

Research article

THE EFFECT OF JOB CHARACTERISTICS, COMMUNICATION SATISFACTION AND CONSCIENTIOUSNESS ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) PUBLIC WORK AND PEOPLE'S HOUSING EMPLOYEES (PUPR) KAB.KEP. MENTAWAICOPYRIGHT FIELDS AND CONSTRUCTION DEVELOPMENT

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Abstract

This study aims to see the effect of (1) Job Characteristics on the performance of PUPR Kab. Kep. Mentawai in the Field of Creation and Construction. (2) *Communication Satisfaction* on the performance of district PUPR employees. Kep. Mentawai in the Field of Human Settlements and Construction Development. (3) *Conscientiousness* on the performance of employees of PUPR Kab. Kep. Mentawai in the Field of Creation and Construction. (4) Job Characteristics, Communication Satisfaction and Conscientiousness together for OCB of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. The population and sample in this study are all PUPR employee of the district. Kep. Mentawai in the field of creation and construction as many as 65 people. The results of this study indicate that (1) Job Characteristics give a positive influence on the performance of PUPR employees Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. (2) *Communication Satisfaction* give a positive influence on the performance of PUPR employees Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. (3) *Conscientiousness* give a positive influence on the performance of PUPR employees Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. (4) Job Characteristics, Communication Satisfaction and Conscientiousness jointly have a significant effect on Job Satisfaction PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development.

Keywords: Job Characteristics, *Communication Satisfaction* and *Conscientiousness*

Preliminary

The emergence of OCB can be influenced by various factors, both internal and external to individuals. Rahajan (2012:104-116), Krishnan (2014:38-49), Kuehn and Al-Busaidi (2002:107-125) link Job Characteristics to OCB. Luthans in Rahajan (2012:106) suggests a core model of job characteristics that conceptualized by Hackman and Oldman that certain job characteristics lead to certain critical psychological states. In this case, various abilities, task identity and task significance lead to the experience of feeling meaningful. As autonomy creates a feeling of responsibility and feedback produces knowledge of work results, so if this psychological state is more visible, employees will feel comfortable in the organization. Farh et al (1990: 705-721) in his research found that the sense of responsibility and the significance of the task made employees understand the importance of the organizational environment and to get a high appreciation for the relationship between employees. This can make employees better at paying attention to the needs, problems and perspectives of members in other organizations so that they can display OCB that is beneficial for the organization's operations.

This research was conducted in the field of the Directorate of Human Settlements and Construction Development. The Directorate General of Human Settlements has the task of carrying out the formulation and implementation of policies in the field of implementing drinking water supply systems, domestic wastewater management, environmental drainage management, and waste management, structuring buildings, developing residential areas, and developing strategic infrastructure facilities in accordance with the provisions of laws and regulations. -invitation.

Based on table 1 it can be seen that OCB in PUPR Kab. Kep. Mentawai in the field of Human Settlements and Construction Development is still low. Many employees answered that they disagreed on the questions asked about OCB. Therefore, the needs and desires of employees as HR must also be supported by the agency so that employees can be motivated to perform well and feel satisfied with their work. As You once invited your co-workers to have lunch together and share about the obstacles or problems they faced in completing their assignments, 13 people disagreed, while only 7 people agreed.

Table 1:
Initial Survey on Organizational Citizenship Behavior of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development.

No	Opinion About OCB	Alternative Answer	
		Agree	Do not agree
1	You are always involved in the functions of the Agency	6	14
2	Have you ever invited your co-workers to have lunch together and share about the obstacles or problems they faced in completing their assignments?	7	13
3	Have you ever reminded your friends not to forget to complete the task	5	15

Source: Survey Results

Based on the above background and the condition of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development in general and PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development in particular, where an organizational revolution is being carried out by PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development with the aim of promoting good regional development. So that the application of job characteristics by not ruling out support in the form of autonomy in the form of Communication Satisfaction from the Agency to its employees and by paying attention to personality in the form of Conscientiousness of employees becomes very important in achieving the goals of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. So this study seeks to examine the "Effect of Job Characteristics, Communication Satisfaction and Conscientiousness towards OCB PUPR Employees Kab. Kep. Mentawai. the Field of Human Settlements and Construction Development".

