



The Effect of Organizational Prideness as a Nurse on the Extra Role Organizational Citizenship Behavior of Nurses at NU Hospital (RSNU) in East Java

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Abstract

BACKGROUND: During the current pandemic, it is necessary to continue to strengthen motivation and pride as a nurse as an effort to build nurses' commitment to realizing OCB. At this time, the domestic nursing profession is required to be able to compete by improving the quality of nursing services. One of the bases for improving the quality of nursing services is that nurses must have a sense of pride as professional nurses with competencies that can answer internal and external challenges. Based on research on 105 Unusa lecturers in 2017, it is known that Organizational Prideness is able to increase the pride of lecturers as members of the organization.

AIM: The purpose of this study was to determine the effect of Organizational Prideness as a nurse on the extra role OCB (Organizational Citizenship Behavior) behavior of nurses at RSNU Jatim.

METHODS: The method in this research uses analytical observational with explanatory type. This study explores the Organizational Prideness of nurses on OCB (Organizational Citizenship Behavior) extra role behavior in the hospital where they work. Data collection was carried out in a cross-sectional manner. Respondents were nurses at the East Java Hospital in 2021 with a total of 217 people. The variables studied include the independent variable, namely, Organizational Prideness, and the dependent variable is OCB (Organizational Citizenship Behavior) extra role behavior.

RESULTS: The results of this study explain that Organizational Prideness causes OCB (Organizational Citizenship Behavior) extra role behavior to become part of the East Java Hospital. Organizational Prideness is able to improve the extra role OCB (Organizational Citizenship Behavior) behavior of nurses toward the East Java Hospital. Organizational Prideness owned by nurses contributes to increasing OCB extra role behavior at RSNU Jatim. Organizational Prideness of nurses is a sense of pride and love when carrying out their duties and responsibilities as nurses at the East Java Hospital manifested by love, a sense of belonging that is nurtured and continues to grow, Organizational Prideness in this way nurses feel themselves as one unit with the hospital.

CONCLUSION: The relationship between nurses and colleagues and all employees in the hospital will be harmonious, well maintained, and always oriented toward togetherness, understanding, mutual respect, and appreciation by upholding tolerance in diversity, which is the embodiment of the implementation of Organizational Prideness and extra role behavior (Organizational Citizenship Behavior).

Introduction

The COVID-19 pandemic has had a tremendous impact [1], [2], especially for health workers, including nurses. According to the WHO [3], the pandemic that left the health, economy, education, and other sectors unwittingly affected the level of loyalty of health workers in hospitals in the face of extraordinary pressure. Health workers are at the forefront of dealing with the pandemic situation so that the health services provided can survive. One of the bases for improving the quality of nursing services is that nurses must have a sense of pride as professional nurses. This is needed especially in dealing with new normal or post-pandemic situations

where each service is expected to be more supportive in providing services to patients affected by COVID-19 [1].

Proud to be a nurse is a good thing, it can arise because of the nursing figures and the role models given by senior nurses. Including anything that is inherent or achievement or owned by seniors. Admiration for senior nurses as an authoritative, respected figure, neat clothes, disciplined in time, professional, bright minds, a source of motivation, and role models for junior nurses. The willingness to provide the best nursing services to patients so that the patient's pain burden can be reduced gives nurses an attitude of pride. This proud attitude fosters confidence in the competence of nurses which encourages nurses

to provide quality performance (service or productivity). Pride can only be called pride when there are different types of cognition of related factors for oneself. People evaluate or compare their behavior with standards.

Pride [4], [5] as a nurse comes from the achievements that have been obtained by the nurse profession along with the development of science and technology, changes, and developments in nursing practice. The development and existence of the nursing world today, where nurses must be able to adapt and face challenges in the world of digital-based technology such as the impact of using technology in nursing care models packaged in the form of telenursing where its use needs to be supported by the Indonesian government through Nursing Services regulated in the Act. 38 of 2014 concerning Nursing. A nurse who has pride as a nurse profession can foster enthusiasm and motivation to be involved in providing high-quality nursing services. This is in accordance with research conducted by Kuppelwieser *et al.* [6], Pereira *et al.* [7], Arnett *et al.* [8] that a sense of pride in work is the belief that someone is competent in a very important and meaningful field. Employees with high pride are more eager to engage in providing high-quality service. Proud as a nurse can make nurses feel better about their profession as nurses and as themselves so that it can encourage their confidence to display superior performance. The performance of a nurse is influenced by the motivation and commitment of the nurse itself based on the sense of pride they have.

