

The Effect of Knowledge-Sharing Behaviour on Performance, Mediated by Organisational Citizenship Behaviour (OCB) - Study on Village Facilitators in Wakatobi District, Southeast Sulawesi Province, Indonesia

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The research objective was to examine and explain the effect of knowledge sharing behavior on village facilitators' performance, mediated by the Organisational Citizenship Behaviour (OCB) study on Village Facilitators. We have proved that excellent knowledge-sharing behavior contributes significantly and can increase OCB. This study uses a survey method with an explanatory research design approach. Data collection is done using survey methods through questionnaires and interviews. The study population was 43 Village Facilitators from Wakatobi District, Southeast Sulawesi Province, Indonesia. We used Partial Least Square (PLS) to analyze our research. Essential elements that influence employee performance consist of education, experience, motivation, health, age, skills, emotions, and spirituality. In contrast, extrinsic factors that affect employee performance include the physical and non-physical environment, leadership, vertical and horizontal communication, compensation, control in supervision, facilities, training, workload, work procedures, and punishment systems. This study indicates that knowledge-sharing behavior has a positive and significant effect on village facilitators' performance. Furthermore, knowledge sharing behavior has a positive and significant impact on OCB; OCB has a positive and significant impact on Village Facilitators' performance. OCB mediates the influence of the Village Facilitator's knowledge sharing and performance behavior.



Keywords: *Knowledge Sharing Behaviour, Organisational Citizenship Behaviour (OCB), Performance, Knowledge management*

1. INTRODUCTION

Human resources are the resources that determine the success of an organization. Human resources in an organization are significant because they are drivers of all organizational activities (Suhardi et al., 2018). Human resources in a business organization or public organization are a unified entity. The corporate structure has a function that includes determining what tasks people must do in an organization and how these behaviors affect an organization's performance (Sundiman, 2017). The company's success in achieving its stated goals manifests management's success in running its organization (Suhardi et al., 2018).

The emergence of knowledge-based economies forcing organizations to abandon traditional perspectives by adopting a knowledge management approach (Munoz Mata et al., 2014). Knowledge has become a key asset for organizations to produce sustainable competitive advantages (Friedrich et al., 2019).

Knowledge Sharing behavior (Knowledge Sharing) is the exchange of knowledge between two or more individuals. One party communicates the knowledge he has, and the other assimilate that knowledge so that new knowledge is created together (Abdul-Jalal et al., 2014; Tohidinia & Mosakhani, 2010). Knowledge management focuses on identifying, sharing, creating, and storing knowledge in implementing organizational learning.

Apart from two attitudes in an organization, group life in the organization is undoubtedly an activity that requires each (Gast et al., 2019). This requires each member to work together to achieve the goals that have been set effectively and efficiently. Recognition of each helping the work of co-workers outside the worker's responsibility is one attitude that makes the organization more robust and more advanced (Lo et al., 2017). Behavior carried out by an employee that exceeds formal work obligations has a good impact because supporting organizational effectiveness is referred to as Organisational Citizenship Behaviour (OCB) (Zayas-ortiz et al., 2015).

Furthermore, according to (Hermawati & Mas, 2017), Organisational Citizenship Behaviour (OCB) involves several behaviors, including helping others, volunteering for extra tasks, and obeying the workplace's rules and procedures. These behaviors will provide added value to employees and are a form of positive reaction. An organization will demand that its employees behave not only on behavior that is their job assignment but also outside of office assignments carried out voluntarily. This statement is supported by the opinions expressed by (Acaray & Akturan, 2015) and (Zayas-ortiz et al., 2015), who explains that the organization wants and needs workers who will do work that is not in the job description. Currently, extra-role behavior or organizational citizenship behavior (OCB) is one of the global strategic issues in human



resource management (HRM) (Acaray & Akturan, 2015; Pavalache-Ilie, 2014; Snape & Redman, 2010; Somech & Drach-Zahavy, 2004; Zayas-ortiz et al., 2015).

