

## **KORESPONDENSI**

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## Description of Organizational Citizenship Behaviour dimension in nurses at Labuang Baji Hospital

A. Indahwaty Sidin\*, Muh. Hajrani Basman, Rini Anggraeni, Irwandy

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### Abstract

Organizational Citizenship Behavior (OCB) is the individual behavior outside of the mandatory job description and carried out voluntarily without getting rewarded. The study aimed to determine the description of Organizational Citizenship Behavior dimensions in nurses at Labuang Baji Hospital. The type of this research was a descriptive study with a quantitative approach with a total of 153 respondents. The probability sampling technique used with the simple random sampling method using lottery sampling to determine the sample based on the nurse's work unit. Collected data analyzed using SPSS univariately. The results of this study are altruism 90.8%, civic virtue 96.7%, courtesy 91.5%, conscientiousness 94.8%, and sportsmanship 86.9%. Dimensions of OCB in this study are high. As for suggestions for hospitals to maintain OCB levels for nurses because OCB can affect the effectiveness and efficiency of hospitals.

### Introduction

Organizational Citizenship Behavior (OCB) is individual behavior outside of the mandatory job description and is done voluntarily without getting a reward. However, it contributes to the effectiveness and efficiency of functions within the organization.<sup>1</sup> OCB is also considered a reflection of employee commitment to their organization and encourages teamwork, promotes employee management communication, develops organizational environment, and reduces employee error rates.

William and Anderson (1991) then divided OCB into two concepts, namely OCB-O and OCB-I.<sup>2,3</sup> This concept was further developed by Organ (1997) by dividing the 5 (five) dimensions before into these two concepts. The dimensions of altruism and courtesy are included in the OCB-I. Whereas the dimensions of civic virtue, sportsmanship, and conscientiousness are included in the OCB-O.<sup>4</sup>

Research conducted on 510 nurses in Tehran (iran) using the dimension of organs explains that most nurses in this study had OCB behavior. The study also revealed that there was a significant correlation between the marital status of Iranian nurses, qualifications, and sex with sportsmanship, altruism, civic virtue.<sup>2</sup> A recent study in 2015 at one hospital in Indonesia explained that OCB among nurses at the hospital was classified as 32,48% are at a low level. In detail, four dimensions are at a low level: altruism (45.30%), sportsmanship (47,01%), civic virtue (47,01%), and conscientiousness (31,62%). Meanwhile, courtesy at a moderate level (49,57%).<sup>5</sup>

One study entitled Resilience Contribution to Organizational Citizenship Behavior (OCB) in Nurses in Makassar City in several government hospitals depicts nurses who have OCB levels of 17 people (6,07%) who have a very high OCB category, 30 people (10,71%) who have OCB with high category, 155 people (55,36%) who have OCB with medium category, 77 people (27,50%) who have OCB with low category, and 1 person (0,36%) which has a very low OCB category.<sup>1</sup>

Based on secondary data of nursing care in 2018 that had been obtained by the nursing unit of Labung Baji Makassar Hospital, it was find that the level of performance of nurses in the inpatient installation of Labuang Baji Hospital was not maximal, with an average of 82,21% with details of nursing care namely nursing assessment dimensions 86,3% , nursing diagnoses 94,2%, planning 74,3%, nursing actions 85,1%, evaluations 64,41%, and nursing records 89%. Based on the standards of the Indonesian National Nurses Association (PPNI) nursing care should be performed optimally at 100%.<sup>6</sup>

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## Methods

The location of this study was conducted in Labuang Baji Hospital Makassar. The population of this study is nurses Labuang Baji Makassar Hospital in 2019, amounting to 253 nurses. To determine the size of each sample according to the work unit of nurses, probability sampling is used by the Simple Random Sampling method by drawing a lottery sample. The collected data is then analyzed using SPSS univariately. The data obtained in this study are presented in tabular form, and an explanation of the results is narrated.

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## Results

The results of the study in Makassar City Labuang Baji Hospital based on the characteristics of respondents found that respondents in this study were 81,7% more female than male 18,3%. Based on age, most of them are in the range of 31-40 years, which is 68,6%. Based on last education, the majority of respondents with the last education bachelor/equivalent is 84,3%. Based on the work unit, most of the respondents is from inpatient installation, which is 45,8%. Based on the employment status of respondents in this study most of the civil servants were 80,4%. Based on the length of work the respondents, it was found that they was more vulnerable to work > 10 years, which was 70,6% (Table 1).

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Based on the dimensions of organizational citizenship behavior in this study, with a total of 153 respondents shown that all the OCB dimensions were high in Nurse at Labuang Baji Hospital. The highest dimension is Civic Virtue; it can be seen that 148 people (96,7%) have a high civic virtue as a result of the OCB dimensions studied in this hospital (Table 2).

**Table 2** Frequency Distribution Based on Respondent Characteristics in Labuang Baji Hospital Makassar

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Respondent Characteristics	Frequency (n)	Percentage (%)
<b>Age (n= 153)</b>		
<31 years	17	11,1
31-40 years	105	68,6
41-50 years	20	13,1
>50 years	11	7,2
<b>Last Education (n= 153)</b>		
Diploma 3/ Equal	23	15
Bachelor/ Equal	129	84,3
Postgraduate	1	0,7
<b>Gender (n= 153)</b>		
Male	28	18,3
Female	125	81,7

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<b>Work Unit (n= 153)</b>		
Inpatient Installation	70	45,8
Intensive Care Unit	9	5,9
Emergency Installation	19	12,4
Outpatients Installation	27	17,6
Central Surgery Installation	8	5,2
Others Unit	20	13,1
<b>Employment Status (n= 153)</b>		
Civil Servant	123	80,4
Contract	18	11,8
Honorary	12	7,8
<b>Length of Work (n= 153)</b>		
1-5 years	8	5,2
6-10 years	37	24,2
>10 years	108	70,6

**Table 2** Respondent Distribution Based on Respondent OCB Dimensions Characteristics in Nurses at Labuang Baji Hospital Makassar