Research methods

The population and sample in a study have a central and decisive role (Muri, 2015:144). The population is the whole of the object of study that provides an accurate picture of the research. According to Hamid (2014: 55) population is the total number of objects or subjects that are used as data sources in a study

that have the same nature or characteristics. Thus, the population in this study were all employees of PUPR Kab. Kep. Mentawai in the field of creation and construction as many as 65 people.

The research sample is a limited number and part of the population, part of the selected and representative population of the population (Muri, 2015: 150). Meanwhile, according to Sugiyono (2017: 120) the sample is part of the number and characteristics possessed by the population and what is learned from the sample, the conclusion will be applicable to the population. The technique in taking this sample uses a total sampling technique (whole sample), total sampling is a sampling technique where the number of samples is the same as the population (Sugiyono, 2017). The reason for taking total sampling is because according to (Sugiyono, 2017) the number of populations that are less than 100 the entire population is used as a research sample

Hypothesis testing in this study used multiple regression analysis. Multiple regression analysis aims to determine the causal relationship between the influencing variables and the affected variables. With multiple regression equation model as follows:

$$Y = a + b_1 X_1 + b_2 X_2 + b_3 X_3 + e \dots\dots\dots (2)$$

Where:

- Y = OCB
- a = Intercept Constant
- X1 = Job Characteristics
- X2 = Communication Satisfaction
- X3 = Conscientiousness
- b1, b2, = Regression Coefficient
- e = Error Term

Research result

Classic assumption test

Normality test

This normality test is used by the author to test the normality of the regression model. The test is carried out using the method *kolmogorov-smirnov test* to each variable. The regression model is normally distributed if the value of the Kolmogorov-Smirnov sign of each variable is greater than = 0.05. The results of the normality test can be seen in table 4.13.

From Table 2 which is the normality test, it can be seen that in the regression model, the confounding or residual variables have a normal distribution. This can be seen from the results of the sig value of the Organizational Behavior Citizenship (OCB) (Y) variable is 0.394 > 0.05 Job Characteristics (X1) variable is 0.618 > 0.05; the variable Communication Satisfaction (X2) is 0.218 > 0.05; Conscientiousness variable (X3) is 0.110 > 0.05. So it was concluded that for the variables Organizational Behavior Citizenship (OCB), Job Characteristics, Communication Satisfaction and Conscientiousness of PUPR Employees Kab. Kep. The Mentawai Division of Human Settlements and Construction Development is normally distributed.

Table 2:
 Normality Test Results

One-Sample Kolmogorov-Smirnov Test					
		OCB	Job Characteristics	Communication Satisfaction	Conscientiousness
N		65	65	65	65
Normal Parameters	mean	540000	26.7294	26.7529	26.3882
	Std. Deviation	2.31969	1.52275	1.69668	2.17723
Most Extreme Differences	Absolute	.171	.159	.157	.135
	Positive	.086	.112	.132	.100
	negative	-.171	-.159	-.157	-.135
Kolmogorov-Smirnov Z		1.573	1.464	1.448	1.246
asypm. Sig. (2-tailed)		.394	.618	.218	.110

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a. Test distribution is Normal.					

Source: SPSS output results, 2021.

Multicollinearity Test

Multicollinearity test is useful to test whether the regression model found a correlation between independent variables. A good regression model should not have a correlation between the independent variables if the independent variables are correlated then these variables are not orthogonal. Orthogonal variables are independent variables whose correlation value between independent variables = 0 (Ghozali, 2011). Multicollinearity can be seen from *tolerance* and Variance Inflation Factor (VIF). The way to find out whether there is a deviation from the multicollinearity test is to look at the Tolerance and VIF values of each independent variable, if the Tolerance value > 0.10 and the VIF value < 10 then the data is free from multicollinearity symptoms can be seen in Table 3.