According to (Zayas-ortiz et al., 2015) and (Sundiman & Putra, 2016), employees who have OCB will have high loyalty to the organization where they work and will naturally feel comfortable and safe in their work. OCB is behavior-oriented, and it is expected that this behavior reflects the values that are lived out. The nature of OCB is pragmatic so that it can be applied to organizational management, especially those related to human resources. According to (Pradhan et al., 2016), OCB is behavior that is an individual choice and initiative, not associated with the organization's formal reward system but aggregate increases organizational effectiveness.

Therefore, Organisational Citizenship Behaviour is also called voluntary behavior or Extra-Role behavior. OCB's behavior is not found in the job description of the employee. However, it is highly expected because it supports its effectiveness and survival (Agarwal, 2016). This means someone who has a high OCB will not be paid in the form of sure money or bonuses. However, OCB is more about each one's social behavior to work beyond what is expected, such as tolerance in less ideal/pleasant situations at work, giving suggestions that build in the workplace, and not wasting time in the workplace (Paillé, 2013).

Research conducted by (Basu et al., 2017), (Hermawati & Mas, 2017), (D. W. Organ, 2015) concluded that Organisational Citizenship Behaviour (OCB) has a positive and significant influence on employee performance. On the other hand, (Hafidz et al., 2012) proved that the effect of OCB on employee performance was not significant.

At present, in Indonesia, there is a fascinating discourse on the paradigm and development policy, namely, from development to empowerment: precise integrated village development that makes empowering dialogue interesting. The law of the Republic of Indonesia No. 6 of 2014 concerning villages has stipulated that rural communities' development and empowerment are carried out through assistance. Mentoring is one of the critical steps that must be taken to accelerate the achievement of community independence and welfare (Wahyu Ariani, 2013). The community's autonomy and prosperity can be achieved, including increasing knowledge, attitudes, skills, behaviors, abilities, awareness, and utilizing resources following the problem's essence and prioritizing the village community's needs. Rural development is an integral part of national development. It is an effort to improve the quality of pastoral human resources and society as a whole that is carried out sustainably based on agricultural potential and capabilities. In its implementation, rural development should realize rural people's lives who refer to development goals: independent, advanced, prosperous, and fair (Sjahrudin et al., 2013).

The existence of Village Facilitators, especially in the Wakatobi Regency, must move quickly in developing strategies. For this reason, in resolving poverty and reducing social inequality,

the goal is, of course, physical development and village infrastructure to open the broadest possible economic opportunities and developing villages. Furthermore, the village facilitators' existence was formed to organize government affairs and the local village community's interests. Village Minister Regulation Number 3 of 2015 concerning Village Facilitators states that village facilitators are tasked with assisting villages in implementing village development and empowering rural communities.

The object in this study was the village of Wakatobi, Southeast Sulawesi Province, Indonesia. Village facilitators must be able to know the stages of assistance to assist village communities. One of the problems in village assistance in the Wakatobi district is how individuals who become village officials can share their knowledge with colleagues to build a goal in the village development program (Wiguna et al., 2017).

Village facilitators are challenged to be able to solve various problems in the village, including;

1. Lack of planning in village development.
2. Low community participation in development.
3. Lack of village financial governance.
4. The democratization of local politics in the village
5. Uneven development in the town,
6. The quality of the human resources (HR) of village equipment is still low

Village facilitators must do this with commitment and further participation in the organization to build a prosperous village. Village facilitators must also recognize the environment to map existing problems, such as; learn about the potential, holding key community figures, and excellent communication with hospitality. Things that are of concern from village facilitators, such as; ask permission to join in sub-district forum meetings to open up the local community's insights so that village problems can be resolved. Therefore, the deepening of knowledge for village facilitators in each sub-district in the Wakatobi district is highly recommended. Furthermore, the new experience will be created to form a reliable and needed organization in society.