OCB Dimensions	Frequency (n)	Percentage (%)
<b>Altruism (n= 153)</b>		
Low	14	9,2
High	139	90,8
<b>Civic Virtue (n= 153)</b>		
Low	5	3,3
High	148	96,7
<b>Courtesy (n= 153)</b>		
Low	13	8,5
High	140	91,5
<b>Conscientiousness (n= 153)</b>		
Low	8	5,2
High	145	94,8
<b>Sportmanship (n= 153)</b>		
Low	20	13,1
High	133	86,9

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## Discussion

Organizational Citizenship Behavior is an organizational behavior as a discipline that tries to explain human behavior, the reasons for various types of behavior, strengths, and weaknesses. As a behavioral discipline, organizational behavior deals with phenomena that affect the work of individuals, teams, and groups in organizations, all of which try to link human behavior with work results. The aim is to increase the effectiveness and efficiency of the organization by using the most important factor of production,

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namely human factors.<sup>7</sup>

OCB has a direct impact on effectiveness and efficiency on the performance of the team and the organization itself. This contributes to changes in resources, innovation, and adaptability and shows that people with OCB have an impact on the success of the organization where they work.<sup>8</sup> Thus understanding OCB is increasingly necessary for the maintenance of the organization's social system and the role of employees in it both at the macro level in terms of the changing nature of all organizations and the micro-level with respect to the individual and the basic things about the individual OCB.<sup>9</sup> In other words, that is wisdom. OCB may not always be recognized or valued directly and formally by the company, for example through salary increases or promotions, although of course OCB can reflect in the ratings of supervisors and good coworkers, or better performance appraisals. In this way can facilitate the acquisition of prizes in the future indirectly.

The dimensions of organizational citizenship behavior in this study include: Altruism. The results of this study are categorized high and in line with previous studies by Bulu '(2018) in Labuang Baji Hospital Makassar City with altruism dimensions which are high at 98%.<sup>6</sup> In contrast to other studies by Akira and Jatmika (2015) regarding organizational citizenship behavior in nurses at the "X" Mother and Child Hospital in Bandung are not in line with this study. The results of this study indicate that the dimensions of altruism in these nurses are at a low level at 45.30%.<sup>5</sup>

Civic virtue is an extra behavior from responsible participation in activities related to organizations with good interest and commitment.<sup>11</sup> As for the research by Dargahi, Alirezaie, and Shaham (2012) on nurses in Iran regarding the civic virtue dimension, which was quite low at 57.5% of a total of 510 respondents are not in line with this study.<sup>2</sup>

Courtesy shows the respectful behavior of employees who avoid creating work-related problems with others.<sup>11</sup> This study generated a high level of courtesy. Based on the analysis results with an average of 4.0180 nurses in public hospitals in Turkey by Ozcan (2015) explain that the dimensions of the courtesy of nurses are high.<sup>13</sup> Thus, research in Turkey is in line with the results of research in the Labuang Baji District Hospital in Makassar with dimensions of high courtesy. However, based on other research by Akira and Jatmika (2015) regarding organizational citizenship behavior in nurses at the "X" Mother and Child Hospital in Bandung is not in line with this research. The results of this study indicate that the dimensions of courtesy for these nurses are at the moderate level of 49.57%.<sup>5</sup>

This study generated a high level of conscientiousness. Research by Dargahi, Alirezaie and Shaham (2012) on nurses in Iran regarding the dimension of conscientiousness was quite high, namely 42% of the total 510 respondents.<sup>2</sup> It can be concluded that the study is in line with the results of research in Labuang Baji Hospital Makassar with a high dimension of conscientiousness. There is another study by Akira and Jatmika (2015) regarding organizational citizenship behavior among nurses at the "X" Mother and Child Hospital in Bandung not in line with this research. The results of this study indicate that the dimension of conscientiousness in these nurses is at a low level of 31.62%.<sup>5</sup>

This study produced a high level of sportsmanship. The results of the analysis in other studies by Sidin (2019) regarding the level of sportsmanship of respondents are in the high category of around 98% of respondents.<sup>14</sup> The results of this study are contrary to research by Kasmiruddin (2017) the dimensions of sportsmanship obtain an average score of 8, 80, this indicates that the categorized OCB behavior is still low in terms of pride in the company.<sup>15</sup> The results of this study indicate that the dimensions of sportsmanship for nurses are at a low level of 47.01%.

## Conclusion

Based on the results of research conducted under the title Organizational Citizenship Behavior Overview in Nurses at Labuang Baji Hospital Makassar City in 2019, can be concluded that Organizational Citizenship

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Behavior based on the dimensions of altruism in Nurses at Labuang Baji Makassar Hospital is in the high category of 90,8%. The dimension of civic virtue in nurses in Labuang Baji Public Hospital in Makassar is in the high category that is 96,7%. Dimensions of courtesy on nurses in Labuang Baji Makassar Hospital are in the high category at 91,5%. The dimension of conscientiousness in nurses in Labuang Baji Makassar Hospital was in the high category at 94,8%. The dimensions of sportsmanship among nurses in Labuang Baji Makassar Hospital are in the high category at 86,9%.

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## Revised version with highlights

### Description of Organizational Citizenship Behaviour dimension in nurses at Labuang Baji Hospital

A. Indahwaty Sidin\*, Muh. Hajrani Basman, Rini Anggraeni, Irwandy

Hospital Management Departement, Faculty of Public Health, Hasanuddin University, Indonesia

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idhsidin@unhas.ac.id, pmc@agri.unhas.ac.id (A.I. Sidin).

#### Abstract

**Objective:** Organizational Citizenship Behavior (OCB) is the individual behavior outside of the mandatory job description and carried out voluntarily without getting rewarded. The study aimed to determine the description of Organizational Citizenship Behavior dimensions in nurses at Labuang Baji Hospital.

**Method:** The type of this research was a descriptive study with a quantitative approach with a total of 153 respondents. The probability sampling technique used with the simple random sampling method using lottery sampling to determine the sample based on the nurse's work unit. Collected data analyzed using SPSS univariately.

