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The impact of determinants intellectual capital on organizational citizenship behavior of village apparatus In improving community services

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Abstract

This study aims to analyze the the impact of determinants intellectual capital on organizational citizenship behavior of village apparatus in improving community services and to analyze the direct impact and indirect impact on determinants intellectual capital on organizational citizenship behavior of village apparatus in improving community services. The novelty of this study is: to develop and formulate a model of determinants of intellectual capital through organizational citizenship behavior of village devices that have an impact on improving community services in Sungai Full City, where previous research only discussed intellectual capital from the company and employee sectors.This research using Structural Equation Modeling (SEM). Total sample of 117 respondents. The data used in this study were primary data through interviews and questionnaires. Data analysis in this study uses a structural equation model with the analysis tool used is to use AMOS. The results of this study : The Intellectual Capital can be explained by the variables Social Capital, Organizational Capital, Human Capital about 1,4%. While Organizational Citizenship Behavior can be explained by the variability of Social Capital, Organizational Capital, Human Capital and Intellectual Capital is 84,9%

Keywords: Intellectual Capital, Organizational Citizenship Behavior, Analysis of Moment Structure (AMOS), village apparatus, Structural Equation Modeling (SEM).

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INTRODUCTION

Based on Law Number 23 of 2014 concerning Regional Government, the Village as a legal community unit that has territorial boundaries, which has the authority to regulate and take care of the interests of local communities based on local origins and customs that are recognized and respected in the government system of the Unitary State of the Republic of Indonesia. To be able to carry out the mandate of the local government implementation law, the government needs support from local government officials who are strong, professional and able to do local and compete globally.

In order to realize the goals of national development, the government pays maximum attention to rural development. One that has a central role in village development is the Village Apparatus. The Village Apparatus is tasked with facilitating and assisting the community in the implementation of village government, implementation of village development, village community development, and village community empowerment. Village apparatus must be a pioneer as well as a driving force for village development (Sari et al., 2019). The Village Apparatus aims to create independent, developed and prosperous villages that are able to become agents of change in each village (Haryono et al., 2019).

As one of the guardians of the implementation of the Village Law. A village administrator must have adequate knowledge, skills and attitudes to assist the village government in the administration and development of the village in a professional, effective, efficient, accountable, open and responsible manner (Amri et al., 2020). To create a Village Device that spearheads the village potential empowerment program, a village apparatus that has high intellectual capital is needed, which relies more on the brain and knowledge, so that it is expected to be able to increase excellence based on intellectual capital excellence and succeed in achieving the goal of increasing development and empowerment of rural communities (Sari et al., 2022).

The term intellectual capital was first coined by economist Galbraith who placed intellectual capital in the context of gaining competitive advantage (Hermanto et al., 2021). Intellectual capital is the main force in an organization, which includes information, technical practitioners, expertise, intellectual property (P. Massingham et al., 2011). Intellectual capital is an intangible organizational resource and is classified into human capital (HC), structural capital and relationship capital (Khazami & Lakner, 2021). The concept of intellectual capital implies that although individuals generate, retain, and use knowledge, this knowledge is developed through interactions among themselves (social capital) to produce institutional knowledge owned by the organization (organizational

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capital). There are three elements of intellectual capital which are translated into three measurements of intangible assets consisting of human capital, social capital, and organizational capital (Amri et al., 2020).

Human capital is a combination of knowledge, skills, innovation and the ability of a person to carry out his duties so as to create value to achieve goals (Sari & Amri, 2022). Social capital is expressed in the form of common beliefs and values and social relationships among members of the organization, unlike other invisible capitals, social capital is inherent in the structure of interpersonal relationships and also among members of the organization (Yusnita et al., 2021). The effectiveness of this process is critical because it involves internal procedures that allow the integration of knowledge and the sharing of capabilities that result in the creation of organizational wealth (Zhu et al., 2021).

Understanding human capital emphasizes the understanding that humans are one of the main capitals of organizations (Sukoco & Prameswari, 2017). Human capital is an organization's most important asset because it is a source of creativity, innovation, change, and improvement of organizational performance (P. R. Massingham & Tam, 2015). Human capital has five component indicators that ultimately determine the value of an organization (Mayo, 2000), These five things: Individual Capability, Individual Motivation, The Organization Climate,Workgroup Effectiveness dan Leadership.