2. LITERATURE REVIEW

2.1 Knowledge Sharing Behaviour

Knowledge Sharing behavior is the exchange of knowledge between two or more individuals. One party communicates the knowledge he/she has, and the other party assimilates that knowledge so that new knowledge is created together. According to (Suppiah & Sandhu, 2011), knowledge sharing has included the notion of knowledge transfer, which is interpreted as a systematic process in sending, distributing, and disseminating multidimensional knowledge and contexts from one person or organization to other people or organizations in need, through varied methods and media. In (The & Sun, 2012), individuals who believe that their

relationship with others can become more widespread and share behavior have a positive attitude in sharing knowledge. Furthermore, it is advisable to refuse apprehension, evaluation, or anxiety because of fear of getting an unfavorable assessment from another person, which is a barrier to knowledge-sharing behavior.

2.2 Organisational Citizenship Behaviour (OCB)

Organisational Citizenship Behaviour (OCB) contributes to individuals who exceed the workplace demands and are rewarded by acquiring task performance. OCB involves several behaviors, including helping others, volunteering for extra tasks, obeying the rules and procedures at work (Zayas-ortiz et al., 2015). These behaviors describe "employee value-added," which is one form of prosocial behavior, namely positive, constructive, and meaningful social behavior (Pavalache-Ilie, 2014).

Organizational citizenship behavior (OCB) is a new individual behavior, which is not directly or explicitly recognizable in a formal work system. In aggregate, it can improve the effectiveness of organizational functions. Organizations generally believe that achieving excellence must seek the highest individual performance because, basically, their performance affects the team or workgroup's performance and ultimately affects the organization's overall performance.

In (Agarwal, 2016; Pavalache-Ilie, 2014; Pradhan et al., 2016), it was revealed that OCB is an individual contribution that is profound, exceeds the demands of roles in the workplace, and has an impact on performance appraisal. This OCB involves several behaviors, including helping people, volunteering for extra tasks, and obeying the workplace's rules and procedures. OCB is very necessary from an organizational perspective because the behavior included in OCB increases human resources' use.

2.3 Performance

States that employees' intrinsic and extrinsic factors influence employee performance. Essential elements that influence employee performance consist of education, experience, motivation, health, age, skills, emotions, and spirituality. In contrast, extrinsic factors that affect employee performance include the physical and non-physical environment, leadership, vertical and horizontal communication, compensation, control in supervision, facilities, training, workload, work procedures, and punishment systems.

According to (Employee & Plans, 2017), performance results from work both in quality and quantity achieved by an employee in carrying out tasks by the responsibilities given to him. According to (Dobre, 2013), performance means someone's willingness or group of people to do an activity and perfect it according to their responsibilities with the results as expected. According to (Employee & Plans, 2017), employee performance results in an employee's

quality and quantity in carrying out his duties and responsibilities. Performance is all the results of all forms of actions and policies in a series of work ventures at a certain period to achieve a goal and answer the question in the definition of performance. According to (Sun & Bunchapattanasakda, 2019), performance is the answer to the question, "*what results are achieved by someone after doing something.*"

3. METHODOLOGY

This research included Explanatory Research. Explanatory research is a study that explains causal relationships and tests the relationship between several variables through hypothesis testing or descriptive analysis (Vogt, 2015). This study's population was all village facilitators in the Wakatobi Regency, Southeast Sulawesi Province, Indonesia. In this study, the sampling technique used a census because it involved all village facilitators in the Wakatobi Regency, with as many as 43 people. The measurement scale of the instrument in this study used a Likert scale. The Likert scale is used to measure the attitudes, opinions, and perceptions of a person or group of people about social phenomena (Vogt, 2015).

Using a Likert scale, the variables to be measured are translated into indicators of variables; then, the signs are used as a starting point for compiling instrument items that can be in the form of statements or questions. The research data analysis technique uses descriptive statistics to present research data and inferential statistics using path analysis techniques and hypothesis testing and testing the path coefficients of direct and indirect effects (Felipe et al., 2016; Vogt, 2015).