Table 3:
 Multicollinearity Test Results

Coefficients ^a			
Model		Collinearity Statistics	
		Tolerance	VIF
1	Job Characteristics	0.807	1.256
	Communication Satisfaction	0.879	1,140
	<i>Conscientiousness</i>	0.861	1.202
a. Dependent Variable: Y			

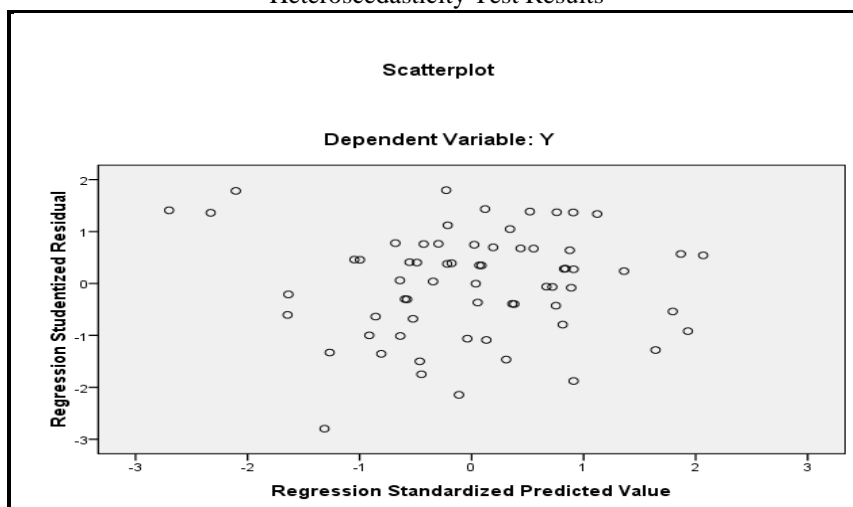
Source: SPSS output results, 2021

Based on the multicollinearity test in the table above, it can be seen that there is no relationship between the independent variables.

Heteroscedasticity Test

The heteroscedasticity test aims to test whether in a regression model there is an inequality of variance from the residuals from one observation to another observation. If the variance from the residual of one observation to another observation is constant, then it is called a homokedastability and if different it is called heteroscedasticity. Detecting the presence of heteroscedasticity in this study used the Plott Graph (Scatter Plot) test. This test, if there is no clear pattern, such as points spread above and below the number 0 (zero) on the Y axis, then there is no heteroscedasticity. The test results can be seen in Figure 1. In Figure 4.1 it can be seen that there is no clear pattern and the points are spread above and below the number 0 on the Y axis. This shows that the data in this study does not occur heteroscedasticity.

Figure 1:
 Heteroscedasticity Test Results



Research Hypothesis Test
Multiple Linear Regression Analysis

In testing the hypothesis of this study, multiple linear regression was used, which aims to determine how much influence several independent variables have on the dependent variable. Multiple regression analysis was performed by comparing t_{count} with t_{table} and sig value with $\alpha = 0.05$. In detail the results of multiple regression testing can be seen in Table 4.

Table 4:
 Multiple Regression Equation

		Coefficients ^a				
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	49,216	6.640		7.412	.000
	Job Characteristics	.257	.039	.075	6,955	.000
	Communication Satisfaction	.431	.065	.119	3.941	.001
	Conscientiousness	.261	.035	.082	4.987	.000
a. Dependent Variable: Y						

Source: SPSS Output Results (year 2021)

Based on Table 4, the estimation model can be analyzed as follows:

$$Y = 49,216 + 0.257 (X1) + 0.431 (X2) + 0.261 (X3)$$

Based on the above equation it can be explained that:

- From the above equation it can be seen that there is a constant value of 49,216 which means that if Job Characteristics, Communication Satisfaction, Conscientiousness are zero, then the value of the Organizational Behavior Citizenship (OCB) variable is at 49,216. This means that the variables Job Characteristics, Communication Satisfaction, Conscientiousness contribute to the increase in Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development.
- Job Characteristics regression coefficient value is positive 0.257. This means that if the Job Characteristics increase by one unit, it will result in an increase in Organizational Behavior Citizenship (OCB) of 0.257 unit.

