



JOB SATISFACTION AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) IN NURSES

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ABSTRACT

The quality of service in hospitals can be improved if individuals, in this case nurses, have Organizational Citizenship Behavior (OCB). OCB is a form of behavior that is a choice of individual initiative and is not related to the organization's formal reward system but in aggregate increases organizational effectiveness. Objective: This research aims to determine the relationship between the level of job satisfaction and the OCB of nurses in Dr. RSUD. M.M Dunda Limboto inpatient ward. Method: Quantitative research method, Analytical Survey research design with a Cross-Sectional approach. The population in this study was 215 nurses and the sample used was 121 inpatient nurses, with a sampling technique using purposive sampling. This research uses the Spearman Rank Test. Results: the research results obtained a correlation coefficient of $r = 0.342$ ($p\text{-value} = 0.000$ or < 0.005), meaning that there is a relationship between job satisfaction and the level of OCB of nurses in the inpatient room at Dr. M.M Dunda Limboto. Conclusions: It is expected that hospital institutions can pay attention to the factors that influence job satisfaction in nurses so that they have a positive impact on the level of Organizational Citizenship Behavior in nurses.

Keywords: job satisfaction; nurses; organizational citizenship behavior (ocb)

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INTRODUCTION

Organizational Citizenship Behavior (OCB) is a voluntary attitude shown by workers, in this case, namely, nurses, to be willing to carry out work regardless of their obligations and responsibilities and is carried out for the benefit of the organization and even health service agencies (Maulana, 2020). Organ et al.,(2006) suggest that Organizational Citizenship Behavior (OCB) is a form of behavior that is a choice of individual initiative and is not related to the organization's formal reward system but, in aggregate increases organizational effectiveness (Soelton, 2020). OCB is important for hospitals because high OCB will create a positive work atmosphere. Low OCB in an agency, especially in hospitals, can result in a reduction in existing hospital services (Miftahul, 2020). Nurses' OCB plays a very important role considering that nursing services in hospitals are one factor determining hospital's good and bad image (Budiyarti et al., 2022). Nurses with good OCB can create a comfortable work atmosphere so that it influences daily work activities.

Chiaburu et al., (2022) contend that OCB has a positive effect on employees, where employees with high OCB tend to see themselves as having choices, high self-confidence, self-efficacy, and resilience, where the results make employees more proactive in working.

Seeing the work environment as a place that has meaning so that goals can be achieved and goals can also be changed to move to other areas that need improvement. OCB can be influenced by internal factors and external factors. The internal factors of OCB are job satisfaction, organizational commitment, employee morale, gender, and motivation. Meanwhile, external factors are leadership style and organizational culture. These factors have a positive and significant effect on increasing OCB (Fathiyah & Bambang Niko Pasla, 2021).

Job satisfaction is a psychological aspect reflecting a person's feelings towards work. Job satisfaction has a significant positive impact on each individual, especially in providing nursing services in hospitals. This is in line with research conducted at several hospitals in Gorontalo, which stated that they tend to be relatively satisfied with the work carried out. Job satisfaction of nurses at RSUD Dr. Hasri Ainun Habibie had the highest satisfaction, namely 31 people (88.6%) (Pelealu & Syukur, 2022). The problem of increasing job satisfaction it will significantly impact OCB (Amelia R.. Dewi. N.W.P, 2023), and OCB supports effectively functioning organizations (Firmansyah et al., 2022). This research aims to determine the relationship between the level of job satisfaction and the OCB of nurses in Dr. RSUD. M.M Dunda Limboto inpatient ward.

METHOD

The research was conducted on inpatient nurses at RSUD Dr. M.M Dunda Limboto. from March 27 to April 10, 2023. This type of quantitative research uses the Analytical Survey research method with a Cross-Sectional Approach. The sampling technique used purposive sampling with a sample size of 121 respondents. The instrument in this research used a questionnaire. Data analysis with Spearman rank test

RESULTS

Table 1.
Respondent characteristics (n= 121)

Respondent characteristics	f	%
Age		
17-25 Years	15	12
26-35 Years	80	66
36-45 Years	24	20
46-55 Years	1	1
56-65 Years	1	1
Gender		
Male	29	24
Female	92	76
Length of Working		
<5 Year	52	43
>5 Year	69	57

That of the 121 respondents studied, the largest number of respondents aged 26-35 years was 80 (66%). Based on male gender, there were 29 respondents (24%), and 92 respondents (76%) were female. Meanwhile, based on length of work, it was found that 69 respondents had worked for more than 5 years (57%), and 52 respondents had worked for less than 5 years (43%).