Social capital is an individual resource derived from relational networks (Zhang et al., 2017). Social capital is a productive resource that can be enjoyed by organizations or individuals as long as there are relationships, but disappears when relationships no longer exist (Liu et al., 2018). While the potential of social capital includes values and norms that can be a forum in regulating for the common interest, there are institutions or institutions that contribute to providing services of the common interest, there are community leaders who are trusted by community citizens (Satria et al., 2020). The definition of social capital consists of social networks, arising reciprocity, and value to achieve common goals, Social capital indicators: trust, norms and networks (Khazami & Lakner, 2021).

Organizational capital was first defined by Prescott and Visscher in 1980 for the collection and use of personal information to improve production efficiency in organizations. Organizational capital is knowledge in the organization that is independent of people or in other words can be interpreted as knowledge that remains in the organization even though the work leaves the organization (Chowdhury et al., 2019). Organizational capital indicators : organizational culture, leadership and teamwork (Juneja & Amar, 2018).

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Organizational citizenhip behavior (OCB) is the voluntary behavior of a worker to want to perform tasks or work outside of his responsibilities or obligations for the progress or benefit of his organization (Arumi et al., 2019). Organizational citizenhip behavior (OCB) is a form of behavior that is an individual choice and initiative, not related to the organization's formal reward system. Organizational Citizenship Behavior (OCB) is a Behavior that is voluntary, not a forced action against things that prioritize the interests of the organization. Aspects or indicators of Organizational Citizenship Behavior (OCB) are: altruism, courtesy, spormanship, civic virtue and conscientiousness (Guiling et al., 2022).

Village assistance is carried out by the Village Apparatus which is in charge of assisting the village in the implementation of village development and village community empowerment. The objectives of village assistance include: 1) increasing the capacity, effectiveness and accountability of village governance and village development; 2) increase initiatives, awareness and participation of village communities in participatory village development; 3) increase synergy between intersectoral village development programs; and 4) emancipatory optimization of local village assets.

Objectives

1. To analyze the the impact of determinants intellectual capital on organizational citizenship behavior of village apparatus in improving community services
2. To analyze the direct impact and indirect impact on determinants intellectual capital on organizational citizenship behavior of village apparatus in improving community services

RESEARCH METHODS

Research Approach

This study used data analysis adjusted to the research pattern and variables studied. The model used in this study is a causality model and to test the hypothesis proposed in this study, the analysis technique used is SEM (Stuctural Equation Modelling) which is operated through the AMOS program. SEM is a multivariate statistical technique that is a combination of factor analysis and regression analysis (correlation), which aims to examine the relationships between variables in a model, be it between indicators and constructs, or relationships between constructs. Quantitative method is a method that uses a sampling system from a population and uses a structured questionnaire as a data collection tool. The quantitative approach is used to find detailed factual information that

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is symptomatic and identify problems or to obtain justification for ongoing circumstances and activities.

Location and Time of Research

This research was conducted in Pondok Tinggi district Sungai Penuh City, Jambi Province. The study time starts from May 2023 to July 2023.

Data Collection

Data required at the data collection stage, including primary data and secondary data. The primary data consisted of open and closed questionnaires that were disseminated to respondents. Secondary data consists of village profiles as well as village device data.

Sampling Techniques

The sample from the study was a village apparatus in Sungai Penuh City. Sungai Penuh City with 8 sub-districts, consisting of 4 kelurahan and 65 villages. The object of research carried out in Pondok Tinggi village with a sampling technique is the full sampling method. The sample was 65 villages. Based on Law no. 6 of 2014 concerning Villages, the Village Apparatus consists of: Village Secretary, Head of Administrative and General Affairs, Head of Financial Affairs, Head of Planning Affairs, Government Section, Welfare Section and Service Section as well as staff at the village office. With the sampling method is full sampling, so that the number of samples from 7 villages is 117 respondents.