4. RESULTS AND DISCUSSION

The results of the respondents in this study were all Village Facilitators in Wakatobi Regency, which numbered 43 people; the characteristics of respondents in this study can be grouped as Table 1 below;

Table 1. Characteristics of Respondents

No.	Category	Alternative Answers	Frequency	
			Person	Percentage %
1	Age	20-30 years	4	9.30
2		31-40 years	30	69.77
3		41 -50 years	8	18.60
4		50 years and above	1	2.33
5	Gender	Man	38	88.37
6		Woman	5	11.63
7	Education	High school / equivalent	7	69.77
8		Diploma	3	6.98

9		Bachelor degree	30	16.28
10		Master's degree	3	6.98
11	Years of service	< 2 years	11	25.58
12		3 – 5 years	32	74.42
13		6 – 10 years	0	0

From Table 1 above, the respondents in this study were aged 31- 40 years with as many as 30 people with a percentage (69.77%); at most male sex (88.37%) with 38 respondents. Furthermore, in the education category, it was dominated by a bachelor's degree with as many as 30 respondents (16.28%). Additionally, the village facilitator has a 3 - 5 years working period with 32 respondents or a percentage (74.42%) in the service period.

4.1 Test Validity and Reliability

The validity test aims to determine the extent of the data's validity obtained from the questionnaires' distribution. The validity test results indicate that all statement items from each variable have an r count greater than 0.30 ($r > 0.30$), and the significance value is also smaller than 0.05. Thus, it can be concluded that all question items in each of these research variables are valid. The reliability test results indicate that the value of α for each variable is higher than 0.60 ($\alpha > 0.60$). Furthermore, it can be concluded that all items in the questionnaire are reliable and relatively consistent.

4.2 Partial Least Square (PLS) Assumption Test

Before conducting a further evaluation using Partial Least Square (PLS), it is necessary to test the linearity assumption. The relationship between the latent constructs tested has a linear relationship. The linearity test results of relationships between variables are presented in Table 2.

Table 2. Linearity Test Results

Inter-Variable Relationships	Linearity Test Results			
	R-square	F	Sig.	Result
Knowledge Sharing Behaviour (KSB) - Village Facilitators Performance (VFP)	0.092	4.155	0.048	Linear
KSB - OCB	0.216	11.316	0.002	Linear
OCB - VFP	0.137	6.516	0.015	Linear

4.3 Path Analysis Results

Herman Wold first developed PLS; he was an employee of Karl Joreskog ("Handb. Partial Least Squares," 2010). This model was developed as an alternative to situations where the

theory is weak, or the available indicators do not meet the reflexive measurement model. According to (Surienty et al., 2014), he mentions that PLS is "soft modeling." Besides being used as confirmation theory, PLS can also be used to recommend relationships that exist or not and propose further testing propositions. The fundamental evaluation in PLS analysis assesses the inner and structural models to see the connection between constructs, significance values, and R-square of the research model. Testing the internal model in PLS analysis is done through bootstrap resampling.

4.4 Evaluation of Measurement Model (Outer Model)

There are three criteria for assessing the outer model: discriminant validity, composite reliability, and convergent validity. Based on the three assessment criteria, the measurement model from the bootstrapping results in the PLS method can be explained as follows:

1. Discriminant Validity

Discriminant validity testing in this study uses cross-loading values and the square root of average (AVE)

Table 3. The amount of \sqrt{AVE} , AVE and the Correlation between Latent Variables

Variable	AVE	\sqrt{AVE}	Correlation		
			KSB	OCB	VFP
KSB	0.755	0.869	1.000	0.844	0.896
OCB	0.718	0.848	0.844	1.000	0.872
VFP	0.900	0.949	0.896	0.872	1.000

Based on Table 3 above, the instruments used in measuring this research variable are valid in discriminant because the square root of the average variance extracted (\sqrt{AVE}) value of each variable is higher than the AVE value and the correlation between other latent variables.

