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Fanny Rezkiya, Ade Irma Anggraeni

## The Effect Of Psychological Capital On Organization Citizenship Behavior

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### Abstract

The purpose of this research was to find out the effect of psychological capital on organizational citizenship behavior in the case of nursing employees in RSUD Prof. Dr. Margono Soekarjo. It needs to be explored more deeply about the effect of psychological capital on organizational citizenship behavior to get more complete understanding. The population in this study were civil servant nursing employees who work in RSUD Prof. Dr. Margono Soekarjo. While the sample used in this study were 180 civil servant nursing employees who work in RSUD Prof. Dr. Margono Soekarjo with sampling method of probability sampling and Slovin formula. Data collection method used was survey method with questionnaire. Based on the data analysis using SPSS, it can be concluded that hope, optimism and resilience have positive and significant effect on organizational citizenship behavior.

### Keywords

Psychological Capital, Organizational Citizenship Behavior

### INTRODUCTION

Psychological capital is a positive psychological state that is oriented to the success of individual goals through its ability to reach a point of success. Luthans (2011) provides a definition of psychological capital as a positive psychological condition in individuals with 4 dimensions namely, (a) self-efficacy, namely a person's belief in his ability to handle situations and produce something beneficial for individuals or organizations, (b) optimism which means a person's principles or beliefs about current and future success, (c) hope means the basic form of trust in something desired will be achieved or something done will produce benefits in the future, (d) resilience of resilience means the ability to adapt and stay strong in difficult situations.

It can be concluded that the definition of psychological capital is a positive psychological condition in individuals consisting of a number of components of self-efficacy, optimism, hope and resilience that are able to encourage individuals to develop themselves and their abilities when an individual try to achieve success.

According to Luthans et al. (2007), psychological capital is divided into 4 dimensions which indicate that a person has achieved positive psychological conditions including self efficacy, optimism, hope and resilience. The reason why psychological capital is divided into four dimensions

because the characteristics that build psychological capital influence each other depending on this construct is better understood as a whole. If psychology capital is only analyzed by one or several characteristics, this research becomes inadequate because psychological capital will not be a "psychology capital" which is one of its non-existent characteristics (Luthans et al., 2007: 549).

Gupta et al. (2017) stated that psychological capital is positively associated with OCB. Organizational citizenship behavior (OCB) is a set of behavioral forms outside of formal job requirements that benefits organizations. Employees who demonstrate these behaviors are able to provide positive contribution significantly to the organization through behavior beyond the job description, in addition to the employees still carrying out the responsibilities in accordance with the work they carry. The organization must know the factors that can affect the level of OCB of the employees, one of them through Psychological Capital (PC).

Psychological Capital have four dimensions that can optimize employee performance there are self efficacy, optimism, resilience and hope. First, self efficacy means the belief of a person of his/her ability in handling a situation and producing something benefit for the individuals or organization (Santrock, 2007). A person who has a high self-efficacy tends to do the OCB that gives

the benefits both for individuals (OCBI) or organizations or company where he/she works (OCBA).

Second, optimism means a principles of believe of everything from the good and fun aspect and the behavior of always having good hope in everything. An employee who has optimism that the work he/she does will be benefit for the individuals or organization tends to do the OCB. Because a person needs a belief that what he/she will do is right and benefit before doing the work outside what he/she is supposed to do such as OCB.

Third, resilience means the ability to adapt and stay strong in difficult situation (Reivich and Shatte, 2002). An employee that has adapted to the environment can do whatever he/she wants to do in an organization, because the employee who has adapted an felt comfortable with the environment will feel comfortable also to do other things such as OCB.

Fourth, hope means the basic form of belief of something desired will be achieved or something done will results a benefit in the future. From the definition, the hope that something done by a person will give a good effect for the individuals or organization is the basic from the OCB.

Population in this study are all nurses civil servant who work at RSUD Prof. Dr. Margono Soekarjo. To estimate the number of minimum samples, researcher used Slovin method. This method was chosen because the number of population / nurses is known. Based on the data given by official website of RSUD Prof. Dr. Margono Soekarjo, the number of nurses is 686.

Based on Slovin method, the minimum samples that should be taken are 179 respondents. From information about the number of nurses in RSUD. Prof. Dr. Margono Soekarjo who will be used as samples in this study are nurses who are civil servants, because civil servants have a more wealth in the fields of salaries, facilities and careers than nurses who are non civil servant. Civil servant nurses feel everything is guaranteed so that it has an influence on performance because civil servants are in charge of providing professional and quality public services, and the competencies possessed by civil servants must support the implementation of organizational strategies also able to support any changes made by management, in contrast to non-civil servants who have a higher risk of sanctions so that

they improve performance and have a high level of organizational citizenship behavior.

