

Impact of Psychological Capital on Organizational Citizenship Behavior (OCB) Towards Male and Female Nurses in Teaching Hospital

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Abstract

Psychological capital is most important factor to influence the organizational citizenship behavior of nurses in Hasanuddin University Hospital Makassar. Psychological capital is an individual's positive psychological state of development and is characterized by having self-efficacy, optimism, hope, and resiliency. Although OCB is not critical to the task or job, it serves to facilitate the organizational functioning. Psychological Capital (PsyCap) is one of the vital internal factors in regards to the Organizational Citizenship Behavior (OCB) emerging. Psychological Capital (PsyCap) is measured with Psychological Capital Questionnaire (PCQ) (2007), while organizational citizenship behavior (OCB) is measured by using Organizational Citizenship Behavior by Organ (1988). This study aims to determine the impact psychological capital on organizational citizenship behavior (OCB) towards male and female nurses in teaching hospitals. The total sample in this study were 207 nurses respondent. Data were analyzed using Pearson correlation test. The results showed that there was a significant effect on psychological capital on organizational citizenship behavior (OCB) towards female nurses ($p = 0.000$) $< \alpha 0.05$ with the influence of 0.322 in the category of medium correlation, while there was no significant effect on psychological capital on organizational citizenship behavior (OCB) towards male nurses ($p = 0.669$) $> \alpha 0.05$ with influence 0.073 in the category of weak correlation. It was concluded that psychological capital has an effect on organizational citizenship behavior (OCB) towards female nurses.

Keywords: Psychological Capital, Organizational Citizenship Behavior (OCB), Nurses, Hospital

1.0 INTRODUCTION

Psychological capital is a higher order need of human capital as it assists in addressing manifold behavioral issues of an organization. Avolio and Luthans (2006) viewed psychological capital as what you can become in terms of positive development than other forms of capital investments that is human capital "what you know," social capital "who you know" and financial capital "what you have." Thus, a dedicated domain of psychological capital in behavioral science was argued to provide necessary road map for efficient functioning of human resources (Nelson & Cooper, 2007; Youssef & Luthans, 2012). Present-day business establishments are in search of prospective employees who are focused, dedicated and are willing to work beyond their defined roles (Adams et al., 2002; Bakker & Leiter, 2010). Psychological capital nurtures progressive change and one aspect is through facilitating positive work outcomes like citizenship behavior (Avey, Wernsing, & Luthans, 2008; Luthans, Youssef, & Avolio, 2007). Earlier findings documented the fact that psychological capital aids employees to complete the assigned task within the defined time frame and they are found to be satisfied with their immediate work environment (Luthans & Jensen, 2002; Luthans & Youssef, 2004; Wright, 2003; Wright, Cropanzano, & Bonett, 2007). In this context, it is presumed that psychological belongingness cultivates citizenship behavior which further leads to preference for organizational interest over individual interest. Several scholars (George & Brief, 1992; Organ & Konovsky, 1989) have noted the importance of organizational citizenship behavior (OCB) to the organizations, because through formal job descriptions organizations cannot anticipate the whole range of behaviors needed for the achievement of organizational goals (Vanuyperen et al., 1999).

One of the things that can predict the emergence of OCB is psychological capital or simply called as psychological capital (Avey, Wernsing, & Luthans, 2008). Psychological capital is rooted from positive psychology and positive organizational behavior (POB) (Larson & Luthans, 2006). PsyCap is defined as "an individual's positive psychological state of development that is characterized by (1) having confidence (self-efficacy) to take on and put in the necessary effort to succeed at challenging tasks, (2) making a positive attribution (optimism) about succeeding now and in the future, (3) persevering toward goals and, when necessary, redirecting paths to goals (hope) in order to succeed, and (4) when beset by problems and adversity, sustaining, and bouncing back and even beyond (resiliency) to attain success" (Luthans, Youssef, & Avolio, 2007). Avey et al. (2008) explained that employee who has a high level of psychological capital will show a higher positive emotion and will involve in the organization as well as have higher levels of OCB. Hence, there is a likelihood that positive psychological capital (PsyCap) may lead to a desirable work behavior, not as part of the employee's job description, but are offered voluntarily by the individual employee

in support to the organization itself (Norman, Avey, Nimmicht, & Pigeon, 2010). Thus, OCB may contribute to organizational success by enhancing coworker and managerial productivity, freeing up resources so they can be used for more productive purposes, reducing the need to devote scarce resources to purely maintenance functions, helping to coordinate the activities both within and across work groups, strengthening the organization's ability to attract and retain the best employees, increasing the stability of the organization's performance, and enabling the organization to adapt more effectively to environmental changes (Podsakoff & MacKenzie, 1997). Moreover, an employee who demonstrates OCB displays self-confidence (self-efficacy), optimism, persistence in achieving goals (hope), and survive when having problems (resiliency).