SEM (Structural Equation Modeling)

Model Testing Techniques in this study use the Stuctural Equation Model (SEM). Model Testing Techniques in this study using the Stuctural Equation Model (SEM) using AMOS Version 25. SEM is a combination of two separate statistical methods, namely factor analysis (factor analysis) simultaneous equation modeling developed in econometrics, to analyze the structural relationships of the proposed model. The suitability of the the model through a review of various goodness-of-fit criteria. Several conformity indices and their cut-off values are used to test whether a model is accepted or rejected.

Discussion

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Structural Equation Model (SEM) is a statistical technique for testing and estimating causal relationships by integrating factor and path analysis. SEM can examine a series of dependency relationships simultaneously. This is very useful in testing the theory that it contains several equations involving dependency relationships. SEM is a development of the General Linear Model (GLM) with multiple regression as its main part. SEM is more reliable, illustrative and powerful than regression techniques when modeling interactions, nonlinear, measurement errors, correlation of error terms and correlation between multiple independent variables.

Model Testing

In the table below can be seen the standard of acceptance criteria of the Model Test when using SEM (Structural Equation Modelling) analysis.

Table 1. Model Test Results

No	Testing Fit	Acceptable match level
1	*Absolute Fit Indices* DF *X2*/DF	 Accepted If Positive The lowest limit is 1.0, the highest limit is 2.03
2	*Icremental Fit Indices* - GFI - AGFI - TLI - CFI	Values Range 0-1, closer to 1 the better
3	*Icremental Fit Indices* - RMR - RMSEA	< 0,08
4	*Parsimony Fit Indices* - PNFI - PCFI	Value Range 0-1

Sources : Sari (2022)

The results of AMOS processing in this study are:

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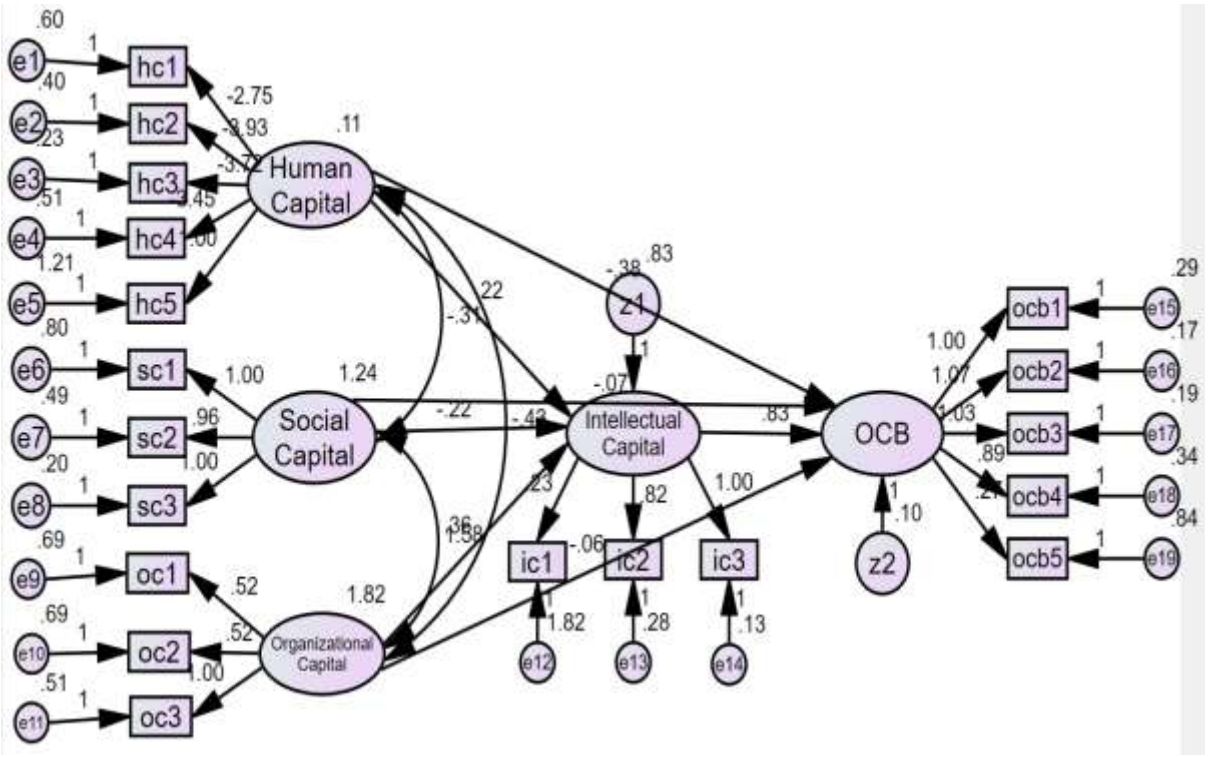