- c. The regression coefficient value of Communication Satisfaction is positive, namely 0.431. This means that if Communication Satisfaction is decreased by one unit, it will result in an increase in Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development of 0.431 unit.
- d. Conscientiousness regression coefficient value is positive, namely 0.261. This means that if Conscientiousness increases by one unit, it will result in an increase in the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development of 0.261 unit.

Regression Coefficient Test (t Test)

Hypothesis Testing 1

The first hypothesis put forward, that Job Characteristics partially have a positive effect on Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. Based on the results of the analysis of the t test, it is known that the significance level of the Job Characteristics variable is $0,000 <$ of the significance value (0.05). Thus H_0 is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant positive influence between Job Characteristics on Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development.

Hypothesis Testing 2

The second hypothesis proposed is that *Communication Satisfaction* partially positive effect on Organizational Behavior Citizenship (OCB) PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. Based on the results of the analysis of the t test, it is known that the significance level of the Communication Satisfaction variable is $0,001 <$ of the significance value (0.05). Thus H_0 is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant positive influence between Communication Satisfaction on Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development.

Hypothesis Testing 3

The third hypothesis proposed is that *Conscientiousness* partially positive effect on Organizational Behavior Citizenship (OCB). Based on the results of the analysis of the t test, it is known that the significance level of the Conscientiousness variable is $0,000 <$ of the significance value (0.05). Thus H_0 is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant positive influence between Conscientiousness on Organizational Behavior Citizenship (OCB) PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development.

Hypothesis Testing 4

The fourth hypothesis proposed, that Job Characteristics, *Conscientiousness*, and Conscientiousness together have a positive effect on the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. Based on the results of the analysis of the F test, it is known that the significance level of the Job Characteristics, Communication Satisfaction, and Conscientiousness variables is $0.000 < 0.05$. Thus H_0 is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a jointly significant influence between Job Characteristics, Communication Satisfaction, and Conscientiousness on Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. As can be seen in table 5 below:

Table 5:
F . Test Results

ANOVA ^b						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	24,940	3	8.270	4.346	.000a
	Residual	426,060	61	5.449		
	Total	450,000	64			
a. Predictors: (Constant), X3, X2, X1						
b. Dependent Variable: Y						

Source: SPSS Output Results (in 2020)

Coefficient of Determination (Adjusted R Square)

The Coefficient of Determination aims to see or measure how far the model's ability to explain the variation of the independent variable, where the value of *R square* used for research with 2 variables and the value of Adjusted R Square is used for research with more than 3 variables. The value of the coefficient of determination in this study was taken from the value of Adjusted R Square which can be seen in table 6.

Table 6:
R Square Test Results

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.785 ^a	.616	.601	2.38719
a. Predictors: (Constant), X3, X2, X1				
b. Dependent Variable: Y				

Source: SPSS Data Processing Results (Year 2020)

Based on the analysis results Adjusted R square is 0,601 this means that 60.1% Organizational Behavior Citizenship (OCB) PUPR Kab. Kep. Mentawai Field of CiptaKarya and Construction Development are influenced by the independent variables Job Characteristics, Communication Satisfaction, Conscientiousness. While the remaining 39.9% is influenced by other variables outside the model.

Discussion

The discussion of the research results is intended to explain and interpret the research results.

Influence Job Characteristics on Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development.

The results of this study indicate that Job Characteristics has a significant positive effect on Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. This indicates that Job Characteristics determines the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. This means that the higher the Job Characteristics of the Regency PUPR Employees. Kep. Mentawai in the field of Human Settlements and Construction Development, it will increase the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development.