Pride (pride) is caused by internal events that are relevant in one's identity [9], [10] and one's life so that it will always be maintained. Pride is a self-conscious emotion that will arise from the achievements achieved by one's own abilities. It reflects how a person feels as themselves. Pride, however, is self-evident [9], [10], [11]. According to Lewis [12], [13], pride can only be called pride when there are different types of cognition-related factors to oneself. People evaluate or compare their behavior with standards.

Nurses as nursing service providers are the spearhead of service in hospitals because nurses are available 24 h to provide nursing care. Such a heavy responsibility requires nurses to have competence and mentally tough. Success in this task fosters a sense of pride as nurses so that nurses are motivated and encouraged to play a role and display professional performance in providing nursing services.

Vujanic [14] and Nursalam [15] stated that based on the philosophy and paradigm of nursing, the values or meanings that can be developed from nursing in scientific development and Nursalam [15] believe that nursing has three main values that are related to one another, including (1) art, (2) science, and (3) profession.

Regarding OCB [16], [17], Prof. Akmal's opinion (before it was confirmed) delivered a speech accepting his professorship entitled "Extra Behavior of the Role of Employees in Public Organizations."

In his speech, the man who was born in Bone, April 6, 1969, said that extra role behavior is employee behavior that goes beyond firm descriptions and which does not place a claim on contractual rewards based on a formal reward system.

"This type of employee behavior is known as Organizational Citizenship Behavior or OCB. OCB can increase employee and leadership productivity to realize the good performance in the organization," he said.

OCB studies can treat the main diseases of bureaucracy, namely, slackness and inefficiency. Not only that, OCB [18], [19] is also able to create a conducive working environment for collaboration [7], [19], [20], [21]. There are five dimensions of the OCB, namely, Altruism, Courtesy, Sportsmanship, Conscientiousness, and civic virtue, which show reliability in the application of OCB to improve organizational performance.

Methods

The method in this study research uses analytical observational with explanatory type [22]. This study explores the Organizational Prideness of nurses on OCB (Organizational Citizenship Behavior) extra role behavior in the hospital where they work. Data collection was carried out in a cross-sectional manner. Respondents were nurses at the East Java Hospital in 2021 with a total of 217 people. The variables studied include the independent variable, namely, Organizational Prideness, and the dependent variable is OCB (Organizational Citizenship Behavior) extra role behavior. The instrument uses an online questionnaire (Google Forms). Data analysis using linear regression test, $\alpha = 0,05$. The results of the study prove that the influence of Organizational Prideness on OCB (Organizational Citizenship Behavior) extra role behavior ($p = 0.000$, R Square = 0.536).

The result of this study indicates using descriptive and analytic measurements on the variable Organizational Prideness, extra role behavior (Organizational Citizenship Behavior).

Measurement of the independent variable Organizational Prideness using SPSS [23], [24], is explained in Table 1.

Table 1: Description of the composite measurement of organizational proudness in nurses at the NU Hospital (RSNU) in East Java in 2021

Organization Prideness	Frequency (%)
Low	0
Medium	61(28,1%)
High	156(71,9%)
Total	217(100,0%)

Based on the table above, information can be obtained that most of the nurses of

Table 2: Description of measurement of extra role behavior (Organizational Citizenship Behavior) for nurses at NU Hospital (RSNU) East Java in 2021

Organizational membership behavior	Frequency (%)
Low	0
Medium	97(44,7%)
High	120(55,3%)
Total	217 (100,0%)

RSNU Jatim (71.9%) have high Organizational Prideness.

The following measurement is on the dependent variable extra role behavior (Organizational Citizenship Behavior) which is described in Table 2.

Based on the table above, information can be obtained that most of the nurses at the East Java Hospital (55.3%) have high extra role behavior (Organizational Citizenship Behavior).

The effect of Organizational Prideness on extra role behavior (Organizational Citizenship Behavior) [5], [25] can be known by performing cross tabulation calculations between Organizational Prideness variables on extra role behavior (Organizational Citizenship Behavior) as listed in Table 3.

