

# The Effect of Personality, Organizational Citizenship Behaviour, Stress toward Hospital Nurses Performance in Bengkulu City

Nurhasanah<sup>1\*</sup>, Agus Riyanto<sup>2</sup>, Deltari Novitasari<sup>3</sup>  
STIKes Bhakti Husada Bengkulu  
Correspondence Email: stikesbh03@gmail.com

**Article Info**  
**Volume 82**  
**Page Number: 3300 - 3306**  
**Publication Issue:**  
**January-February 2020**

**Article History**  
**Article Received: 18 May 2019**  
**Revised: 14 July 2019**  
**Accepted: 22 December 2019**  
**Publication: 20 January 2020**

## **Abstract:**

Development in public service organization such as hospital must change and provide maximum service improvement, set strategies, so that all hospital management services are improved for organizational growth. This changes are regulated in Minister of Home Affairs Regulation No. 61 of 2007 concerning Regional Public Service Agency. The aims of this study were to describe the personality, OCB and performance of hospital nurses in Bengkulu Province and the role of stress. This study examined the conceptual model that connects personality, stress, OCB and individual performance, where organizational culture acts as a moderator, while OCB acts as a mediator. This study used explanatory patterns, which is a research that intends to explain the position of the research variable, and the relation between one variable and another (Sugiyono, 2004). The results of the study are all variables influence each other, the research explains empirically to support the existence of management theory, especially human resource management in hospitals or other institutions.

**Keywords:** *Personality, Organizational Citizenship Behavior, Stress, Performance*

## I. INTRODUCTION

The contribution of workers/employees in hospital activities can be known from the behavior of the HR itself and the contribution is measured by its performance. The impact of the performance of hospital human resources, especially nurses, is felt by the patients they serve. If the patient feels happy to get a health facility then the nurse's service performance is good. The main topic is the extra role (loyal behavior) carried out by nurses for the organization where they work. This behavior is often called the Organizational Citizenship Behavior (OCB). This OCB factor is very influential for employees in hospitals (Wagner & Rush, 2000). The performance of nurses formed by OCB will increase patient satisfaction and the image of the hospital (Swarnalatha&Prasanna, 2016).

An interesting thing that needs to be studied deeper is the additional behavior or extra roles

performed by nurses for the organization where they work. This behavior is often called the Organizational Citizenship Behavior (OCB). This OCB factor can influence the performance of nurses in hospitals (Wagner & Rush, 2000). The performance of nurses formed by OCB will increase patient satisfaction and the image of the hospital (Swarnalatha&Prasanna, 2016). Organ (1994) states that the attitude towards OCB is influenced by personality. Personality can explain the relationship between job attitude and OCB. The results of research on personality measurement and OCB do not support the theory which states that disposition affectivity is a determinant of OCB. OCB determinants are not entirely the Big Five dimension, but rather a constellation or profile personality facets drawing from different factors of the Big Five.

OCB behavior which is strong and owned by a person certainly does not arise by itself. There are

factors that drive these behaviors, one of them is the personality factor. Some researchers who link personality, OCB and performance factors are Kumar and Bakhshi (2009); Elanain (2007); Emmerik&Euwena, (2007) and Barrack and Mount (1991).

Individual personality is a predictor that plays an important role in an employee (Organ 1994). Emmerik and Euwema (2007) have proven that personality includes three types of OCB, namely conscientiousness, agreeableness, and openness to experience have positive effect on employee OCB, while extraversion and emotional stability negatively affect employee OCB. The purpose of the activity is to contribute to the development of organizational behavior theory and also to practitioners in the field of hospital management. Problem solving in this research is to provide solutions related to problems at the hospital regarding personality, the influence of organizational culture and stress.

## II. RESEARCH METHOD

The survey in this study used a questionnaire as an instrument for collecting data. The questionnaire survey in the study was aimed at obtaining the information needed about personality, stress, OCB and nurse performance. This study used explanatory patterns, which is a research that intends to explain the position of the studied variables and the relationship between one variable with another variable (Sugiyono, 2004).

Data sources used in this study were primary data and secondary data. Primary data sourced directly from respondents through questionnaire

and interview instruments relating to: a) Personality, b) Stress, c) Organizational Citizenship Behavior and d) Performance. The use of questionnaires was intended to fulfill the need to obtain descriptive data and data to test hypotheses and models.

