any performance in the form of services to others does not mean ownership [2]. Performance affects a person's pleasure or disappointment.

The existence and development of the performance of women's cooperatives in terms of organization and business as well as the consistency of the principles and values carried out attracts the attention of both the Government and the Trustees. According to Susanto, active women's cooperatives have reached 13,212 NIK certified units.

In East Java, we have the best cooperatives in terms of quantity and quality that can be used as a reference, including Setia Bhakti Wanita Jatim and Setia Budi Malang. The success of cooperatives such as Setia Bhakti Wanita Jatim won the best award was inseparable from the big role of the Group Responsible. Groups Responsible are required to commit in their organizations, be loyal, maintain an ethical climate in the work so that satisfaction can be realized.

Literature Review

Human resource management is the best solution in an organization that must be run so that employee activity relations towards organizational goals can be created.

The company's CSR practices in order to get commitment, loyalty, ethical work climate that influence satisfaction need to be improved [3] organizational commitment is a state of employee siding with one particular organization and its purpose and intention to maintain membership. There are 3 categories of commitment measures according to [4] affective commitment, namely the strong sense of a person surviving in his organization, continuity commitment, namely consideration of individuals if the organization is abandoned, normative commitment that is the obligation of employees to remain in the organization [5].

Loyalty is the awareness of employees that is shown through a sense of loyalty to the company even in good and bad conditions. Some indicators of loyalty according to [6] are obedient to the rules, responsible for the company, willing to cooperate, ownership, interpersonal relationships, and preference for work [7]. An ethical work climate is part of the thinking of members of the organization about good ethical behavior and the handling of issues that are influenced by perception.

According to Moon, there are 3 moral classifications of ethical work climate, namely personal interests, shared interests, and obedience to duties, rules, laws, norms that apply [8]. Satisfaction is self-awareness owned by employees, sincerity of commitment and responsibility is carried out, and trying to do the best performance for the company. Antoncic's indicators of satisfaction are general satisfaction, relationships with colleagues, benefits and organizational culture, loyalty.

Organizational commitment influences one of the factors, namely the work climate or organization. The results found a positive relationship between organizational commitment, loyalty to the ethical work climate to achieve satisfaction similar to research conducted by [9, 7, 10, 11]. The company seeks improvement and satisfaction through systematic monitoring of employee satisfaction, continually using standard questionnaires [12]. Team work is a significant positive predictor of employee satisfaction [11]. It is hoped that through teamwork can be built trust relationships and good communication between managers and employees.

This phenomenon makes researchers interested in conducting research on the influence of organizational commitment, loyalty to the ethical work climate and satisfaction. The object of research is Groups Responsible of Setia Bhakti Wanita Jatim. The cooperative was chosen because Setia Bhakti Wanita Jatim was one of the best in East Java in quantity, the quality of the number of members increased, the volume of business and the remaining operating income in the largest asset.

Another reason is that the Group Responsible has a very big role as a milestone because it can motivate its members to always be committed and loyal in Setia Bhakti Wanita Jatim. This study aims to examine the effect of organizational commitment, loyalty to satisfaction of the Group Responsible through an ethical work climate as an intervening variable.

These were hypotheses of study:

- H1: There is a significant positive effect on organizational commitment to the ethical work climate.
- H2: There is a significant positive effect on the loyalty of the Group Responsible for the ethical work climate.
- H3: There is a significant positive effect on organizational commitment to the satisfaction of the Group Responsible.
- H4: There is a significant positive effect on the loyalty of the Group Responsible towards the satisfaction of the Group Responsible.
- H5: There is a significant positive effect on the ethical work climate on the satisfaction of the Group Responsible.
- H6: There is a significant positive effect on organizational commitment to the satisfaction of Group Responsible through an ethical work climate.
- H7: There is a significant positive influence on the loyalty of the Group Responsible towards the satisfaction of the Group Responsible through an ethical work climate.

Methodology

Population and Sampling

The Population is the Group Responsible of Setia Bhakti Wanita Jatim from several

regions, namely: Surabaya, Sidoarjo, Gresik, Bojonegoro. In this study, samples were taken 211 respondents with a Population of 426 Group Responsible based on the creativity table 0.05 significance level. The sampling used is Proportional Random Sampling in each region by means of the sampling technique that draws each Group Responsible to be sampled.

Research Variables

Organizational commitment is a positive force and commitment from the Group Responsible of Setia Bhakti Wanita Jatim that is useful for increasing existence, high dedication to work, trust and pride in the organization. Indicator called [4]. Employee loyalty is a sense of loyalty of the Group Responsible of Setia Bhakti Wanita Jatim, who is still able to solve work problems and pressure from the family environment.