2. Convergent Validity

Convergent validity measures an indicator's validity as a measure of a construct seen from the outer Loading. Recommended indicators are considered valid if the external loading value is above 0.70. However, the value of the loading factor of 0.50-0.60 can still be tolerated with a p-value <0.05. Even (Beckett et al., 2017) provide a rule of thumb that the factor load is meaningful if it is higher than 0.30.

Table 4. Outer Loading of each indicator

Indicator		Outer Loading	t-statistics	Sig. t
X1.1	Knowledge Contribution	0.948	52.940	0.000

X1.2	Knowledge Collection	0.949	53.368	0.000
Z1.1	Concerned the interests of others	0.777	10.838	0.000
Z1.2	Generosity	0.874	18.703	0.000
Z1.3	Sportivity	0.848	19.446	0.000
Z1.4	Morality	0.892	26.568	0.000
Z1.5	Seriousness	0.842	19.389	0.000
Y1.1	Work quality	0.829	15.448	0.000
Y1.2	Time determination	0.825	12.594	0.000
Y1.3	Initiative	0.899	25.594	0.000
Y1.4	Ability	0.876	18.759	0.000
Y1.5	Communication	0.910	26.875	0.000

Based on Table 4 above, it can be proven that the estimated value of the outer Loading of the 12 indicator variables as a whole has a value of 30 0.30, and some indicators do not have an effect because the p-value is significantly smaller than $\alpha = 0.05$.

3. Composite reliability

Composite reliability tests reliability values between indicators from constructs. The results of testing the composite reliability model in this study shown in Table 5.

Table 5. Reliability Test Results

Research variable	Construct Reliability	Results
Knowledge Sharing Behaviour (KSB)	0.939	Reliable
Organisational Citizenship Behaviour (OCB)	0.927	Reliable
Village Facilitators Performance (VFP)	0.947	Reliable

The composite reliability results are said to be good if the value is above 0.70. Therefore, it can be concluded that all the instruments used in this study have met the criteria or are feasible to be used in measuring all variables because they have high suitability and reliability.

4.5 Evaluate the Goodness of Fit Model

The structural model is evaluated by considering the Q^2 predictive relevance model that measures how well the model generates the observation value. Q^2 is based on the coefficient of determination of all endogenous variables. The magnitude of Q^2 with the range $0 < Q^2 < 1$,

getting closer to the value of 1, means that the model is getting better. The coefficient of determination (R^2) of the two endogenous variables is shown in Table 6.

Table 6. Test Results for Goodness of Fit

Structural Model	Endogenous variable	R-square
1	OCB	0.756
2	VFP	0.881

Based on the value of the determination coefficient (R^2), it can be known Q^2 with the following calculations:

$$\begin{aligned}
 Q_2 &= 1 - (1 - R^2_1) (1 - R^2_2) \\
 &= 1 - \{(1 - 0,756) (1 - 0,881)\} \\
 &= 1 - 0,029 \\
 &= 0,971
 \end{aligned}$$

Based on the calculation of predictive-relevance value, (Q^2) = 0.971 or 97.1%. This means that this research model's accuracy can explain the diversity of knowledge sharing behavior variables towards performance through OCB of 97.10%. Other variables explain the remaining 2.90%.

4.6 Testing of Structural Models and Research Hypotheses

Testing of hypotheses and path coefficients directly influences knowledge sharing behavioral variables and performance mediated by organizational citizenship behavior (OCB). Results testing of the influence between variables can be seen from the path coefficient and critical points (t-statistics) presented in the path diagram of Figure 1.