**Results:** The results of this study are altruism 90.8%, civic virtue 96.7%, courtesy 91.5%, conscientiousness 94.8%, and sportsmanship 86.9%.

**Conclusion:** Dimensions of OCB in this study are high. As for suggestions for hospitals to maintain OCB levels for nurses because OCB can affect the effectiveness and efficiency of hospitals.

**KEYWORDS:** OCB; Dimension; Nurses

#### Introduction

Organizational Citizenship Behavior (OCB) is individual behavior outside of the mandatory job description and is done voluntarily without getting a reward. However, it contributes to the effectiveness and efficiency of functions within the organization.<sup>1</sup> OCB is also considered a reflection of employee commitment to their organization and encourages teamwork, promotes employee management communication, develops organizational environment, and reduces employee error rates.<sup>2</sup>

William and Anderson (1991) then divided OCB into two concepts, namely OCB-O and OCB-I.<sup>3</sup> OCB-O is behavior related to the organization. Whereas OCB-I is a behavior that relates to individuals who indirectly contribute to the organization.<sup>3</sup> This concept was further developed by Organ (1997) by dividing the 5 (five) dimensions before into these two concepts. The dimensions of altruism and courtesy are included in the OCB-I. Whereas the dimensions of civic virtue, sportsmanship, and conscientiousness are included in the OCB-O.<sup>4</sup>

Research conducted on 510 nurses in Tehran (Iran) using the dimension of organs explains that most nurses in this study had OCB behavior. The study also revealed that there was a significant correlation between the marital status of Iranian nurses, qualifications, and sex with sportsmanship, altruism, and civic virtue.<sup>2</sup> A recent study in 2015 at one hospital in Indonesia explained that OCB among nurses at the hospital was classified as 32.48% are at a low level. In detail, four dimensions are at a low level: altruism (45.30%), sportsmanship (47.01%), civic virtue (47.01%), and conscientiousness (31.62%). Meanwhile, courtesy at a moderate level (49.57%).<sup>5</sup>

One study entitled Resilience Contribution to Organizational Citizenship Behavior (OCB) in Nurses in Makassar City in several government hospitals depicts nurses who have OCB levels of 17 people (6.07%) who have a very high OCB category, 30 people (10.71%) who have OCB with high category, 155 people

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(55,36%) who have OCB with medium category, 77 people (27,50%) who have OCB with low category, and 1 person (0,36%) which has a very low OCB category.<sup>1</sup>

Based on secondary data of nursing care in 2018 that had been obtained by the nursing unit of Labung Baji Makassar Hospital, it was found that the level of performance of nurses in the inpatient installation of Labung Baji Hospital was not maximal, with an average of 82,21% with details of nursing care namely nursing assessment dimensions 86,3%, nursing diagnoses 94,2%, planning 74,3%, nursing actions 85,1%, evaluations 64,41%, and nursing records 89%. Based on the standards of the Indonesian National Nurses Association (PPNI) nursing care should be performed optimally at 100%.<sup>6</sup> Based on this background, the researcher wants to find out how the Organizational Citizenship Behavior Dimension Overview of nurses in Labuang Baji Hospital Makassar.

## Methods

This type of research is a descriptive study with a quantitative approach to determine the Dimensions of Organizational Citizenship Behavior Dimensions in Labuang Baji Hospital Makassar City in 2019. The location of this study was conducted in Labuang Baji Hospital Makassar and conducted in May-June 2019. The population of this study is nurses Labuang Baji Makassar Hospital in 2019, amounting to 253 nurses, while the sample in this study was 153 respondents. To determine the size of each sample according to the work unit of nurses, probability sampling is used by the Simple Random Sampling method by drawing a lottery sample. The collected data is then analyzed using SPSS univariately. The data obtained in this study are presented in tabular form, and an explanation of the results is narrated.

## Results

The results of the study in Makassar City Labuang Baji Hospital based on the characteristics of respondents found that respondents in this study were 81,7% more female than male 18,3%. Based on age, most of them are in the range of 31-40 years, which is 68,6%. Based on last education, the majority of respondents with the last education bachelor/equivalent is 84,3%. Based on the work unit, most of the respondents are from inpatient installation, which is 45,8%. Based on the employment status of respondents in this study most of the civil servants were 80,4%. Based on the length of work the respondents, it was found that they were more vulnerable to work > 10 years, which was 70,6% (Table 1).

Based on the dimensions of organizational citizenship behavior in this study, with a total of 153 respondents shown that all the OCB dimensions were high in Nurse at Labuang Baji Hospital. The highest dimension is Civic Virtue; it can be seen that 148 people (96,7%) have a high civic virtue as a result of the OCB dimensions studied in this hospital (Table 2).

**Table 1.** Frequency Distribution Based on Respondent Characteristics in Labuang Baji Hospital Makassar

Respondent Characteristics	Frequency (n)	Percentage (%)
<b>Age (n= 153)</b>		
<31 years	17	11,1
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**Table 2** Respondent Distribution Based on Respondent OCB Dimensions Characteristics in Nurses at Labuang Baji Hospital Makassar

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High	145	94,8
<b>Sportmanship (n= 153)</b>		
Low	20	13,1
High	133	86,9

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## Discussion

Organizational Citizenship Behavior is an organizational behavior as a discipline that tries to explain human behavior, the reasons for various types of behavior, strengths, and weaknesses. As a behavioral discipline, organizational behavior deals with phenomena that affect the work of individuals, teams, and groups in organizations, all of which try to link human behavior with work results. The aim is to increase the effectiveness and efficiency of the organization by using the most important factor of production, namely human factors.<sup>7</sup>