2.0 PSYCHOLOGICAL CAPITAL AND OCB

Psychological Capital is one of the views that arises due to the need for practitioners in organizations to find new approaches in psychological practice in the realm of work where negative psychological approaches are felt to make workers only try to fulfill their personal needs and through negative psychological approaches only solve problems short term course (Luthans, 2007). Psychological Capital also includes group level metaconstruction such as social and relationship support that is also part of the individual. Individuals with high psychological capital can act in "different capacities" flexibly and adaptively so that according to their demands and their psychological capital will help them feel well-being and be aware of the high competencies they have (Avey, 2011). In accordance with the definition described above, there are 4 components in psychological capital, namely self-efficacy, optimism, hope and resilience (Luthans, 2007). Luthans, Avolio, Avey and Norman (2007) have explicated the elements as: (a) hope: relentless focus toward goal and if required re-directing the paths in order to achieve the desired objective; (b) optimism: having a positive orientation for accomplishments; (c) self-efficacy: carrying necessary self-confidence to own and place required efforts to succeed the challenging assignments and (d) resilience: to sustain and rebound back amidst adversity. Psycap strengthens a greater understanding on assessing life circumstances in an adaptive way enhancing personal productivity and organizational effectiveness (Lyubomirsky, King, & Diener, 2005). Empirical findings have surfaced the fact that Psycap is a higher order factor, supplementing higher performance (Luthans, Youssef, & Avolio, 2007) and are wide-open for further development (Luthans, Norman, Avolio, & Avey, 2008).

OCB is an optional pro-social behavior of an individual that is different from official job requirement and duties which are not a part of the stipulated job description and they benefit others as well as the organization (Organ, Podsakoff, & MacKenzie, 2006). OCB is an important phenomenon in the informal organization concept since two of its main aspects are trust and strength of interpersonal relationships. Thus just as social capital, OCB is also found by researchers to have a profound impact on organizational performance and individual development (Dunlop & Lee, 2004; Organ et al., 2006). OCB encompasses five dimensions: altruism, generalized compliance, sportsmanship, courtesy, and civic virtue (Organ, 1988; Podsakoff, MacKenzie, Paine, & Bachrach, 2000). Employees engaging in altruism help co-workers selflessly without any expected return. Employees exercising conscientiousness are timelier and more focused at work. Courtesy means the consideration of one's personal action on co-workers. Employees engaging in courtesy will take a proactive stance to avoid causing hardship to other employees. Sportsmanship is slightly different from other OCBs in that employees engaged in this behavior will desist from negative actions that affect co-workers or the organization. An employee exhibiting sportsmanship is more likely to be tolerant of inconveniences and impervious to gossiping. Civic virtue also has direct benefits for the organization and includes active involvement in organizational governance and activities. Those who practice civic virtue are more concerned with organizational policies and staying involved with issues important to organizational functioning.

Williams and Anderson (1991) has critically evaluated the dimensions proposed by Bateman and Organ (1983) and have grouped altruism and courtesy as individual-directed behavior (OCB-I) and the other three that is conscientiousness, civic virtue, and sportsmanship as organization-directed behavior (OCB-O). Later Van Dyne and LePine (1998) has dissected the concept of OCB to provide a clear-cut understanding of the construct stating it as "extra-role behavior" that "benefits the organization and is intended to benefit the organization, which is discretionary and goes beyond existing role expectations." Therefore, the concept of OCB comes very close to the construct of contextual performance introduced by Motowidlo and Van Scotter (1994) and Motowidlo, Borman, and Schmit (1997), suggesting it as a replacement for the OCB construct. Contextual performance comprises much of the same behavior as OCBs but does not specify that the behavior has to be discretionary and non-rewarded, as OCB was originally conceptualized. Perhaps, in response, Organ later redefined OCB to include behavior that contributes "to the maintenance and enhancement of the social and psychological context that supports organizational performance" (Organ, 1997). Considering the impact of OCB on organizational functioning, it seems important to formally capture the role of psychological capital in promoting organizational effectiveness.