Figure 1. Result Full Model-Structural Equation Model (SEM)

With the results of model testing are:

1. Absolute Fit Indices
   1) The result of DF is 142 which is interpreted as "accepted" because it is positive.
   2) The result of X2/DF is 1.265 which is interpreted as "accepted" because the lowest limit is 1.0, the highest limit is 2.032.
2. Icremental Fit Indices
   1) The result from GFI = 0,752, AGFI = 0,669, TLI = 0,726 dan CFI = 0,772 which is interpreted as "accepted" because it is in the criteria of Values ranging from 0-1, closer to 1 the better
   2) The result from RMR = 0,031 and RMSEA = 0,068 which is interpreted as "accepted" because it is in the criteria < 0,08
3. Parsimony Fit Indices

   The result of PNFI = 0.602 and PCFI = 0.641 which is interpreted as "accepted" because it is in the criteria of Values ranging from 0 - 1

2. Pengujian Hipotesis

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Hypothesis testing in this study using a comparison of the results of the Critika Ratio and P. With the criterion of the value of the Critical Ratio > 1.96 or the P value is below 0.05. The results of hypothesis testing can be seen in table 2 below: Based on the explanation of the results of the model testing above, it is produced that the model in this study is acceptable. The results of the Full Model-Structural Equation Model (SEM) Test are compared with the fit testing criteria, resulting in the following model testing :

Table 2 : Model Testing

Maximum Likehood Estimates			Estimate	S.E.	C.R.	P
Intellectual_Capital	<---	Human_Capital	.109	071	1.536	124
Intellectual_Capital	<---	Social_Capital	1.242	190	6.524	**
Intellectual_Capital	<---	Organizational_Capital	1.822	.302	6.036	***
OCB	<---	Human_Capital	.831	.139	5.997	***
OCB	<---	Organizational_Capital	.101	.037	2.776	.005
OCB	<---	Social_Capital	1.207	.159	7.575	***
OCB	<---	Intellectual_Capital	.825	.081	10.206	***

From the table above, the results of Hypothesis testing are:

1. Hypothesis Testing between Human Capital on Intellectual Capital village apparatus with the results of CR = 1,536 and P = 0,124. With the conclusion that Human Capital have a positive effect on the Intellectual Capital village apparatus is acceptable but not significant. Because it does not meet the criteria where CR < 1.96 and P > 0.05.
2. Hypothesis Testing between Social Capital on Intellectual Capital village apparatus with the results of CR = 6,524 and P = 000. With the conclusion that Social Capital

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have a positive effect on the Intellectual Capital village apparatus is acceptable and significant. Because it meets the criteria where CR > 1.96 and P < 0.05.

3. Hypothesis Testing between Organizational Capital on Intellectual Capital village apparatus with the results of CR = 6,036 and P = 000. With the conclusion that Organizational Capital have a positive effect on the Intellectual Capital village apparatus is acceptable and significant. Because it meets the criteria where CR > 1.96 and P < 0.05.
4. Hypothesis Testing between Human Capital on Organizational Citizenship Behavior village apparatus with the results of CR = 5,997 and P = 000. With the conclusion that Human Capital have a positive effect on the Organizational Citizenship Behavior village apparatus is acceptable and significant. Because it meets the criteria where CR > 1.96 and P < 0.05.
5. Hypothesis Testing between Organizational Capital on Organizational Citizenship Behavior village apparatus with the results of CR = 2,776 and P = 0,005. With the conclusion that Organizational Capital have a positive effect on the Organizational Citizenship Behavior village apparatus is acceptable and significant. Because it meets the criteria where CR > 1.96 and P < 0.05.
6. Hypothesis Testing between Social Capital on Organizational Citizenship Behavior village apparatus with the results of CR = 7,575 and P = 000. With the conclusion that Social Capital have a positive effect on the Organizational Citizenship Behavior village apparatus is acceptable and significant. Because it meets the criteria where CR > 1.96 and P < 0.05.
7. Hypothesis Testing between Intellectual Capital on Organizational Citizenship Behavior village apparatus with the results of CR = 10,206 and P = 000. With the conclusion that Intellectual Capital have a positive effect on the Organizational Citizenship Behavior village apparatus is acceptable and significant. Because it meets the criteria where CR > 1.96 and P < 0.05.