OCB has a direct impact on effectiveness and efficiency on the performance of the team and the organization itself. This contributes to changes in resources, innovation, and adaptability and shows that people with OCB have an impact on the success of the organization where they work.<sup>8</sup> Thus understanding OCB is increasingly necessary for the maintenance of the organization's social system and the role of employees in it both at the macro level in terms of the changing nature of all organizations and the micro-level with respect to the individual and the basic things about the individual OCB.<sup>9</sup> OCB refers to whatever the employee chooses to do, spontaneously and on his own volition, which is often outside the specified contractual obligations. In other words, that is wisdom. OCB may not always be recognized or valued directly and formally by the company, for example through salary increases or promotions, although of course OCB can be reflected in the ratings of supervisors and good coworkers, or better performance appraisals. In this way can facilitate the acquisition of prizes in the future indirectly.<sup>10</sup>

The dimensions of organizational citizenship behavior in this study include: Altruism is a type of discretionary behavior that is designed to assist and motivate other employees in carrying out their duties efficiently and handling work related problems. The results of this study are categorized high and in line with previous studies by Bulu '(2018) in Labuang Baji Hospital Makassar City with altruism dimensions which are high at 98%.<sup>6</sup> In contrast to other studies by Akira and Jatmika (2015) regarding organizational citizenship behavior in nurses at the "X" Mother and Child Hospital in Bandung is not in line with this study. The results of this study indicate that the dimensions of altruism in these nurses are at a low level at 45.30%.<sup>5</sup>

Civic virtue is an extra behavior from responsible participation in activities related to organizations with good interest and commitment.<sup>11</sup> In this study, high civic virtue levels were generated and in line with research by Putri and Utami (2017) at Batu Baptist Hospital, it can be seen through grand the mean with an average interval produced 4.79 included in the very high category for the civic virtue variable.<sup>12</sup> As for the research by Dargahi, Alirezaie, and Shaham (2012) on nurses in Iran regarding the civic virtue dimension, which was quite low at 57.5% of a total of 510 respondents are not in line with this study.<sup>2</sup>

Courtesy shows the respectful behavior of employees who avoid creating work-related problems with others.<sup>11</sup> This study generated a high level of courtesy. Based on the analysis results with an average of 4.0180 nurses in public hospitals in Turkey by Ozcan (2015) explained that the dimensions of the courtesy of nurses are high.<sup>13</sup> Thus, research in Turkey is in line with the results of research in the Labuang Baji District Hospital in Makassar with dimensions of high courtesy. However, based on other research by Akira and Jatmika (2015) regarding organizational citizenship behavior in nurses at the "X" Mother and Child Hospital in Bandung is not in line with this research. The results of this study indicate that the dimensions of courtesy for these nurses are at the moderate level of 49.57%.<sup>5</sup>

Conscientiousness is a free behavior that helps medical staff to obey the rules of their profession, punctuality at work, treat patients on time and reduce waiting times.<sup>11</sup> This study generated a high level of conscientiousness. Research by Dargahi, Alirezaie and Shaham (2012) on nurses in Iran regarding the dimension of conscientiousness was quite high, namely 42% of the total 510 respondents.<sup>2</sup> It can be concluded that the study is in line with the results of research in Labuang Baji Hospital Makassar with a high dimension of conscientiousness. There is another study by Akira and Jatmika (2015) regarding

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organizational citizenship behavior among nurses at the "X" Mother and Child Hospital in Bandung not in line with this research. The results of this study indicate that the dimension of conscientiousness in these nurses is at a low level of 31.62%.<sup>5</sup>

Sportsmanship is a dimension that encourages a willingness to tolerate situations that are less than expected without complaining and finding fault.<sup>11</sup> This study produced a high level of sportsmanship. The results of the analysis in other studies by Sidin (2019) regarding the level of sportsmanship of respondents are in the high category of around 98% of respondents.<sup>14</sup> The results of this study are contrary to research by Kasmiruddin (2017) the dimensions of sportsmanship obtain an average score of 8, 80, this indicates that the categorized OCB behavior is still low in terms of pride in the company.<sup>15</sup> The results of this study indicate that the dimensions of sportsmanship for nurses are at a low level of 47.01%.

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### Conclusion

Based on the results of research conducted under the title Organizational Citizenship Behavior Overview in Nurses at Labuang Baji Hospital Makassar City in 2019, it can be concluded that Organizational Citizenship Behavior based on the dimensions of altruism in Nurses at Labuang Baji Makassar Hospital is in the high category of 90.8%. The dimension of civic virtue in nurses in Labuang Baji Public Hospital in Makassar is in the high category that is 96.7%. Dimensions of courtesy on nurses in Labuang Baji Makassar Hospital are in the high category at 91.5%. The dimension of conscientiousness in nurses in Labuang Baji Makassar Hospital was in the high category at 94.8%. The dimensions of sportsmanship among nurses in Labuang Baji Makassar Hospital are in the high category at 86.9%. As for suggestions for hospitals to maintain OCB levels for nurses because OCB can affect the effectiveness and efficiency of hospitals.

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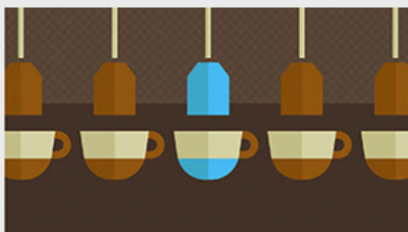
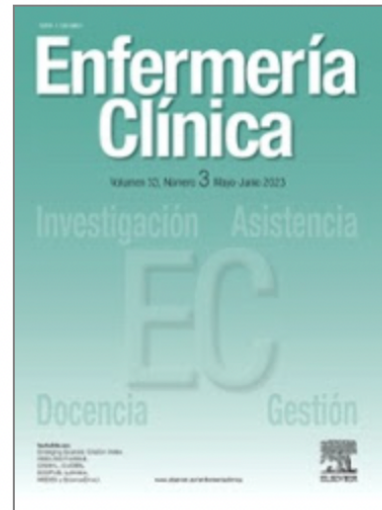
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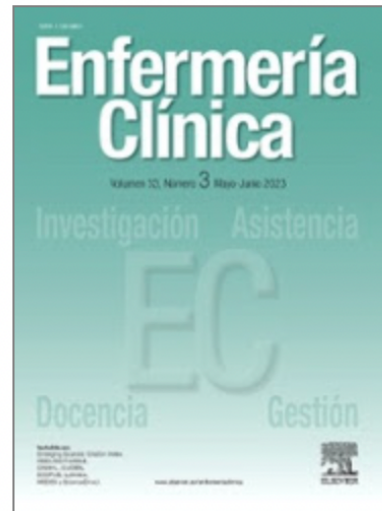
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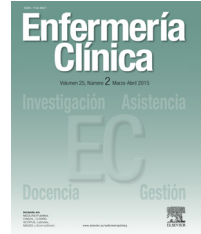
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## Description of Organizational Citizenship Behavior dimension in nurses at Labuang Baji Hospital