### **Psychological Capital**

Psychological capital is a new approach developed to improve the competitive ability of the organization, where from the four characteristics of psychological capital can predict employee performance better than each of the other characteristics (Luthans et al., 2007). It can be concluded that the definition of psychological capital is a positive psychological condition in individuals consisting of a number of components of self-efficacy, optimism, hope and resilience that are able to encourage individuals to develop themselves and their abilities when an individual try to achieve success.

Psychological capital is a new approach developed to improve the competitive ability of the organization, where from the four characteristics of psychological capital can predict employee performance better than each of the other characteristics (Luthans et al., 2007).

### **Self-efficacy**

Bandura (1997) defined that self-efficacy is: a person's beliefs or beliefs about his ability to mobilize his motivations, cognitive ability, and actions needed to perform certain tasks successfully with certain tasks in certain contexts (Stajkovic and Luthans, 1998).

### **Optimism**

Optimism means the principles of trust in everything from good and pleasant aspects and behavior always has good expectations in everything. Srivastava and Angelo (2009) argued that optimism is a tendency or tendency to expect favorable results. In other words, optimism is closely related to the ego power and individual internal control.

### **Hope**

Hope is defined as a basic form of belief from what is desired or something that is done will produce something useful in the future. Snyder et al. (2002) in Avey et al. (2011) defined that hope is a positive motivational state with two important components as agency or willpower (power of will) and pathways or ways power (ability to do).

## Resilience

Someone who has a resilience attitude is able to survive and develop from the challenges faced. Resilience is the ability to adapt and remain strong in difficult situations (Reivich and Shatte, 2002). This condition indicates where a person is able to survive and move forward to face problems and difficulties to achieve success even though under pressure.

## Organizational Citizenship Behavior

OCB is a very important thing in an organization because it can increase the effectiveness of an organization so that it affects the social aspects that exist within the organization. OCB can also be interpreted as behavior that exceeds the formal obligation (extra role) required by the organization and is not related to compensation. That is, someone who does a high OCB will not get reward, salary or compensation but OCB is more for social behavior in each individual to work beyond what is expected. Besides that, OCB behavior is not bound or free and voluntary so that the behavior does not demand based on job descriptions but is based on contractual demands with the organization so that it is an individual choice (Podsakoff et al., 2000).

OCB is a behavior that is highly expected in an organization because of the high behavior of OCB in individuals so that the success and goals of the organization will be easier to achieve. In the opinion of Organ and Podsakoff (1990), OCB has five dimensions. Altruism, is a voluntary helping behavior with others related to tasks outside of their responsibilities in the organization.

First, courtesy, individual behavior which must be polite and polite according to the rules, so as to prevent interpersonal conflict in the organization. Second, sportsmanship, behavior that shows a high tolerance for the organization so that employees will behave positively and avoid complaints in work.

Third, conscientiousness, which is voluntary behavior exceeding the basic or minimum requirements of work in complying with work rules and presence in the organization. Fourth, civic virtue, is the behavior of a person who shows participation and concern for the survival of an organization in achieving its objectives.

## Hypotheses

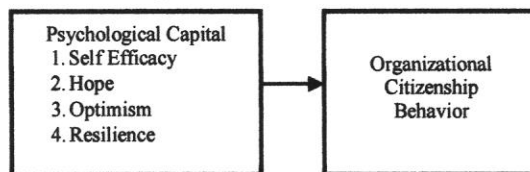
H1. Self Efficacy has positive and significant influence on organizational citizenship behavior

H2. Hope has positive and significant influence on organizational citizenship behavior

H3. Optimism has positive and significant influence on organizational citizenship behavior

H4. Resilience has positive and significant influence on organizational citizenship behavior

Figure 1. Research Model



## METHODS

The type of this research is quantitative research with survey method using questionnaires for 180 respondents of employee nurses at Margono Hospital. The measurement scale used in this study is Likert scale type. The answer of each instrument using Likert scale with 5 scales have gradations from strongly agree to strongly disagree. This study uses Multiple Regression Analysis as analysis tools technique.

## RESULTS AND DISCUSSION

Table 1 is the results of multicollinearity test, based on the data on the test results indicates that the correlation value between all the free variables tested < 0.9. It can be concluded that in this study there was no multicollinearity.