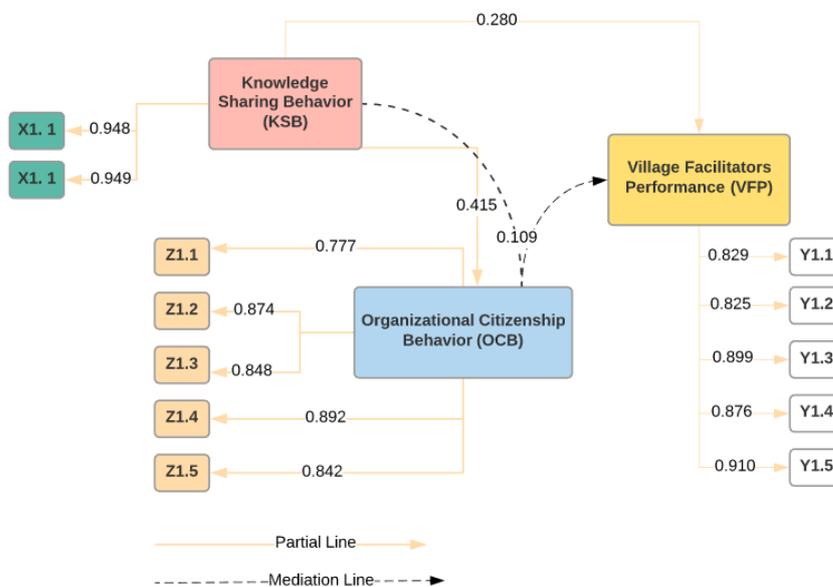


Figure 1: Diagram of path coefficients and hypothesis testing

The results of testing the influence between variables in Figure 1. in full can be presented in Table 7.

Table 7. Path coefficients and hypothesis testing

The direct influence between variables			Path coefficient	t-statistics	Sig. t	Results
H1	KSB →	VFP	0.280	2.140	.033	Rejected
H2	KSB →	OCB	0.415	2.018	0.044	Rejected
H3	OCB →	VFP	0.264	2.249	0.025	Rejected
Testing of media influence			Path coefficient	Mediation properties		Result
H6	KSB →	OCB → VFP	-0.109	Not Mediating		Rejected

H1: Knowledge Sharing Behaviour Has a Significant Positive Impact on Village Companion Performance

The test results of the effect of knowledge sharing behavior on village facilitators' performance can be proven by estimating the path coefficient of 0.280 in a positive direction. The positive path coefficient means that knowledge sharing behavior on village facilitators' performance is in the same direction. This result is also supported by the probability value (p-value), which is equal to 0.033, where the p-value is smaller than 0.05. The hypothesis testing results (H1) prove that knowledge sharing behavior positively and significantly affects village facilitators' performance to accept the hypothesis.

H2: Influential Knowledge Sharing Behaviour Against Organisational Citizenship Behaviour (OCB).

The test results of the effect of knowledge sharing behavior on Organisational Citizenship Behaviour can be proven by estimating the path coefficient of 0.415 in a positive direction. The positive path coefficient means that the influence of knowledge sharing behavior on Organisational Citizenship Behaviour is in the same direction. This result is also supported by a probability value (p-value) of 0.044 $< \alpha = 0.05$. The hypothesis testing (H2) results prove that knowledge sharing behavior positively and significantly affects Organisational Citizenship Behaviour. That is, increasing knowledge sharing behavior in the same direction and significantly towards Organisational Citizenship Behaviour so that the proposed hypothesis can be accepted.

H3: Organisational Citizenship Behaviour (OCB) Affects the Village Companion Performance.

The results of testing the influence of OCB on the performance of village facilitators can be proven by estimating the path coefficient of 0.264 in a positive direction. Positive path coefficients mean that the influence between OCB on village facilitators' performance is in the same direction. This result is also supported by a probability value (p-value) that is equal to $0.025 < \alpha = 0.05$. The hypothesis testing results (H5) prove that OCB has a positive and significant effect on village facilitators' performance to accept the hypothesis.

H4: Organisational Citizenship Behaviour (OCB) plays a role as Mediation Effect Between Behaviour Knowledge Sharing and Village Companion Performance.

The mediation variable analysis is carried out by using a testing method that is testing the path coefficients of indirect influence to multiply the path coefficients of the segments passed. The estimated value of the path coefficient is the direct effect of 0.109. This result is obtained from the multiplication of the path coefficient ($0.415 \times 0.264 = 0.109$).