Analysis of Direct Effect, Indirect Effect and Total Effect

Analysis of Direct Effect, Indirect Effect and Total Effect is used to see how the Impact between each construct. Direct effect is an influence using one-end arrows. Indirect effect or indirect effect is an influence that arises due to the impact of the influence of variables including. Total effect or total effect is the influence and effect of various relationships that exist in the research model.

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Table 3: Total Effect

	Organizational Capital	Social Capital	Human Capital	Intellectual Capital	OCB
Intellectual Capital	.524	-.268	.077	.000	.000
OCB	.389	-.349	-.081	.924	.000

Table 4: Direct Effect

	Organizational Capital	Social Capital	Human Capital	Intellectual Capital	OCB
Intellectual Capital	.524	-.268	.077	.000	000
OCB	-.095	-.101	-.153	.924	.000

Table 5: Indirect Effect

	Organizational Capital	Social Capital	Human Capital	Intellectual Capital	CB
Intellectual Capital	.000	.000	.000	.000	000
OCB	.484	-.248	-.072	.000	000

From the table of Total effect, Direct effect and Indirect effect above, the results are obtained:

1. The direct effect between Organizational Capital and Intellectual Capital is -0,095. The indirect effect of Organizational Capital through Intellectual Capital on Organizational Citizenship Behavior is 0.484. This means that direct effect < indirect effect (-0,095 < 0,484). So it can be interpreted in this study that Intellectual Capital is a variable that can mediate Organizational Capital against Organizational Citizenship Behavior.
2. The direct effect between Social Capital and Intellectual Capital is -0,101. The indirect effect of Social Capital through Intellectual Capital on Organizational Citizenship Behavior is -0,248. This means that direct effect > indirect effect (-0,101 > -0,248).

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So it can be interpreted in this study that Intellectual Capital is not a variable that can mediate Social Capital against Organizational Citizenship Behavior.

3. The direct effect between Human Capital and Intellectual Capital is -0,153. The indirect effect of Organizational Capital through Intellectual Capital on Organizational Citizenship Behavior is - 0,072. This means that direct effect < indirect effect (-0,153 < 0,072). So it can be interpreted in this study that Human Capital is a variable that can mediate Organizational Capital against Organizational Citizenship Behavior.

Table 6. Squared Multiple Correlations

Squared Multiple Correlations			Estimate
Intellectual_Capital			.014
OCB			.849

The magnitude of the influence of the determinants of Intellectual Capital consisting of Human Capital, Social Capital and Organizational Capital with an estimated value of 0,014. This means that the magnitude of the influence of Human Capital, Social Capital and Organizational Capital on Intellectual Capital is 1,4%. Meanwhile, to see the magnitude of the influence of Human Capital, Social Capital, Organizational Capital and Intellectual Capital variables on Organizational Citizenship Behavior with an estimated value of 0,849. This means the magnitude of the influence of Human Capital, Social Capital, Organizational Capital and Intellectual Capital on Organizational Citizenship Behavior is 84,9%.

CONCLUSION

Based on the results of the Structural Equation Model (SEM) obtained from this study, it can be concluded from hypothesis testing that Social Capital and Organizational Capital have a positive and significant effect on Intellectual Capital. While Social Capital, Organizational Capital, Human Capital and Intellectual Capital have a positive and significant effect on Organizational Citizenship Behavior. But Human Capital has a negative and not significant effect on Intellectual Capital.

The Intellectual Capital can be explained by the variables Social Capital, Organizational Capital, Human Capital of 1,4%. While Organizational Citizenship

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Behavior can be explained by the variability of Social Capital, Organizational Capital, Human Capital and Intellectual Capital is 84,9%.

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