Table 2.
Analysis Univariate (n= 121)

Category	F	%
<i>Organizational Citizenship Behavior (OCB)</i>		
High	2	2
Middle	111	92
Low	8	6
<i>Job Satisfaction</i>		
Good	53	44
Enough	67	55
Not Enough	1	1

Table two shows that of the 121 respondents studied, the results obtained were that the highest level of OCB was in the "Medium" category, namely 111 respondents (92%). According to the questionnaire data, this was influenced because most respondents felt they had implemented OCB dimensions such as Altruism, Civic Virtue, and Conscientiousness. Respondents explained that they are professional when working or carrying out their duties. Based on Table 2, it shows that out of 121 respondents studied, 53 respondents (44%) obtained a Good level of job satisfaction, 67 respondents (55%) obtained a Fair level, and 1 respondent (1%) obtained a Poor level. These results align with the questionnaire data, indicating that the majority of respondents feel satisfied with all aspects of satisfaction in the inpatient wards as well as at RS. Dunda, such as the job itself, salary, promotion opportunities, supervision, colleagues, and working conditions. Analysis of the Relationship between Job Satisfaction and OCB of Nurses in the Inpatient Room at RSUD Dr. M.M Dunda Limboto

Table 3.
Analysis Bivariate (n= 121)

Job Satisfaction	OCB						n	%	Correlation Coefficient	P-Value
	High		Middle		Low					
	f	%	f	%	f	%				
Good	2	3,7	0	0	0	0	2	1,7	0.342	0,000
Enough	47	88,7	64	95,5	0	0	111	91,7		
Not enough	4	7,6	3	4,5	1	100	8	6,6		

Table 3 regarding the Relationship between Job Satisfaction and OCB of Nurses in the Inpatient Room at Dr. Hospital. M.M Dunda Limboto, it can be seen that the highest job satisfaction rate was 64 (95.5%) respondents who had a Medium level of OCB with a Fair level of job satisfaction. The results of the Spearman Rank statistical test using SPSS 25 show a value ($p = 0.000$) with a correlation coefficient of 0.342, which shows that there is a moderate relationship between nurse job satisfaction and nurse OCB in the inpatient room at Dr.M.M Dunda Limboto Hospital.

DISCUSSION

Organizational Citizenship Behavior (OCB)

Based on Table 2, it shows that of the 121 respondents studied, the results obtained were that the highest level of OCB was in the "Medium" category, namely 111 respondents (92%). In accordance with the questionnaire data, respondents explained that they are professional when working or carrying out their duties while on duty. Therefore, it can be said that the research results show that the majority of respondents have an OCB level in the Medium category. This is supported by research by Hamenda (2023), which states that nurses at RSUD Dr. M.M. Dunda Limboto show many good work behaviors in the OCB dimension. Most of the respondents with a medium level of OCB category stated that they could carry out extra work

behavior, among other things, following the OCB dimension, namely that they obey many of the rules implemented at Dr. RSUD. M.M. Dunda Limboto, explained that they were willing to help colleagues who had more duties and responsibilities.

The OCB dimensions that stand out from nurses in the inpatient ward at Dr. M.M Dunda Limboto, namely the Altruism dimension, such as the behavior of helping colleagues in the room and preventing conflicts between colleagues, the other dimension, namely Conscientiousness, such as volunteering to do work outside of the obligations that have been determined in the room. The last dimension that is most prominent is Civic Virtue behavior, such as the majority of nurses being obedient and obedient to the rules that have been regulated and established by the head of the inpatient room at Dr. RSUD. M.M Dunda Limboto. Meanwhile, the dimension of OCB that is not highlighted is Sportsmanship, such as complaining about the discomfort felt during work, rewards that are not obtained when doing extra role work (Hamenda et al., 2023)

Most respondents explained that they often do extra work while on duty in the room. This can be seen from the respondents' answers, where, on average, respondents explained that they often do extra role work by the dimensions contained in OCB. Extra work issues is in line with Miftahul's (2020) research on the importance of the level of OCB because nurses always carry out extra tasks such as wanting to work more than their obligations, helping each other, providing advice, participating effectively, and providing the best service to patients. , and want to use that time to work effectively. the mentioned attitude can create an atmosphere of harmonious working relationships to achieve organizational goals, in this case, health institutions, especially hospitals.

According to research data, things influence the OCB level of hospital nurses. Dunda is in the Medium category where most respondents explained that they felt they had carried out OCB dimensions such as sincere behavior to help other individuals or help prevent problems at work, in this case describing Altruism behavior. Respondents also explained that they often comply with all organizational regulations, steps, and procedures even though no authorized supervises them. This describes Civic Virtue behavior. Nurses also, on average, explained that they carried out tasks better or exceeded the standards set by the organization. Having better tasks illustrates Conscientiousness behavior. (Manoppo, 2022) research related to things that influence the OCB of nurses in non-government hospitals in Manado City. Nurses with behavioral levels of Civic Virtue, Conscientiousness, Altruism, Sportsmanship, and Courtesy. amounted to (83%) which proves that implementing the OCB dimension is the main factor in increasing the level of OCB in Manado City Non-Government Hospitals. However, as many as (17%) are influenced by other factors, the better their knowledge. Conversely, the less information you obtain, the less knowledge you will have.

Job satisfaction of inpatient nurses

Based on Table 2, the level of job satisfaction of nurses in 12 inpatient rooms at Dr. M.M Dunda Limboto with 121 respondents led to the results of the level of job satisfaction in the Good category of 53 respondents (44%), the Fair category of 67 respondents (55%), the Poor category of 1 respondent (1%). From these results, it can be concluded that most respondents have a level of job satisfaction in the Fair-Good category. This result is evidenced by 67 respondents (55%) answering that they were satisfied with their current job.