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### KEYWORDS

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Dimension;  
Nurses

### Abstract

**Objective:** Organizational Citizenship Behavior (OCB) is the individual behavior outside of the mandatory job description and carried out voluntarily without getting rewarded. The study aimed to determine the description of Organizational Citizenship Behavior dimensions in nurses at Labuang Baji Hospital.

**Methods:** The type of this research was a descriptive study with a quantitative approach with a total of 153 respondents. The probability sampling technique used with the simple random sampling method using lottery sampling to determine the sample based on the nurse's work unit. Collected data analyzed using SPSS univariately.

**Results:** The results of this study are altruism 90.8%, civic virtue 96.7%, courtesy 91.5%, conscientiousness 94.8%, and sportsmanship 86.9%.

**Conclusions:** Dimensions of OCB in this study are high. As for suggestions for hospitals to maintain OCB levels for nurses because OCB can affect the effectiveness and efficiency of hospitals.

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### Introduction

Organizational Citizenship Behavior (OCB) is individual behavior outside of the mandatory job description and is done voluntarily without getting a reward. However, it

contributes to the effectiveness and efficiency of functions within the organization.<sup>1</sup> OCB is also considered a reflection of employee commitment to their organization and encourages teamwork, promotes employee management communication, develops organizational environment, and reduces employee error rates.<sup>2</sup>

William and Anderson (1991) then divided OCB into two concepts, namely OCB-O and OCB-I. OCB-O is behavior related to the organization. Whereas OCB-I is a behavior that relates to individuals who indirectly contribute to the organization.<sup>3</sup> This concept was further developed by Organ (1997) by dividing the 5 (five) dimensions before into these two concepts. The dimensions of altruism and courtesy are included in the OCB-I. Whereas the dimensions of civic

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virtue, sportsmanship, and conscientiousness are included in the OCB-O.<sup>4</sup>

Research conducted on 510 nurses in Tehran (Iran) using the dimension of organs explains that most nurses in this study had OCB behavior. The study also revealed that there was a significant correlation between the marital status of Iranian nurses, qualifications, and sex with sportsmanship, altruism, and civic virtue.<sup>2</sup> A recent study in 2015 at one hospital in Indonesia explained that OCB among nurses at the hospital was classified as 32, 48% are at a low level. In detail, four dimensions are at a low level: altruism (45.30%), sportsmanship (47.01%), civic virtue (47.01%), and conscientiousness (31.62%). Meanwhile, courtesy is at a moderate level (49.57%).<sup>5</sup>

One study entitled Resilience Contribution to Organizational Citizenship Behavior (OCB) in Nurses in Makassar City in several government hospitals depicts nurses who have OCB levels of 17 people (6.07%) who have a very high OCB category, 30 people (10.71%) who have OCB with high category, 155 people (55.36%) who have OCB with medium category, 77 people (27.50%) who have OCB with low category, and 1 person (0.36%) which has a very low OCB category.<sup>1</sup>

Based on secondary data of nursing care in 2018 that had been obtained by the nursing unit of Labung Baji Makassar Hospital, it was found that the level of performance of nurses in the inpatient installation of Labuang Baji Hospital was not maximal, with an average of 82.21% with details of nursing care namely nursing assessment dimensions 86.3%, nursing diagnoses 94.2%, planning 74.3%, nursing actions 85.1%, evaluations 64.41%, and nursing records 89%. Based on the standards of the Indonesian National Nurses Association (PPNI) nursing care should be performed optimally at 100%.<sup>6</sup> Based on this background, the researcher wants to find out how the Organizational Citizenship Behavior Dimension Overview of nurses in Labuang Baji Hospital Makassar.

## Methods

This type of research is a descriptive study with a quantitative approach to determine the Dimensions of Organizational Citizenship Behavior Dimensions in Labuang Baji Hospital Makassar City in 2019. The location of this study was conducted in Labuang Baji Hospital Makassar and conducted in May-June 2019. The population of this study is nurses Labuang Baji Makassar Hospital in 2019, amounting to 253 nurses, while the sample in this study was 153 respondents. To determine the size of each sample according to the work unit of nurses, probability sampling is used by the Simple Random Sampling method by drawing a lottery sample. The collected data is then analyzed using SPSS univariately. The data obtained in this study are presented in tabular form, and an explanation of the results is narrated.

## Results

The results of the study in Makassar City Labuang Baji Hospital based on the characteristics of respondents found that respondents in this study were 81.7% more female than male 18.3%. Based on age, most of them are in the range of 31-40 years, which is 68.6%. Based on last education, the majority

**Table 1** Frequency distribution based on respondent characteristics in Labuang Baji Hospital Makassar.

Respondent characteristics	Frequency (n)	Percentage (%)
<i>Age (n = 153)</i>		
<31 years	17	11.1
31-40 years	105	68.6
41-50 years	20	13.1
>50 years	11	7.2
<i>Last education (n = 153)</i>		
Diploma 3/Equal	23	15
Bachelor/Equal	129	84.3
Postgraduate	1	0.7
<i>Gender (n = 153)</i>		
Male	28	18.3
Female	125	81.7
<i>Work Unit (n = 153)</i>		
Inpatient Installation	70	45.8
Intensive Care Unit	9	5.9
Emergency Installation	19	12.4
Outpatients Installation	27	17.6
Central Surgery Installation	8	5.2
Others Unit	20	13.1
<i>Employment status (n = 153)</i>		
Civil Servant	123	80.4
Contract	18	11.8
Honorary	12	7.8
<i>Length of work (n = 153)</i>		
1-5 years	8	5.2
6-10 years	37	24.2
>10 years	108	70.6

of respondents with the last education bachelor/equivalent is 84.3%. Based on the work unit, most of the respondents are from inpatient installation, which is 45.8%. Based on the employment status of respondents in this study most of the civil servants were 80.4% Based on the length of work the respondents, it was found that they were more vulnerable to work >10 years, which was 70.6% (Table 1).