Table 3: Cross-tabulation of the effect of Organizational Prideness on extra role behavior (Organizational Citizenship Behavior) of nurses at NU Hospital (RSNU) East Java in 2021

Organization prideness	Organizational membership behavior		Total (%)
	Medium (%)	High (%)	
Medium	52(85,2%)	9(14,8%)	61 (100%)
High	45(28,8%)	111(71,2%)	156(100%)
Total	97 (44,7%)	120(55,3%)	217(100%)

Source: Primary data, 2021. R: 0.732, R²: 0.536 or 53.6%, Significant: 0.000 (<0.05), OR: 0.732. OR: Odds ratio.

The table shows that pride in the organization has a significant effect on proud behavior towards the organization by 53.6%, in other words, the pride possessed by officers can increase behavior as a member of the organization by 53.6%.

Organizational Prideness [4], [5], [25], [26] can significantly influence the extra role behavior (Organizational Citizenship Behavior) of nurses at the East Java Hospital as indicated by the significant regression value = 0.000, and the amount of influence that Organizational Prideness can exert on the extra role behavior (Organizational Citizenship Behavior) of nurses at East Java Hospital is by 53.6% (R square = 0.536). This shows that Organizational Prideness can play a role in increasing the extra role behavior (Organizational Citizenship Behavior) of nurses at NU Hospital (RSNU) in East Java with a contribution of 53.6%.

Therefore, nurses who work at RSNU Jatim who have high Organizational Prideness will lead to high extra role behavior (Organizational Citizenship Behavior) at RSNU Jatim which is where nurses work in providing nursing services. Mindfulness meditation steps are based on spiritual care.

Results

This research can produce in the introduction of nurses' insights into their potential and a sense of pride which of course must be owned by everyone. This sense of pride, from the positive side, plays a very important role in motivating someone or determining someone who is principled in behaving in carrying out daily activities on duty as a nurse at the NU Hospital (RSNU).

The characteristics of the respondents in this study showed that most of the nurses were female (86.3%) of the total 153 nurses. The nurses had an average length of service of about 8.5 years, with an average age of 32 years. This condition shows that nurses who have a working period of <10 years are still in the category of productive age (mean 32 years) even though most of them are women. The dominance of women as nurses really determines the pattern of interaction and colors the organizational culture that applies in NU Hospital (RSNU). The nature of women who tend to prioritize feelings is the potential for the growth of a sense of love and pride in the organization. Feelings of pleasure, comfort, and calm as a nurse will lead to a situation of mutual respect with high tolerance which is a picture of the nature of women. Hence, it is very easy to form a sense of belonging to the organization as an embodiment of pride in the organization, which has provided positive benefits for her as a nurse. In this study, nurses who had a high sense of pride dominated (71.5%) than those who had moderate pride (28.5%). This creates conditions where nurses will voluntarily defend, wholeheartedly, and even desperately defend their organization when someone tries to undermine or vilify. Reality like this, building the integrity and sense of belonging to the organization are an important capital to increase the commitment and productivity of individuals and organizations.

The humanistic behavior of co-workers is able to increase the care of others through the direction of the nurse and so that it can form a culture and extra-role behavior in the form of affection so that it can train to increase care for patients. The results of the OCB search on nurses showed that most (58.3%) were in the good category and the rest (41.7%) were in the sufficient category. The extra role behavior possessed by nurses is an extraordinary potential to build togetherness and care as members of the organization. Nurses will feel called to do additional work outside of their main duties, meaning that nurses are able to tolerate conditions of lack or limitations of colleagues. They voluntarily without compensation will help colleagues who have difficulty at work or need assistance. Changing the duty of duty, or changing official duties for colleagues who are affected by a disaster, or are unable to work, we often encounter nurses in interacting and helping each

other to complement each other. This is what is called the extra role behavior of nurses who are strongly influenced by pride and love for their organization (NU Hospital/RSNU).

Discussion

This research is reported to contribute openness of insight and awareness that working as a nurse is very close to the capital of pride and love that encourages the formation of situations of helping each other voluntarily without expecting anything in return. It was proven that there was a significant effect ($p = 0.00$) of pride on the extra role behavior of the nurses at NU Hospital (RSNU). Organizational pride owned by nurses by 55.9% affects the formation of Organizational Citizenship Behavior which is able to encourage individual and organizational performance [6], [18], [19], [25], [27].