Secondary data were obtained from all hospitals in Bengkulu Province which were the object of research and were accessed through internet sites and documentation studies. The form of secondary data in this study was hospital nurse data, general description of the hospital. For this study, secondary data was only to retrieve the data needed at the time of the study and was not analyzed. While the data used in this study were qualitative and quantitative data.

Sampling was done by cluster random sampling method, which is taking a number of samples from each hospital in Bengkulu Province and the number of samples was set at 300 respondents.

## III. RESULTS AND DISCUSSION

### *Description of Personality Variable*

Personality is a psychological factor related to a person's attitude and behavior. Big five personality is a classification of personality dimensions to identify a person's personality. In this study, personality variables use five personality dimensions such as 1) Extraversion; 2) Neuroticism; 3) Conscientiousness; 4) Openness; 5) Agreeableness. Respondents' answers to indicators of personality dimensions use a Likert scale of 1-5 value. Respondents' answers to the indicators of personality dimensions were described below.

Table 4.9  
Respondents' Answers to Personality

No	Dimensions	Mean	Description
1	<i>Extraversion</i>	4,08	High
2	<i>Neuroticism</i>	3,95	High
3	<i>Conscientiouness</i>	4,27	Very High
4	<i>Opennes</i>	4,10	High
5	<i>Agreeableness</i>	4,25	Very High

No	Dimensions	Mean	Description
<b>Mean</b>		<b>4,13</b>	<b>High</b>

Source: 2017 research results, processed

Of the five personality dimensions, the most prominent (dominant) dimension of hospital nurses in Bengkulu is the conscientiousness dimension, with an average value of 4.27 (very high). Personal conscientiousness is a person who has good control of the social environment, thinks before acting, delays satisfaction, follows rules and norms, planned and prioritizes tasks. Nurses who have a low level of conscientiousness show a lazy attitude, not directed and easily distracted, whereas nurses who have a high level of conscientiousness show attitudes that are diligent,

directed and not easily distracted (focused).

#### *Description of Organizational Citizenship Behavior (OCB) Variable*

Organizational Citizenship Behavior (OCB) is defined as an individual's behavior that is free, is not directly or explicitly related to the reward system and can enhance the effective functioning of the organization. There are five indicators from OCB developed by Organ (1994) and Allison (2003). Respondents' answers to OCB dimension indicators were described below.

Table  
Respondents' Answers to OCB Variables

No	Dimensions	Means	Description
1	<i>Altruism</i>	4,11	High
2	<i>Courtesy</i>	4,07	High
3	<i>Sportmanship</i>	4,22	Very High
4	<i>Civic Virtue</i>	4,18	High
5	<i>Conscientiouness</i>	4,15	Very High
<b>Mean</b>		<b>4,17</b>	<b>High</b>

Source: 2017 research results, processed

Overall, the average value of respondents' answers to OCB behavioral variables was 4.17. This value indicates that the OCB behavior of hospital nurses in Bengkulu City is in the very high category. This result gives the meaning that hospital nurses in Bengkulu City have a high attachment to the organization and their work. OCB behavior is identified by having a high commitment to the organization where the nurse works, voluntarily carrying out tasks beyond the main tasks and functions and so on.

considered a threat at work (Montgomery et al. 1996). This variable is measured using indicators adopted from the research by Rustiarini (2014), namely: Inability to deal with work, unable to concentrate on work, difficulty controlling emotions and depression on workload. Respondents' answers to indicators of work stress dimensions were described below.

#### *Description of Stress Variable*

Work stress is defined as the awareness or dysfunctional feelings of individuals caused by things that are uncomfortable, undesirable, or

Table  
Respondents' Answers to Stress Variables

No	Dimensions	Mean	Description
1	Inability to deal with work	4,14	Tinggi
2	Depression on workload	4,09	Tinggi
3	Difficulty controlling emotions	4,34	Sangat Tinggi
4	Unable to concentrate	4,04	Tinggi
<b>Mean</b>		<b>4,15</b>	<b>Tinggi</b>

Source: 2017 research results, processed

Job stress scores an average value of 4.15 respondents' answers and is in the "high" category. This result indicates that hospital nurses in Bengkulu City have very high level of depression with their work. This is because the tasks given to nurses are felt very heavy. Moreover, these tasks are not related to the department of education and professionalism as nurses, so this creates pressure that impacts work stress. High work stress is very detrimental to both individuals and organizations. Therefore, controlling stress and the factors that influence it must be carried out adequately.