Indicator called [6]. Ethical work climate is the behavior of each Group Responsible of the Koperasi Setia Bhakti Wanita Jatim to interact ethically and interact with colleagues to motivate the internal strength of the organization. Indicator called [7]. Employee satisfaction is a feeling of satisfaction with the work of each Group Responsible of the Koperasi Setia Bhakti Wanita Jatim with different levels of satisfaction. Indicator called [8].

Data Analysis Technique

Structural Equation Model (SEM) with AMOS software was used to analyze the data.

Result and Conclusion

Result

Based on the analysis, it resulted as:

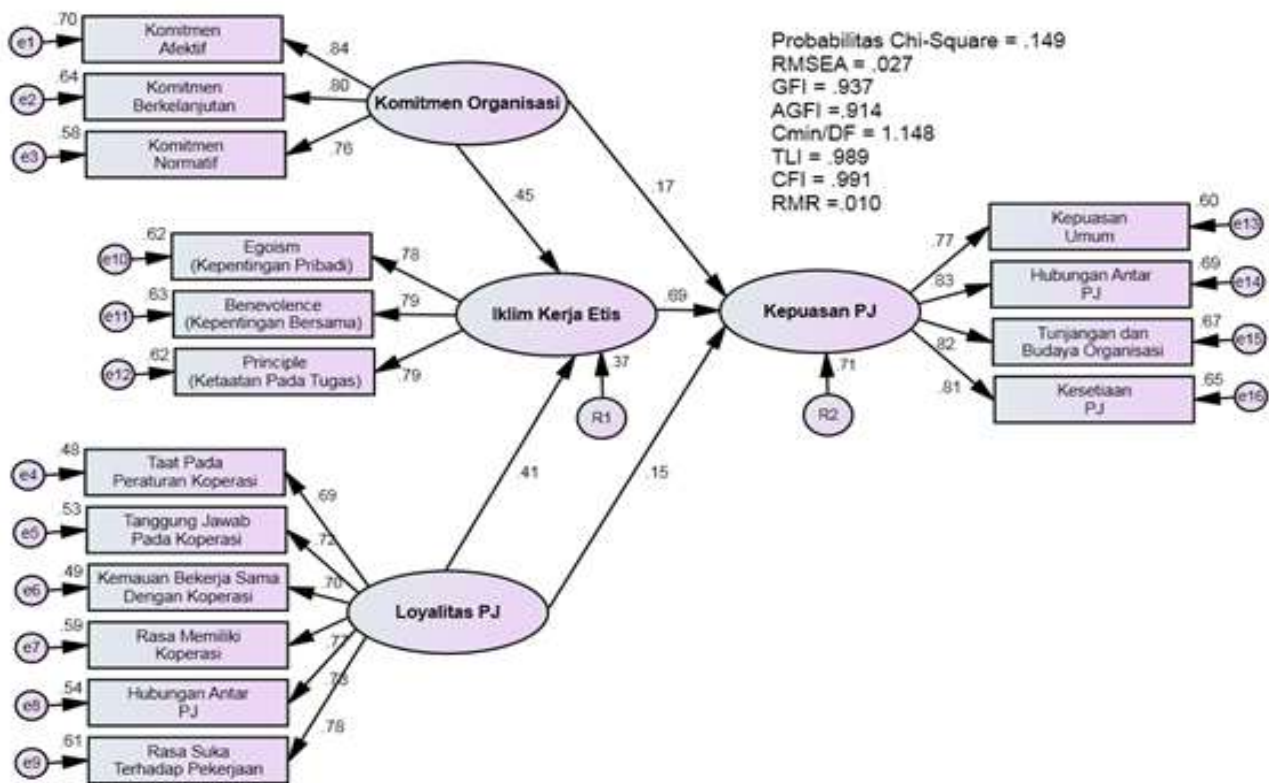


Figure 1: SEM Model

From assumption test, normality test outlier fulfilling the model requirement. resulted on univariate and multivariate

Table: 1 Goodness of fit and cut off value structural model

CRITERIA	Model Test Result	Crisis	Information
Probabilitas Chi-Square	0,149	≥ 0,05	Fit
Cmin/DF	1,148	≤ 2,00	Fit
RMSEA	0,027	≤ 0,08	Fit
GFI	0,937	≥ 0,90	Fit
AGFI	0,914	≥ 0,90	Fit
TLI	0,989	≥ 0,95	Fit
CFI	0,991	≥ 0,95	Fit
RMR	0,010	≤ 0,05	Fit

Table I shows further analysis through Goodness of Fit by comparing Structural Cut-Off Value models with the results of model testing.

The results indicate that the Goodness of Fit shows the recommended consideration index. Then proceed with the SEM model reliability test and hypothesis.