From the results of this study, it can be seen that the Job Characteristics variable has a coefficient of 0.257 which means that Job Characteristics have a big influence. This indicates that Job Characteristics can play a role in improving the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. If in PUPR Kab. Kep. The Mentawai Department of Human Settlements and Construction Development wants to improve the Organizational Behavior Citizenship (OCB) of Regency PUPR employees. Kep. Mentawai in the field of Human Settlements and Construction Development, it is necessary to improve the Job Characteristics of Public Works and Public Housing Employees Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development.

This is in line with the opinion of Milies and Porter in Rahajan (2012: 105) which states that job characteristics are traits that include the amount of responsibility and the various tasks carried out by employees. Different job characteristics require different requirements. Mangkuprawira in Otmo (2012:4) states that job characteristics are the identification of various job dimensions that simultaneously improve organizational efficiency and job satisfaction. Meanwhile, Schremerhorn in Otmo (2012:4) states that job characteristics are task attributes that have special important characteristics. This looks positive, PUPR employee Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development for work and everything that is encountered in its Job Characteristics.

The results of this study are in line with research Kermit W. Kuehn, Yousef Al-Busaidi/2002 which shows that Job Characteristics have a significant and significant effect on Organizational Behavior Citizenship (OCB).

Influence *Communication Satisfaction* on Organizational Behavior Citizenship (OCB) of Public Works and Housing Employees Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development.

The results of this study indicate that Communication Satisfaction has a significant positive effect on Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. This indicates that the Communication Satisfaction of PUPR Employees Kab. Kep. The Mentawai Department of Human Settlements and Construction Development determines the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. This means that the better the agency's Communication Satisfaction, the better the Organizational Behavior Citizenship (OCB) of the PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development.

From the results of this study, it can be seen that the Work Communication Satisfaction variable has a coefficient of 0.431 which means that work communication satisfaction has the greatest influence from other variables. This indicates that high Communication Satisfaction can increase Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. If in PUPR Kab. Kep. The Mentawai Department of Human Settlements and Construction Development wants to improve the Organizational Behavior Citizenship (OCB) of Regency PUPR employees. Kep. Mentawai in the Field of Human Settlements and Construction Development, it must improve and create good Employee Communication Satisfaction PUPR Kab. Kep. Mentawai in the field of Human Settlements and Construction Development with existing agencies.

This is in line with the opinion of Faules (2006:164) who stated that organizational communication satisfaction is the overall level of satisfaction felt by employees in the total communication environment. Satisfaction relates to the difference between what is desired from the point of view of communication within the organization and what people have in relation to it. A similar opinion was expressed by Redding in Masmuh (2010:47) that what is meant by organizational communication satisfaction is all satisfaction of an employee perceiving the overall communication environment. Satisfaction in this sense refers to how well the available information meets the requirements of organizational member requests for demands for information from whom it comes, how it is disseminated, how it is received, processed and what is the response of the person receiving it. Communication Satisfaction what is needed is effective Communication Satisfaction so that the organization can run smoothly. The more effective the Communication Satisfaction that is fostered, the more productive the behavior of a person in carrying out his work. The results of this study are in line with the research of Nader Sheykh Al Eslami Kandlousi et.al / 2010 which showed that Communication Satisfaction had an effect on Organizational Behavior Citizenship (OCB).

Influence *Conscientiousness* on Organizational Behavior Citizenship (OCB) of Public Works and Housing Employees Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development.

The results of this study indicate that Conscientiousness has a significant positive effect on Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. This indicates that Conscientiousness determines the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. This means that the better and better the Conscientiousness of the Regency PUPR Employees. Kep. Mentawai in the field of Human Settlements and Construction Development of an agency will increase the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development.

From the results of this study, it can be seen that the Conscientiousness variable has a coefficient of 0.261 which means Conscientiousness has influence. This indicates that Conscientiousness can play a role in improving the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. If the Pariaman Police wants to improve the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the field of Human Settlements and Construction Development, it must create good Conscientiousness in the PUPR employees of the Regency. Kep. Mentawai in the field of Human Settlements and Construction Development at the agency.

The results of this study are in line with the research by Funda Ozturk / 2010 which shows that there is a significant positive effect between Conscientiousness on Organizational Behavior Citizenship (OCB).