This study has limitations, namely, it cannot directly observe the pride and extra role behavior of the nurses, where observations only identify from data collection through Google Forms, which are distributed through the online system [28], [29]. In addition, this study has not measured the positive effect of the formation of OCB as a result of the presence of nurses who have a sense of pride as members of the organization on improving individual and organizational performance. Furthermore, it is necessary to measure the performance of nurses and the performance of the NU Hospital (RSNU) to find out the benefits of having OCB on nurses.

Organizational Prideness makes nurses feel meaningful and a part of the NU Hospital (RSNU) in East Java that shelters them. Moreover, as a nurse, they get something positive and useful for your life. Organizational Prideness at NU Hospital (RSNU) in East Java is because NU Hospital (RSNU) provides positive benefits including suitable work, opportunities to contribute, and being empowered. Feelings of pleasure and pride make a person more committed to doing work and feel more comfortable with work. Even someone will be willing to sacrifice and take pains to defend the survival and greatness of the organization, thus resulting in better performance.

Organizational Prideness with Unusa's identity including uniforms, logos, Mars songs, and Hymns are attributes that make nurses feel happy when they can be seen by the public. The official car with the RSNU sticker is also one of the proofs that the nursing staff feels happy when using it in activities outside the building so that the public can see.

Organizational Prideness, nurses who feel that the hospital provides positive values and something that is very beneficial for themselves, so that whatever comes into contact with RSNU, Organizational

Prideness will appear as a nurse. However, if someone tries to harass RSNU in various ways, they will try their best to defend. In fact, when someone harasses and attacks their hospital, they will do their best to defend the NU Hospital (RSNU) in East Java.

Then nurses can make their sense of pride and joy a motivator and encouragement that contributes to efforts to achieve performance as a professional nurse. In the end, Organizational Prideness that is created by acting is believed to be able to contribute to the development and success of the hospital as an organization that oversees to improve the quality of life in the future.

Conclusion

Organizational Prideness and extra role behavior (Organizational Citizenship Behavior) for nurses at NU Hospital (RSNU) in East Java are a must that regulates communication and interaction patterns in carrying out their duties and roles as competent professional nurses. The relationship between nurses and colleagues and all employees in the hospital will be harmonious, well maintained, and always oriented toward togetherness, understanding, mutual respect, and appreciation by upholding tolerance in diversity, which is the embodiment of the implementation of Organizational Prideness and extra role behavior (Organizational Citizenship Behavior). Conducive conditions are a very comfortable and peaceful working atmosphere that can trigger the spirit of realizing the goals of the organization and the goals of nurses to achieve good performance.

High potential nurses produce high performance and productivity that contribute to the progress and glory of the organization because nurses are able to carry out their duties and roles in providing optimal nursing care and services. Nurses will demonstrate their ability to regulate, control, and control their behavior, thereby increasing productivity and being able to give their best performance as expected by the organization.

Thus, these conditions will encourage the formation of a sense of belonging to the organization, because they feel satisfied and proud when they can provide the best for their organization, especially if nurses have and carry out their duties and roles as well as possible while working and serving at the NU Hospital (RSNU) in East Java. That way, nurses are indirectly able to bring up Organizational Prideness and extra role behavior (Organizational Citizenship Behavior) toward themselves, their nurse colleagues, and all components in the hospital.

Nurses who are happy and comfortable in providing nursing care and services and carrying out all duties and obligations in the hospital have a sense

of belonging which is a form of pride. Organizational members with a high level of pride believe that their organization is an important, meaningful, effective, and beneficial part of themselves and their environment.

Pride relates to feelings of commitment, intentions, and behaviors that indicate cooperation with the organization (including loyalty, staying as a member of the organization). Loyalty encourages nurses to behave positively and behave in extra role (Organizational Citizenship Behavior) according to their obligations as members of the organization, even nurses can make more contributions beyond what is an obligation sincerely for the organization, namely, NU Hospital (RSNU) in East Java. This is done as part of loyalty, love, and a sense of belonging as a tangible manifestation of the organization's pride toward the NU Hospital (RSNU) in East Java.

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