3.0 METHODOLOGY

3.1 Location and Design Study

This research was conducted at Hasanuddin University Hospital which is a Government hospital. The study was conducted in February-May 2019. This type of research was quantitative using an observational analytic design with a cross sectional approach, namely a design that examined the dynamics of the correlation between climate variables independent organizations on organizational citizenship behavior as the dependent variable.

3.2 Population and Samples

Respondents in this study were nurses at Hasanuddin University Hospital in 2019, totaling 207 nurses. The sampling technique used is total sampling, namely the technique of determining the sample by taking all members of the population as respondents or samples.

3.3 Data Collecting

In quantitative research, data collection is done using a structured questionnaire that contains questions about the variables filled out by respondents. Retrieval of data on organizational climate variables and OCB is filled by hospital employees. Organizational climate variables are measured using instruments adapted from Luthans (2007) Psychological Capital Questionnaire (PCQ). OCB variables are measured using instruments developed by Organ (1988).

3.4 Data Analysis

Data analysis in this study used statistics to answer the objectives of the study. The following is the data analysis used in this study: Bivariate analysis, this analysis is used to determine the relationship of each dependent independent variable. The test statistic used is Pearson correlation.

4.0 RESULTS

The researcher used Pearson correlation to determine the relationship between OCB and Psychological Capital.

Table 1. The effect of Psychological Capital on Male Nurse Organizational Citizenship Behavior at Hasanuddin University Hospital in 2019

Variable		p Value	r Value
<i>Psychological Capital</i>	<i>Organizational Citizenship Behavior</i>	0.669	0.073

Source : Primary Data, 2019

Based on table 1, the correlation between psychological capital and Organizational Citizenship Behavior (OCB) in male nurses obtained p value $(0.669) > 0.05$, which means that there is no influence between psychological capital on Organizational Citizenship Behavior (OCB) with a correlation value of 0.073 those in the weak correlation category.

Table 2. The effect of Psychological Capital on Female Nurse Organizational Citizenship Behavior at Hasanuddin University Hospital in 2019

Variable		p Value	r Value
<i>Psychological Capital</i>	<i>Organizational Citizenship Behavior</i>	0.000	0.322

Source : Primary Data, 2019

Based on table 2, obtained a correlation between psychological capital towards Organizational Citizenship Behavior (OCB) on female nurses obtained p value $(0,000) < 0.05$ which means there is an influence between

psychological capital on Organizational Citizenship Behavior (OCB) with a correlation of 0.322 in moderate correlation category.

5.0 DISCUSSION

Cooper (2011) argues that gender / gender influences the way employees behave and their behavior is interpreted, gender can influence employees' perceptions of the workplace and their attitudes toward other people in an organization. Gender based research on OCB has been carried out by Heilman and Chen (2005), who said there were differences in the level of OCB in sex differences. There are striking differences between men and women in helping behavior and social interaction in the workplace. Female employees have higher OCB levels than men (Derical & Erdil, 2016). Other studies that are in line with this further explain that female nurses tend to have a higher OCB level than male nurses.

Based on the results of the study, based on sex, it appears that female nurses have higher OCB than men. This is because some actions that are categorized as forms of OCB are usually carried out by women such as being good listeners and able to provide alternative solutions to coworkers' problems, are able to organize documents and administrative processes more neatly and structurally, and look more sincere in helping things that are not work because they are usually accompanied by smiles and softer responses.

Some studies also show that women tend to prioritize relational identities rather than men. The explanation shows that there are quite striking differences between helping and social interaction in the workplace. Psychological Capital can be a predictor of OCB behavior in employees (Avey, 2008). High levels of OCB for employees can increase organizational effectiveness which will increase organizational productivity and the ability of organizations to adapt to environmental changes (Podsakoff, 1997).

6.0 CONCLUSION

Based on the research that has been done, it can be concluded that based on the sex of nurses, there are psychological capital influences on organizational citizenship behavior on female nurses whereas there is no psychological capital influence on organizational citizenship behavior on male nurses. In addition, for the next researcher it is recommended to look at the characteristics of other respondents such as age, last education and length of time working.

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