Based on the dimensions of organizational citizenship behavior in this study, with a total of 153 respondents shown that all the OCB dimensions were high in Nurse at Labuang Baji Hospital. The highest dimension is Civic Virtue; it can be seen that 148 people (96.7%) have a high civic virtue as a result of the OCB dimensions studied in this hospital (Table 2).

## Discussion

Organizational Citizenship Behavior is an organizational behavior as a discipline that tries to explain human behavior, the reasons for various types of behavior, strengths, and weaknesses. As a behavioral discipline, organizational behavior deals with phenomena that affect the work of individuals, teams, and groups in organizations, all of which try to link human behavior with work results. The aim is to increase the effectiveness and efficiency of the organization

**Table 2** Respondent distribution based on respondent OCB dimensions characteristics in nurses at Labuang Baji Hospital Makassar.

OCB Dimensions	Frequency (n)	Percentage (%)
<i>Altruism (n = 153)</i>		
Low	14	9.2
High	139	90.8
<i>Civic virtue (n = 153)</i>		
Low	5	3.3
High	148	96.7
<i>Courtesy (n = 153)</i>		
Low	13	8.5
High	140	91.5
<i>Conscientiousness (n = 153)</i>		
Low	8	5.2
High	145	94.8
<i>Sportmanship (n = 153)</i>		
Low	20	13.1
High	133	86.9

by using the most important factor of production, namely human factors.<sup>7</sup>

OCB has a direct impact on effectiveness and efficiency on the performance of the team and the organization itself. This contributes to changes in resources, innovation, and adaptability and shows that people with OCB have an impact on the success of the organization where they work.<sup>8</sup> Thus understanding OCB is increasingly necessary for the maintenance of the organization's social system and the role of employees in it both at the macro level in terms of the changing nature of all organizations and the micro-level with respect to the individual and the basic things about the individual OCB.<sup>9</sup> OCB refers to whatever the employee chooses to do, spontaneously and on his own volition, which is often outside the specified contractual obligations. In other words, that is wisdom. OCB may not always be recognized or valued directly and formally by the company, for example through salary increases or promotions, although of course OCB can be reflected in the ratings of supervisors and good coworkers, or better performance appraisals. In this way can facilitate the acquisition of prizes in the future indirectly.<sup>10</sup>

The dimensions of organizational citizenship behavior in this study include: Altruism is a type of discretionary behavior that is designed to assist and motivate other employees in carrying out their duties efficiently and handling work-related problems.<sup>11</sup> The results of this study are categorized high and in line with previous studies by Bulu (2018) in Labuang Baji Hospital Makassar City with altruism dimensions which are high at 98%.<sup>6</sup> In contrast to other studies by Akira and Jatmika (2015) regarding organizational citizenship behavior in nurses at the "X" Mother and Child Hospital in Bandung is not in line with this study. The results of this study indicate that the dimensions of altruism in these nurses are at a low level at 45.30%.<sup>5</sup>

Civic virtue is an extra behavior from responsible participation in activities related to organizations with good

interest and commitment.<sup>11</sup> In this study, high civic virtue levels were generated and in line with research by Putri and Utami (2017) at Batu Baptist Hospital, it can be seen through grand the mean with an average interval produced 4.79 included in the very high category for the civic virtue variable.<sup>12</sup> As for the research by Dargahi, Alirezaie, and Shaham (2012) on nurses in Iran regarding the civic virtue dimension, which was quite low at 57.5% of a total of 510 respondents are not in line with this study.<sup>2</sup>

Courtesy shows the respectful behavior of employees who avoid creating work-related problems with others.<sup>11</sup> This study generated a high level of courtesy. Based on the analysis results with an average of 4.0180 nurses in public hospitals in Turkey by Ozcan (2015) explained that the dimensions of the courtesy of nurses are high.<sup>13</sup> Thus, research in Turkey is in line with the results of research in the Labuang Baji District Hospital in Makassar with dimensions of high courtesy. However, based on other research by Akira and Jatmika (2015) regarding organizational citizenship behavior in nurses at the "X" Mother and Child Hospital in Bandung is not in line with this research. The results of this study indicate that the dimensions of courtesy for these nurses are at the moderate level of 49.57%.<sup>5</sup>

Conscientiousness is a free behavior that helps medical staff to obey the rules of their profession, punctuality at work, treat patients on time and reduce waiting times.<sup>11</sup> This study generated a high level of conscientiousness. Research by Dargahi, Alirezaie and Shaham (2012) on nurses in Iran regarding the dimension of conscientiousness was quite high, namely 42% of the total 510 respondents.<sup>2</sup> It can be concluded that the study is in line with the results of research in Labuang Baji Hospital Makassar with a high dimension of conscientiousness. There is another study by Akira and Jatmika (2015) regarding organizational citizenship behavior among nurses at the "X" Mother and Child Hospital in Bandung not in line with this research. The results of this study indicate that the dimension of conscientiousness in these nurses is at a low level of 31.62%.<sup>5</sup>

Sportmanship is a dimension that encourages a willingness to tolerate situations that are less than expected without complaining and finding fault.<sup>11</sup> This study produced a high level of sportmanship. The results of the analysis in other studies by Sidin (2019) regarding the level of sportmanship of respondents are in the high category of around 98% of respondents.<sup>14</sup> The results of this study are contrary to research by Kasmiruddin (2017) the dimensions of sportmanship obtain an average score of 8, 80, this indicates that the categorized OCB behavior is still low in terms of pride in the company.<sup>15</sup> The results of this study indicate that the dimensions of sportmanship for nurses are at a low level of 47.01%.