Table 1 Validity Test

Code	PC	Code	OCB	$r_{table}$	Expl.
	$r_{count}$		$r_{count}$		
PC1.1	0.765	OCB1.1	0.695	0.148	Valid
PC1.2	0.875	OCB1.2	0.819	0.148	Valid
PC1.3	0.851	OCB1.3	0.841	0.148	Valid
PC1.4	0.817	OCB2.1	0.768	0.148	Valid
PC1.5	0.572	OCB2.2	0.868	0.148	Valid
PC2.1	0.655	OCB2.3	0.656	0.148	Valid
PC2.2	0.850	OCB3.1	0.648	0.148	Valid
PC2.3	0.659	OCB3.2	0.805	0.148	Valid
PC2.4	0.726	OCB3.3	0.688	0.148	Valid
PC2.5	0.799	OCB4.1	0.871	0.148	Valid
PC3.1	0.667	OCB4.2	0.880	0.148	Valid
PC3.2	0.806	OCB4.3	0.721	0.148	Valid
PC3.3	0.763	OCB5.1	0.818	0.148	Valid
PC3.4	0.790	OCB5.2	0.902	0.148	Valid
PC3.5	0.653	OCB5.3	0.871	0.148	Valid
PC4.1	0.805			0.148	Valid
PC4.2	0.841			0.148	Valid
PC4.3	0.888			0.148	Valid
PC4.4	0.827			0.148	Valid
PC4.5	0.628			0.148	Valid
PC4.6	0.765			0.148	Valid

Table 2. Reliability Test

Variable	Code	Cronbach's Alpha	$r_{table}$	Explanation
PC	PC1	0.836	0.148	Reliable
	PC2	0.780	0.148	Reliable
	PC3	0.776	0.148	Reliable
	PC4	0.871	0.148	Reliable
OCB	OCB	0.845	0.148	Reliable

The results above indicate that the reliability value of all variables has rcount greater than rtable of 0.148. Thus, it can be said that the measuring instrument is declared reliable to be used as a data collection tool.

#### Classic Assumption Test

The normality test method used is Kolmogorov Smirnov. Standardized residual value curves are said to spread normally when the Kolmogorov-Smirnov Z < Z table values, or Asymp values. Sig. (2-tailed) >  $\alpha$ , then the data distribution spreads normally and vice versa.

Table 3. Normality Test

No	Variable	Normality Test	Sig.	Explanation
1	Unstandardized Residual	1,350	0,052	Normally

Based on table 3, it can be seen that the significance value from the normality test results is greater than 0.05. Thus it can be

concluded that all variables are normally distributed

Table 4. Multicollinearity Test

Variable	Code	Collinearity Statistics		Explanation
		Tolerance	VIF	
PC	PC1	0.468	2.336	No multicollinearity
	PC2	0.489	2.045	No multicollinearity
	PC3	0.270	3.698	No multicollinearity
	PC4	0.285	3.511	No multicollinearity
OCB	OCB	0.408	2.449	No multicollinearity

Table 5. Linear Test

No	Variable	$t_{count}$	Sig	Explanation
1	Z1	1,472	0,143	Linear

Based on table 5 it can be seen that the linearity test results have a significance value greater than 0.05. Thus it can be concluded that the data is linear.

Table.6 Regression Test

Variable	Code	OCB		$t_{table}$	$\alpha$
		$t_{count}$	Sig.		
PC	PC1	4.542	0.000	1.974	0.05
	PC2	1.895*	0.060*	1.974	0.05
	PC3	3.250	0.001	1.974	0.05
	PC4	2.273	0.024	1.974	0.05
OCB	OCB			1.974	0.05

\*= Not significant

Based on the test results, it can be seen that the VIF value of each variable is less than 10 and the Tolerance value is less than 1. So, all variables are free from multicollinearity.

#### CONCLUSION

Self-efficacy has positive and significant influence on organizational citizenship behavior. Optimism has positive and not significant influence on organizational citizenship behavior. Hope has positive and significant influence on organizational citizenship behavior. Resilience has positive and significant influence on organizational citizenship behavior.

From these results, it is known that employee performance is influenced by psychological capital dimensions (optimism, hope and resilience) and organizational citizenship behavior. Therefore, to improve the performance of the nurses, Regional General Hospital must increase the psychological capital of the nurses such as optimism, hope and resilience as well as organizational citizenship behavior. This can be done by holding training for nurses on the importance of psychological capital and organizational citizenship behavior in working.

Companies need to pay more attention to the existing recruitment process, in order to be able to select employees in accordance with the company's vision and mission and to have a positive character. This needs to be done so that employees within the company are able to succeed in carrying out every responsibility and task given to them so that employees can have good competencies and careers in the company.

There are several limitations of this study, firstly respondents fill out questionnaire data when they are busy carrying out their duties so that's take a longtime to fill out the questionnaire. Second, In measuring OCB, it is done by self report because it is out of control. Based on the organizational citizenship behavior analysis index table that the lowest index is indicator of courtesy. So organizations must make policies that regulate social equality between employee so that there are no gaps that can cause interpersonal conflict.

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