Effect of Job Characteristics, Communication Satisfaction, Conscientiousness on Organizational Behavior Citizenship (OCB) of Public Works and Housing Employees Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development.

The results of this study indicate that Job Characteristics, Communication Satisfaction, Organizational Commitment together have a significant influence on Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the field of Human Settlements and Construction Development with an Anova F test value of 0.000 which is smaller than 0.05. This indicates that Job Characteristics, Communication Satisfaction, Conscientiousness determine the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. This means that Job Characteristics, Communication Satisfaction is high, and Conscientiousness is not good, it will increase the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development.

This is in line with the research of Funda Ozturk / 2010, Marisa (2013), Nader Sheykh Al Eslami Kandlousi et.al / 2010, which showed that the results showed support for a significant influence between Job Characteristics, Communication Satisfaction and Conscientiousness on Organizational Behavior Citizenship (OCB).) Public Works and Public Housing Officer Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development.

Conclusions and suggestions

Based on the results of testing and discussing the hypotheses described in the previous chapter, some conclusions can be drawn as follows:

1. Job Characteristics have a positive influence on the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. This means that the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. The Mentawai Field of Human Settlements and Construction Development will increase if the Job Characteristics in high institutions and make PUPR employees of Kab. Kep. Mentawai in the field of Human Settlements and Construction Development are comfortable at work and can improve their Organizational Behavior Citizenship (OCB).
2. *Communication Satisfaction* provide a positive influence on the Organizational Behavior Citizenship (OCB) PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. This means that the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai CiptaKarya and Construction Development Sector will increase if Communication Satisfaction is good, because Communication Satisfaction can reduce morale to PUPR employees of Kab. Kep. Mentawai in the field of Human Settlements and Construction Development in carrying out the work. The higher the Communication Satisfaction of an employee of PUPR Kab. Kep. Mentawai in the field of Human Settlements and Construction Development in an agency will reduce their Organizational Behavior Citizenship (OCB) in carrying out their work in the agency.
3. *Conscientiousness* provide a positive influence on the Organizational Behavior Citizenship (OCB) PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. This means that the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. The Mentawai Field of Human Settlements and Construction Development will increase if the Conscientiousness of the agency is very good and good, thus making PUPR employees of Kab. Kep. The Mentawai Field of Human Settlements and Construction Development become the spirit of doing a good job. And good Conscientiousness will encourage high Organizational Behavior Citizenship (OCB).
4. Job Characteristics, Communication Satisfaction, have a positive effect and Conscientiousness has a positive effect on Organizational Behavior Citizenship (OCB) PUPR Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. With the F ANOVA test number of 0.000, thus the Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. The Mentawai Field of Human Settlements and Construction Development are influenced by the independent variables of Job Characteristics, Communication Satisfaction and Conscientiousness.

Based on the results of the discussion analysis and some conclusions in this study, the suggestions that can be given through the results of this study in order to get better results, namely:

1. Future researchers are expected to be able to examine other variables outside of this variable in order to obtain more varied results that can describe what things can affect Organizational Behavior Citizenship (OCB) and it is recommended to expand the scope of research on the influence of Job Characteristics, Communication Satisfaction, Conscientiousness towards Organizational Behavior Citizenship (OCB) of PUPR Kab. Kep. Mentawai Field of Human Settlements and Construction Development used in this study.

2. The agency management is expected to pay attention to and improve the Job Characteristics and Communication Satisfaction of the PUPR employees of Kab. Kep. Mentawai in the Field of Human Settlements and Construction Development. Because in order to achieve better productivity and achievement of agency goals, good Job Characteristics and Communication Satisfaction are needed as well as loyalty from Regency PUPR Employees. Kep. Mentawai in the Field of Human Settlements and Construction Development. When Job Characteristics, Communication Satisfaction is low and Conscientiousness is good in the agency, then with a balanced Organizational Behavior Citizenship (OCB) on PUPR employees Kab. Kep. Mentawai in the field of Human Settlements and Construction Development have also increased.

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