So, from the results of the study it was noted that hospital nurses in Bengkulu have a tendency

to experience high work stress resulting from work pressure, heavy workload, lack of concentration and difficulty controlling emotions. This condition makes nurses feel burdened with heavy tasks that create physical and psychological burdens.

#### *Description of Nurses Performance Variable*

Performance is the result of work produced by someone in a certain period of time. In this study, performance variables used performance dimensions such as quantity of work, quality of work, cooperation and time utilization. Respondents' answers to the performance dimension indicators were described below.

Table  
Respondents' Answers to Nurses Performance Variables

No	Dimensions	Mean	Description
1	Quantity of work	4,18	High
2	Quality of work	4,15	High
3	Cooperation	4,05	High
4	Time utilization	4,03	High
<b>Mean</b>		<b>4,10</b>	<b>Very High</b>

Source: 2017 research results, processed

The performance of hospital nurses in Bengkulu City was in the high category. These results illustrate that nurses have been able to carry out their duties properly and have met established criteria. The performance criteria include the quality of work, quantity of work, cooperation relationships and time utilization. Efforts to improve performance are also shown by nurses by

making the best use of time, for example reading nurse manuals that have been standardized by PPNI and hospitals. This is so that the duties and functions of nurses can be carried out properly.

#### IV. DISCUSSION

The research results in this dissertation is written in Path Coefficients hypothesis testing which states that the Organizational Citizenship

Behavior (OCB) effects on Job Performance (Performance), that the Organizational Citizenship Behavior (OCB) and Stress of Working effect on Job Performance (Performance), that Personality (Personality) effect on Job Performance (Performance), that Personality (Personality) effect on Organizational Citizenship Behavior (OCB), that affect the Job Stress Job performance (performance).

#### *Effect of Personality on Job Performance*

The results of the research showed that personality has a significant effect on nurse performance. It means that, if the personality is getting better, then the nurse's performance is increasing. Referring to the results of the research, personality can provide a positive impact on the work results of nurses because with the good work resources of the hospital where the nurse works, will make nurses do the job well, therefore it will produce a good performance as well.

The effect of personality on performance is due to personality is one of the individual factors from the psychological aspect. This is in line with the opinion of Gibson (1996) which states that personality is a psychological aspect that can affect a person's performance. In general, humans interpret personality in various versions but can be grouped into two approaches. First, a person's personality is judged based on his ability to obtain positive reactions from various people in various circumstances. Second, looking at one's personality as the most obvious impression that shows to another person.

#### *Effect of Personality on Organizational Citizenship Behavior (OCB)*

The results of the research show that personality has a significant effect on the OCB behavior of hospital nurses in Bengkulu City. It means that, if the personality is getting better, then the behavior of OCB hospital nurses in Bengkulu City is increasing. Referring to the results of the research, personality can provide a positive impact

on the behavior of OCB hospital nurses in Bengkulu City because of the good work resources of the organization, especially the Public Hospital of M. Yunus Bengkulu, that will make nurses stay as a part of the organization.

Nurses are more bounded to their daily work when more work resources are available. In addition, nurses will be more bounded to a job when they have autonomy and received better training. The opportunity to develop for nurses is vital in maintaining and developing the individual abilities of nurses and the organization as a whole. An opportunity given to the nurses to develop will create the conditions in which the nurses believe that their organizations appreciate their contributions and pay attention to their employment status. Development opportunities increase greater responsibility within the nurse to the organization and then trigger the willingness of nurses to work hard to improve the effectiveness of the organization, therefore the dedication to the job will also be getting stronger. Therefore, work resources can positively affect work bounded.