Based on research data, the average respondent feels quite satisfied with several job satisfaction indicators that already exist at RSUD Dr. M.M Dunda, such as job indicators

themselves, salary indicators/work incentives, as well as research results at Sitti Rahmah Hospital in Padang, also stated that salary is the most significant factor that will influence job satisfaction, in fact salary contributes to more staff (Murni et al. al., 2022), position/career promotion is the basis for nursing management to increase activities related to promotion, especially in aspects of career path, and indicators of the work atmosphere and environment as well as relationships between colleagues, such as research by Rusmianingsih et al., (2022) who found that interaction between co-workers and nurses can increase satisfaction at work, thereby creating a comfortable work environment.

This is supported by previous research on nurses who also stated that when they were working and faced with situations and conditions in their workspace that forced them to be independent, they were able to do so. Other respondents also partly explained their confidence in carrying out a job. They often feel very confident when doing work in the room and are faced with difficult situations, and they believe they can get through these difficult times (Hamenda et al., 2023). Based on research data from the questionnaire, there was one respondent who had a low level of job satisfaction. From the interview results, the respondent explained that the rewards received were not by the work carried out in the room. In line with research conducted (Florensia, 2020), the main indicator for achieving job satisfaction at the Permata Hati Kudus Mother and Child Hospital is rewards received.

The relationship between job satisfaction and OCB of inpatient nurses

According to research data, respondents with a good level of job satisfaction had a high level of OCB as many as 2 respondents (1.7%), this was influenced by the presence of respondents who felt satisfied with all aspects and dimensions of job satisfaction. For example, nurses who explained that they enjoyed their work, satisfied with the salary distribution process which is considered fair, and working conditions which are pleasant. This is in line with research conducted (Sahrah, 2019) regarding the analysis of the relationship between job satisfaction and OCB among nurses at PB Yogyakarta Hospital. The conclusion is that the higher the level of job satisfaction of hospital nurses, the higher the tendency to OCB in carrying out their duties. The contribution of job satisfaction to increasing OCB was 12.6%. The results of the research data were 47 respondents who had a level of job satisfaction in the Fair category and had a level of OCB in the high category according to research data, factors that caused respondents with a sufficient job satisfaction category but had a high level of OCB because there was one dimension of job satisfaction that was considered by The majority of respondents have not yet achieved what was desired, namely fair and equitable distribution of salaries, incentives, and promotions. Here, many respondents chose neutral and agreed answers because they were not following what most respondents expected. This results is in line with research conducted by Hariati (2022) showing that OCB can mediate the job satisfaction of PDAM WAE respondents who have a level of job satisfaction in the Fair category with a percentage of 49.5%. This means that even if the level of job satisfaction is in the sufficient category, it does not affect the level of OCB to continue to increase (Hariati, 2022).

Based on the results of the research data, 1 respondent with a low level of job satisfaction and a low level of OCB was 1 respondent (0.8%). This is because respondents feel that they are not completely satisfied with the dimensions of satisfaction in the inpatient room, starting from the aspect of feeling satisfied with the work they are doing, according to research data from the questionnaire instrument which contributes to the reduction in the level of job satisfaction. After all, they have started to feel uncomfortable with their work. environment while carrying out work, thus affecting other dimensions of job satisfaction, starting from

often not arriving on time, and only wanting to complete tasks that are part of their responsibilities while on duty.

This is in line with Sholikhah & and Frianto's (2022) research on the influence of job satisfaction and organizational commitment on Organizational Citizenship Behavior (OCB) in retail companies. The results show that the level of employee OCB is in the low category and the level of job satisfaction is in the low category with a percentage of 21.5%. It can be concluded that a decrease in one of the dimensions of job satisfaction will not have a significant effect on the level of employee OCB (Sholikhah & Frianto, 2022). A sig value was obtained based on the statistical result using the person spearman correlation test (2-tailed) = $0.000 < 0.5$ and the Pearson Correlation value is 0.342. Under the basis for decision-making in the Spearman Rank test, if the significance value is < 0.005 , it means that H_0 is rejected and H_1 is accepted, which means there is a significant relationship between the job satisfaction variable and the Organizational Citizenship Behavior (OCB) of the inpatient nurses at Dr. M.M Dunda Limboto. Furthermore, the Pearson Correlation value was obtained at 0.342, which means that the level of strength of the relationship between the job satisfaction variable and nurses' OCB is in the medium category and has a positive value. So it can be concluded that the higher the level of job satisfaction of nurses, the higher the level of Organizational Citizenship Behavior (OCB) of nurses.

CONCLUSION

This research shows that The Organizational Citizenship Behavior (OCB) level of inpatient nurses at Dr. M.M Dunda Limboto mostly is in the Medium category and Job Satisfaction Level is in the enough category. There is a significant relationship between the variable job satisfaction and the OCB of inpatient nurses at Dr. RSUD. M.M Dunda Limboto.

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