## Conclusion

Based on the results of research conducted under the title Organizational Citizenship Behavior Overview in Nurses at Labuang Baji Hospital Makassar City in 2019, it can be concluded that Organizational Citizenship Behavior based on the dimensions of altruism in Nurses at Labuang Baji Makassar Hospital is in the high category of 90.8%. The dimension of civic virtue in nurses in Labuang Baji Public Hospital in

217 Makassar is in the high category that is 96.7%. Dimensions  
218 of courtesy on nurses in Labuang Baji Makassar Hospital are  
219 in the high category at 91.5%. The dimension of conscien-  
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223 the high category at 86.9%. As for suggestions for hospitals  
224 to maintain OCB levels for nurses because OCB can affect  
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## 226 Conflict of interest

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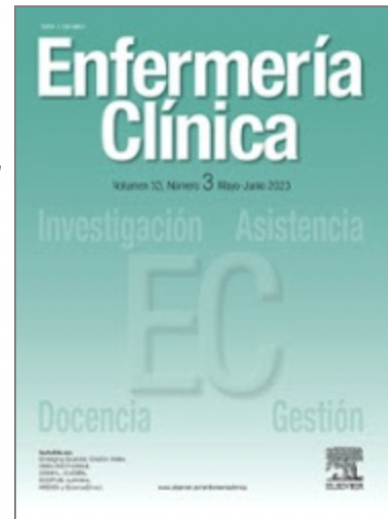
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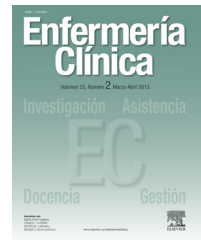
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## Description of Organizational Citizenship Behavior dimension in nurses at Labuang Baji Hospital<sup>☆</sup>



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### KEYWORDS

OCB;  
Dimension;  
Nurses

### Abstract

**Objective:** Organizational Citizenship Behavior (OCB) is the individual behavior outside of the mandatory job description and carried out voluntarily without getting rewarded. The study aimed to determine the description of Organizational Citizenship Behavior dimensions in nurses at Labuang Baji Hospital.

**Methods:** The type of this research was a descriptive study with a quantitative approach with a total of 153 respondents. The probability sampling technique used with the simple random sampling method using lottery sampling to determine the sample based on the nurse's work unit. Collected data analyzed using SPSS univariately.

**Results:** The results of this study are altruism 90.8%, civic virtue 96.7%, courtesy 91.5%, conscientiousness 94.8%, and sportsmanship 86.9%.

**Conclusions:** Dimensions of OCB in this study are high. As for suggestions for hospitals to maintain OCB levels for nurses because OCB can affect the effectiveness and efficiency of hospitals.

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### Introduction

Organizational Citizenship Behavior (OCB) is individual behavior outside of the mandatory job description and is

done voluntarily without getting a reward. However, it contributes to the effectiveness and efficiency of functions within the organization.<sup>1</sup> OCB is also considered a reflection of employee commitment to their organization and encourages teamwork, promotes employee management communication, develops organizational environment, and reduces employee error rates.<sup>2</sup>

William and Anderson (1991) then divided OCB into two concepts, namely OCB-O and OCB-I. OCB-O is behavior related to the organization. Whereas OCB-I is a behavior that relates to individuals who indirectly contribute to the organization.<sup>3</sup> This concept was further developed by Organ (1997) by dividing the 5 (five) dimensions before into these

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two concepts. The dimensions of altruism and courtesy are included in the OCB-I. Whereas the dimensions of civic virtue, sportsmanship, and conscientiousness are included in the OCB-O.<sup>4</sup>

Research conducted on 510 nurses in Tehran (Iran) using the dimension of organs explains that most nurses in this study had OCB behavior. The study also revealed that there was a significant correlation between the marital status of Iranian nurses, qualifications, and sex with sportsmanship, altruism, and civic virtue.<sup>2</sup> A recent study in 2015 at one hospital in Indonesia explained that OCB among nurses at the hospital was classified as 32, 48% are at a low level. In detail, four dimensions are at a low level: altruism (45.30%), sportsmanship (47.01%), civic virtue (47.01%), and conscientiousness (31.62%). Meanwhile, courtesy is at a moderate level (49.57%).<sup>5</sup>

One study entitled Resilience Contribution to Organizational Citizenship Behavior (OCB) in Nurses in Makassar City in several government hospitals depicts nurses who have OCB levels of 17 people (6.07%) who have a very high OCB category, 30 people (10.71%) who have OCB with high category, 155 people (55.36%) who have OCB with medium category, 77 people (27.50%) who have OCB with low category, and 1 person (0.36%) which has a very low OCB category.<sup>1</sup>

Based on secondary data of nursing care in 2018 that had been obtained by the nursing unit of Labung Baji Makassar Hospital, it was found that the level of performance of nurses in the inpatient installation of Labung Baji Hospital was not maximal, with an average of 82.21% with details of nursing care namely nursing assessment dimensions 86.3%, nursing diagnoses 94.2%, planning 74.3%, nursing actions 85.1%, evaluations 64.41%, and nursing records 89%. Based on the standards of the Indonesian National Nurses Association (PPNI) nursing care should be performed optimally at 100%.<sup>6</sup> Based on this background, the researcher wants to find out how the Organizational Citizenship Behavior Dimension Overview of nurses in Labung Baji Hospital Makassar.

## Methods

This type of research is a descriptive study with a quantitative approach to determine the Dimensions of Organizational Citizenship Behavior Dimensions in Labung Baji Hospital Makassar City in 2019. The location of this study was conducted in Labung Baji Hospital Makassar and conducted in May-June 2019. The population of this study is nurses Labung Baji Makassar Hospital in 2019, amounting to 253 nurses, while the sample in this study was 153 respondents. To determine the size of each sample according to the work unit of nurses, probability sampling is used by the Simple Random Sampling method by drawing a lottery sample. The collected data is then analyzed using SPSS univariately. The data obtained in this study are presented in tabular form, and an explanation of the results is narrated.