#### *Effect of Working of Stress on Job Performance (Performance)*

The stress of working is everything experienced by nurses where they have an imbalance between physical and psychological that can affect the process and condition of nurses, therefore people who experience working stress become nervous. Therefore, handling working stress must be done properly and continuously with, and the head must be responsive to it because it will affect company performance. Meanwhile, according to Sondra P. Siagian (2008: 301) in his book Human Resource Management stated that basically various sources of working stress are classified into two parts including work are unbalanced authority workload, unclear tasks, unpleasant work environment, unpleasant work colleagues, while from outside are the financial worries of unharmonious family, and negative behavior of



children. Performance is a function of motivation and ability. To complete the task or job, a person should have a degree of willingness and a certain level of ability. Willingness and skills of a person are not enough to do something clear understanding of what will be done and how to do it. Performance is the real attitude displayed by everyone produced by a nurse in accordance with his role in the company. The performance of nurses is something that is very important in the company's efforts to achieve its objectives.

#### *Effect of Organizational Citizenship Behavior (OCB) to Job Performance (Performance)*

Based on the results of the research it was found that OCB has a positive and significant effect on nurse performance. This gives a meaning that the high OCB will improve nurse's performance. The journal proposed by Waltz and Niehoff (2004) shows the level of effectiveness in the organization by the availability of employees with OCB. This supports the development of employee performance as revealed by Nufus (2011) in his research that discusses OCB on performance.

Organizational Citizenship Behavior (OCB) is a term for employees who provide more value to the work that was his job as well as the added value for the company. OCB according to Organ in Bolino, et al (2002: 505) is a free individual behavior, not directly or explicitly recognized in granting a reward system and in promoting the effective functioning of the company. OCB is also referred to as an extra role behavior because the behavior given by employees exceeds its main task.

Organizational Citizenship Behavior (OCB) can be created by one of them through organizational culture (Kusdi (2011: 111)). A good organizational culture will add a positive value for the smooth performance of the organization (Luthans in Riani, 2011: 8). Smooth performance of the organization certainly linked to the effectiveness and efficiency of organizational

actors in performing duties for the realization of organizational goals. Organizational culture that is well embedded in an organization will provide a comfortable atmosphere for fellow employees. Awareness about the tasks and vision of the organization that is supported by a strong organizational culture supports the development of Organizational Citizenship Behavior (OCB) (Kusdi, 2011: 110).

#### *Effect of Organizational Citizenship Behavior (OCB) to Job Performance (Performance) with Working Stress as Moderation*

Based on the research results it is known that working stress has a moderating role in the effect of OCB on nurses' performance. The role of moderation is negative, it means, work stress can reduce the effect of OCB to performance. This illustrates that working stress is a psychological factor that contradicts with productivity. It also means, even though the OCB of nurses is high, the high level of stress will also make nurses less optimal in carrying out their duties, this is because of the working stress not only affects nurses physically but also psychologically.

Organizational Citizenship Behavior (OCB) contains an understanding of all positive and constructive behaviors that nurses do base on their own volition, as an individual contribution that exceeds the demands of the role at work, and there are no specific sanctions for not displaying the behavior. A company will have a better performance than other companies if the nurses not only do the main tasks, but also ready to do the extra tasks such as willing to work together, help to each other, give advice, actively participate, provide extra services, and use work time effectively.

#### **V. CONCLUSIONS AND SUGGESTIONS**

Based on the results of hypothesis testing and research findings that have been described previously, then proposed some conclusions as

follows:

- 1) Organizational Citizenship Behavior (OCB) significantly affect the nurse's performance.
- 2) Organizational Citizenship Behavior (OCB) with working stress significantly affect the nurse's performance
- 3) Big five Personality significantly effects to the nurse's performance
- 4) The big five Personality significantly affects the Organizational Citizenship Behavior (OCB) of the nurse.
- 5) Working Stress significantly affects the nurse's performance.
- 6) Interaction of working stress and personality had no significant effect on the nurse's performance

## VI. REFERENCES

- [1]. Research recommendations cover two things, namely for the purposes of research management especially human resource management (*MSDM*) for future research (academic) purposes and for the development of Human Resources both for hospitals or other Institutions (Practical). For academic purposes, the recommendations are addressed to the researchers of management theories, especially human resource management. While, for practical purposes, recommendations for hospitals and institutions in the context of human resource development.