The method often used is the Sobel test. The statistical test sob is a statistic z, where the formula (1) of z-value is as follows:

$$Z_{value} = \frac{(p_1 * p_2)}{\sqrt{(p_1^2 * SE_{P1}^2 + p_2^2 * SE_{P2}^2)}} \quad (1)$$

P_1 = Path coefficient of influence of predictor variable (X1) on mediating variable (Z)

P_2 = Path coefficient influence mediation variable (Z) on response / dependent variable (Y)

$p_1 * p_2$ = The indirect effect path coefficient

SE_{p1} = Standard error for P1 coefficient

SE_{p2} = Standard error for P2 coefficient error

$$Z_{value} = \frac{(0,415 \times 0,264)}{\sqrt{(0,415)^2 \times (0,206)^2 + (0,264)^2 \times (0,0177)^2}} \quad Z_{value} = \frac{0,110}{\sqrt{0,008}} = \frac{0,110}{0,090} = 1,22$$

The results of the calculation of the double test above, the z-value of 1.22 is obtained because the z value obtained is $1.22 <$ from the t-critical value, which is 1.96 (the value of 1.96 is the z value of the standard curve at the error rate of 5% z calculated compared to the standard curve) with a significance level of 5%. Furthermore, it is proven that Organisational Citizenship

Behaviour (OCB) cannot mediate the relationship of knowledge sharing behavior to village facilitators' performance.

Thus, there is enough empirical evidence to reject (H6), which stated that OCB does not act as a mediation between the influence of knowledge-sharing behavior on village facilitators' performance.

From the results of this study, it is known that the influence of knowledge-sharing behavior has a positive and significant effect on the performance of village facilitators. Therefore, knowledge sharing behavior given to fellow Village Facilitators in the Wakatobi Regency can make changes to village facilitators' performance for the better. This study's results can prove and strengthen the truth of experts' theory and opinions related to knowledge sharing behavior towards village facilitators' performance in the Wakatobi Regency. [30] states that to achieve better company processes, it takes effort from the employees. According to (Gruman & Saks, 2011) and (J., 2014), the practice of human resources can improve the business workforce through improvement in the abilities, attitudes, and behavior of employees.

According to (Tanwar, 2017), individuals who believe that their relationship with others can become broader and deeper through knowledge-sharing behavior have a positive attitude in sharing knowledge. Empirically, the results of this study are consistent with the results of research conducted by previous researchers by (Abdullah, 2017), who understand the relationship of knowledge sharing and some dimensions of individual performance in organizations in Saudi Arabia, where the research shows a statistically significant positive attitude towards the effects of sharing knowledge on the dimensions of individual performance. Henceforth, research from (Indah et al., 2017) and (Fullwood et al., 2013) shows a significant influence of knowledge sharing on employee performance. However, a different view was expressed by the research of (Wang & Noe, 2010) and (Ritala et al., 2015), which states that knowledge sharing has no significant effect on performance.

Knowledge sharing behavior has a positive and significant effect on OCB. This means the change in the attitude of knowledge sharing behavior will significantly affect increasing OCB. This study's results are supported by respondents' characteristics based on the level of education; the majority of respondents who have had the last education are high school/equivalent and undergraduate.

This condition shows the level of education in the Wakatobi Regency village's companion is adequate to carry out the tasks given according to their abilities. The quality of human resources has been outstanding, thus supporting the smooth implementation of the task. Education dramatically affects the ability, insight, commitment, and performance, and level of confidence in carrying out their duties. Furthermore, with an adequate level of education, it is expected that educators can adopt and implement fast and accurate service technology. Village

Facilitators with a high level of education can also work with a high level of difficulty and responsibility (Park, 2016).