Table 2: Research reliability variables construct

Variable	Indikator	Factor Loading (FL)	(FL) ²	Error (1-FL ²)	Construct Reliability
Organizational Commitment	X1.1	0,837	0,701	0,299	0,841
	X1.2	0,797	0,635	0,365	
	X1.3	0,762	0,581	0,419	
Loyalty of Group Responsible	X2.1	0,692	0,479	0,521	0,875
	X2.2	0,725	0,526	0,474	
	X2.3	0,697	0,486	0,514	
	X2.4	0,767	0,588	0,412	
	X2.5	0,734	0,539	0,461	
	X2.6	0,781	0,610	0,390	
Ethical Work Climate	Z.1	0,785	0,616	0,384	0,830
	Z.2	0,791	0,626	0,374	
	Z.3	0,786	0,618	0,382	
Satisfaction of Group Responsible	Y.1	0,772	0,596	0,404	0,882
	Y.2	0,829	0,687	0,313	
	Y.3	0,820	0,672	0,328	
	Y.4	0,806	0,650	0,350	

Table II shows that organizational commitment, Group Responsibility loyalty, ethical work climate, and Group Responsibility satisfaction have a reliability

value of total constructs of more than 0.70 (> 0.70), which means that the variable can be relied upon as a model to be developed in this research.

Table 3: Hypothesis test results

Hyp	Causality Relationship	Std. Estimate	CR	p-value	Information
H ₁	Organizational Commitment (X1) → Ethical Work Climate (Z)	0,450	5,610	0,000	Significant
H ₂	Loyalty Group Responsible (X2) → Ethical Work Climate (Z)	0,412	5,234	0,000	Significant
H ₃	Organizational Commitment (X1) → Satisfaction Group Responsible (Y)	0,171	2,498	0,012	Significant
H ₄	Loyalty Group Responsible (X2) → Satisfaction Group Responsible (Y)	0,147	2,226	0,026	Significant
H ₅	Ethical Work Climate (Z) → Satisfaction Group Responsible (Y)	0,687	7,186	0,000	Significant

Table 4: The results of testing hypothesis of indirect influences

Hyp	Causality Relationship	Std. Estimate	CR	p-value	Information
H ₆	Organizational Commitment (X1) → Ethical Work Climate (Z) → Satisfaction Group Responsible (Y)	0,309	3,928	0,000	Significant
H ₇	Loyalty Group Responsible (X2) → Ethical Work Climate (Z) → Satisfaction Group Responsible (Y)	0,283	3,644	0,000	Significant

Table IV shows that the ethical work climate is able to mediate organizational commitment, Group Responsible loyalty and satisfaction of the Group Responsible.

Conclusion

The results showed that the variable organizational commitment, Group

Responsibility loyalty, ethical work climate, and satisfaction of the Group Responsible of Setia Bhakti Wanita Jatim showed a significant positive effect. Based on data analysis, the greatest value for the organizational commitment variable is seen in normative commitment because the Group Responsible person wants to stay abiding by all the regulations of the Setia Bhakti

Wanita Jatim cooperative for more than 10 years.



Figure 2: Commitment Organization Diagram

The biggest value for the loyalty of the Group Responsible is the feeling of love for work seen from the increase in the number of

members that reached 13,389 people and an increase in turnover an average of 15 billion per month.