## Results

The results of the study in Makassar City Labung Baji Hospital based on the characteristics of respondents found that respondents in this study were 81.7% more female than male

**Table 1** Frequency distribution based on respondent characteristics in Labung Baji Hospital Makassar.

Respondent characteristics	Frequency (n)	Percentage (%)
<i>Age (n = 153)</i>		
<31 years	17	11.1
31–40 years	105	68.6
41–50 years	20	13.1
>50 years	11	7.2
<i>Last education (n = 153)</i>		
Diploma 3/Equal	23	15
Bachelor/Equal	129	84.3
Postgraduate	1	0.7
<i>Gender (n = 153)</i>		
Male	28	18.3
Female	125	81.7
<i>Work Unit (n = 153)</i>		
Inpatient Installation	70	45.8
Intensive Care Unit	9	5.9
Emergency Installation	19	12.4
Outpatients Installation	27	17.6
Central Surgery Installation	8	5.2
Others Unit	20	13.1
<i>Employment status (n = 153)</i>		
Civil Servant	123	80.4
Contract	18	11.8
Honorary	12	7.8
<i>Length of work (n = 153)</i>		
1–5 years	8	5.2
6–10 years	37	24.2
>10 years	108	70.6

18.3%. Based on age, most of them are in the range of 31–40 years, which is 68.6%. Based on last education, the majority of respondents with the last education bachelor/equivalent is 84.3%. Based on the work unit, most of the respondents are from inpatient installation, which is 45.8%. Based on the employment status of respondents in this study most of the civil servants were 80.4%. Based on the length of work the respondents, it was found that they were more vulnerable to work >10 years, which was 70.6% (Table 1).

Based on the dimensions of organizational citizenship behavior in this study, with a total of 153 respondents shown that all the OCB dimensions were high in Nurse at Labung Baji Hospital. The highest dimension is Civic Virtue; it can be seen that 148 people (96.7%) have a high civic virtue as a result of the OCB dimensions studied in this hospital (Table 2).

## Discussion

Organizational Citizenship Behavior is an organizational behavior as a discipline that tries to explain human behavior, the reasons for various types of behavior, strengths, and weaknesses. As a behavioral discipline, organizational behavior deals with phenomena that affect the work of individuals, teams, and groups in organizations, all of which

**Table 2** Respondent distribution based on respondent OCB dimensions characteristics in nurses at Labuang Baji Hospital Makassar.

OCB Dimensions	Frequency (n)	Percentage (%)
<i>Altruism (n = 153)</i>		
Low	14	9.2
High	139	90.8
<i>Civic virtue (n = 153)</i>		
Low	5	3.3
High	148	96.7
<i>Courtesy (n = 153)</i>		
Low	13	8.5
High	140	91.5
<i>Conscientiousness (n = 153)</i>		
Low	8	5.2
High	145	94.8
<i>Sportsmanship (n = 153)</i>		
Low	20	13.1
High	133	86.9

try to link human behavior with work results. The aim is to increase the effectiveness and efficiency of the organization by using the most important factor of production, namely human factors.<sup>7</sup>

OCB has a direct impact on effectiveness and efficiency on the performance of the team and the organization itself. This contributes to changes in resources, innovation, and adaptability and shows that people with OCB have an impact on the success of the organization where they work.<sup>8</sup> Thus understanding OCB is increasingly necessary for the maintenance of the organization's social system and the role of employees in it both at the macro level in terms of the changing nature of all organizations and the micro-level with respect to the individual and the basic things about the individual OCB.<sup>9</sup> OCB refers to whatever the employee chooses to do, spontaneously and on his own volition, which is often outside the specified contractual obligations. In other words, that is wisdom. OCB may not always be recognized or valued directly and formally by the company, for example through salary increases or promotions, although of course OCB can be reflected in the ratings of supervisors and good coworkers, or better performance appraisals. In this way can facilitate the acquisition of prizes in the future indirectly.<sup>10</sup>

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Civic virtue is an extra behavior from responsible participation in activities related to organizations with good interest and commitment.<sup>11</sup> In this study, high civic virtue levels were generated and in line with research by Putri and Utami (2017) at Batu Baptist Hospital, it can be seen through grand the mean with an average interval produced 4.79 included in the very high category for the civic virtue variable.<sup>12</sup> As for the research by Dargahi, Alirezaie, and Shaham (2012) on nurses in Iran regarding the civic virtue dimension, which was quite low at 57.5% of a total of 510 respondents are not in line with this study.<sup>2</sup>

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Sportsmanship is a dimension that encourages a willingness to tolerate situations that are less than expected without complaining and finding fault.<sup>11</sup> This study produced a high level of sportsmanship. The results of the analysis in other studies by Sidin (2019) regarding the level of sportsmanship of respondents are in the high category of around 98% of respondents.<sup>14</sup> The results of this study are contrary to research by Kasmiruddin (2017) the dimensions of sportsmanship obtain an average score of 8, 80, this indicates that the categorized OCB behavior is still low in terms of pride in the company.<sup>15</sup> The results of this study indicate that the dimensions of sportsmanship for nurses are at a low level of 47.01%.

## Conclusion

Based on the results of research conducted under the title Organizational Citizenship Behavior Overview in Nurses at Labuang Baji Hospital Makassar City in 2019, it can be concluded that Organizational Citizenship Behavior based on the dimensions of altruism in Nurses at Labuang Baji Makassar

Hospital is in the high category of 90.8%. The dimension of civic virtue in nurses in Labuang Baji Public Hospital in Makassar is in the high category that is 96.7%. Dimensions of courtesy on nurses in Labuang Baji Makassar Hospital are in the high category at 91.5%. The dimension of conscientiousness in nurses in Labuang Baji Makassar Hospital was in the high category at 94.8%. The dimensions of sportsmanship among nurses in Labuang Baji Makassar Hospital are in the high category at 86.9%. As for suggestions for hospitals to maintain OCB levels for nurses because OCB can affect the effectiveness and efficiency of hospitals.

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