The above is in line with the opinion expressed by (Han et al., 2019) and (Van Dyne et al., 2018), explaining that individuals are more willing to share knowledge if they believe that knowledge is valuable. The environment around appreciates and uses that knowledge. However, members' willingness to share their knowledge with other members is based on organizational structure and social relations within the organisation (Bolino et al., 2015). This research has proven that excellent knowledge sharing behaviour contributes significantly and can increase OCB. This study's findings are supported by research conducted by (Han et al., 2019) and (Tanwar, 2017), proving in their study a positive relationship between knowledge sharing behavior and OCB.

Organisation Citizenship Behaviour (OCB) has a positive and significant effect on the performance of village facilitators. This means the attitude given in this regard of OCB in the organization will impact improving village facilitators' performance in the Wakatobi Regency. Organisational Citizenship Behaviour (OCB) itself is a form of concern from an employee to other employees and the organization. Organisational Citizenship Behaviour (OCB) is also a helpful attitude shown by organizational members, which is constructive, valued by the company but not directly related to individual productivity (D. W. Organ et al., 2006). According to (D. Organ, 1990; D. W. Organ et al., 2006), OCB is a form of behavior that is an individual choice and initiative, not related to the organization's formal reward system but in aggregate increases organizational effectiveness. This means that the behavior is not included in the job requirements or job descriptions so that if it is not displayed, it is not a problem in the organization.

Some studies on the effect of the relationship between OCB and employee performance have a positive and significant relationship, namely, (Bies, 2011), (Hafidz et al., 2012), (Bies, 2011), and (D. W. Organ, 2015). However, the results of (Hafidz et al., 2012) and (Côté & Miners, 2017) studies prove insignificant influence. Although there are inconsistencies in the study results, it generally shows a significant positive relationship between OCB and employee performance.

5. CONCLUSION

Based on the results and discussion in this study, it can be concluded as follows:

1. The attitude of knowledge sharing in the village facilitator in Wakatobi District has a positive and significant contribution to village facilitators' performance. Henceforth, where the more significant the participation given related to sharing knowledge to the village companion, it will affect (increase) the facilitators themselves' performance.
2. Knowledge sharing behavior in village facilitators in the Wakatobi District has a positive and significant contribution to OCB village facilitators. The enormous

participation that is given regarding knowledge sharing to village facilitators can influence/increase the OCB of the facilitators themselves in collaboration with colleagues.

3. Organisational Citizenship Behaviour (OCB) in village facilitators in the Wakatobi District has had a positive and significant contribution to village facilitators' performance. Henceforth, the more significant the Organisational Citizenship Behaviour (OCB) in the village facilitator can influence/increase the village facilitators' performance in the Wakatobi Regency itself.
4. The attitude of knowledge sharing between Village Facilitators in the Wakatobi Regency mediated by OCB has a negative and insignificant contribution to the performance of village facilitators, where the more significant the participation given related to knowledge sharing to village facilitators through OCB, it can influence/reduce the performance of the facilitators itself to co-workers.

5.1 Suggestion

Based on the results and conclusions of this study, suggestions can be made as recommendations for this study as follows:

Based on the respondents' perception, knowledge contribution is an indicator with the lowest average of the knowledge collection indicators, a measurement of knowledge sharing behavior variables. Thus, Village Facilitators in the Wakatobi District need to share more with colleagues regarding knowledge or information obtained. Organisational Citizenship Behaviour, according to the perceptions of respondents who considered still lacking, is morality. Henceforth, the need for responsibility for the work done. It is necessary to attend every meeting held by the organization and keep abreast of the organization's issues.

Village Companion Performance, according to the perceptions of respondents who considered still lacking, is ability. So that focus or work in various types of work fields. The need to develop a job with the knowledge that is owned.

Future studies can test and redevelop this research because the accuracy of the models analyzed in this study is 97.10%. The remaining 2.90% is explained by other variables not found in this research model. Therefore, objectively, many other factors influence other than knowledge sharing behavior and organizational citizenship behavior. The following researchers can explore mandatory information by adding other variables such as work environment, work discipline, or work culture.

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