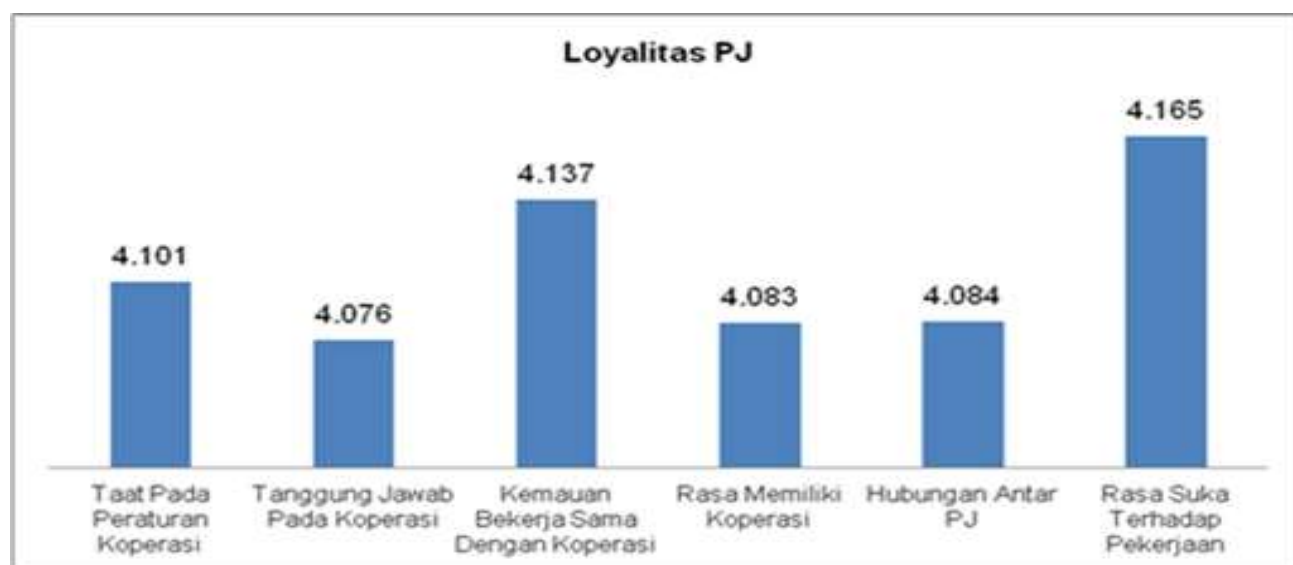


Figure 3: Loyalty Group Responsible Diagram

The biggest value for the ethical work climate variable is personal interest, seen from the sense of togetherness of the Group Responsible likes to take part in social

activities such as compensation for members and members' families, and members who experience disaster.



Figure 4: Ethical Work Climate Diagram

The largest value for the satisfaction of the Group Responsible variable is general satisfaction because the Group Responsible likes the activities held by the Koperasi Setia

Bhakti Wanita Jatim such as personality training, leadership, outbound and economic business skills training held every year.

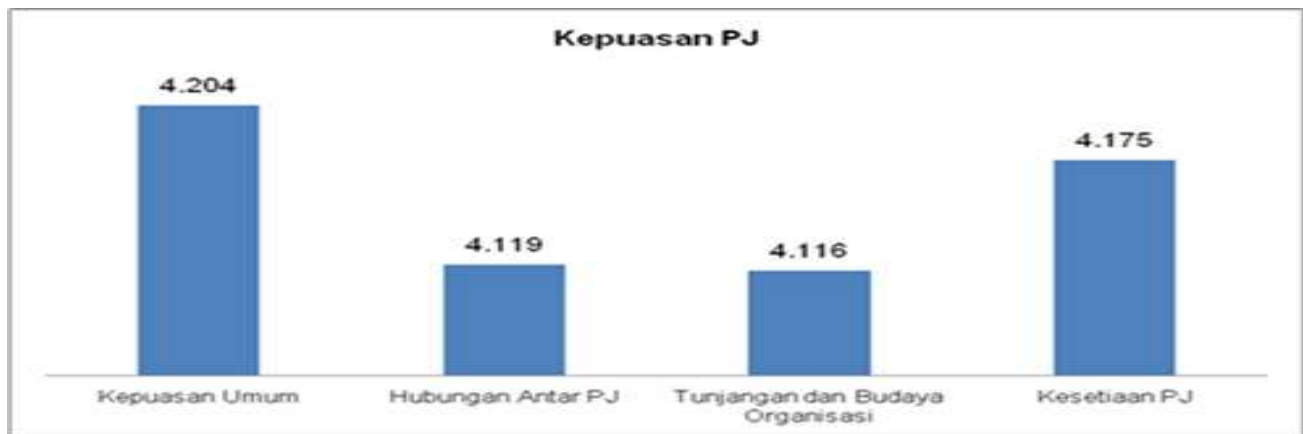


Figure 5: Satisfaction Group Diagram

The results showed that all hypotheses proved to have positive-positive effects both directly and indirectly. The biggest influence on organizational commitment to the ethical work climate is 0.450 where indicators for organizational commitment have been shown to influence the ethical work climate similar to research conducted by [9, 7, 10, 11]. The variable that has the lowest significance level is the loyalty of the Group Responsible.

Many respondents stated that activities to improve self quality were highly preferred, such as personality training, leadership, outbound and economic business skills training, but more importantly was the responsibility of cooperatives by showing loyalty to stay in the East Java Setia Bhakti Wanita organization. The results obtained indicate that organizational commitment and loyalty of the Group Responsible influence

the ethical work climate and satisfaction of the Group Responsible. Thus, emphasizing organizational commitment and loyalty of the Group Responsible is the right way to influence the satisfaction of the Group Responsible. Therefore it is recommended for cooperatives to further improve the welfare of their members and further promote coaching and training.

However, the loyalty of the Group Responsible becomes a variable that is not significantly influencing the ethical work climate and satisfaction of the Group Responsible. Like a sense of responsibility, the Group Responsible is still there who runs away from responsibility, so it can add more allowances so that the Group Responsible remains faithful to the Koperasi Setia Bhakti Wanita Jatim.

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