

The Influence Of Social Support, Work Engagement And Organizational Citizenship Behavior On Work Commitment Of Medical Workers

Kusumowardani
Prodi Manajemen, Universitas Wahid Hasyim Semarang, Indonesia
nia.unwahas@gmail.com

Tirwan
Prodi Manajemen, Universitas Pembangunan Jaya, Indonesia
tirwansoleman@upj.ac.id

Ilham Arief
Prodi Farmasi Klinik dan Komunitas, STIKes Widya Dharma Husada, Indonesia
ilhamarief@wdh.ac.id

Budi Akhmad Tarigan
Universitas Tama Jagakarsa, Indonesia
batarigan@gmail.com

Joko Ariawan
Prodi Manajemen, Universitas Bina Sarana Informatika, Indonesia
joko.jaw@bsi.ac.id

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Abstract:

Organizational citizenship behavior is discretionary behavior that plays a role in the psychological and social environment at work. A successful organization or company definitely needs workers who can be responsible and work harder than expected. This can also affect a nurse's professional commitment. This research aims to find out how work involvement and social support influence professional commitment and organizational citizenship behavior with research subjects at general hospitals. This research uses a quantitative approach using purposive sampling techniques to determine the sample size of 100 people. Data was collected using a questionnaire, which was then analyzed using path analysis. The results of this research show that path one, or sub-structural one, namely work involvement and social support, has a significant influence on professional commitment, both simultaneously and partially. Work participation, social support, and professional commitment the outcomes of route or sub-structural two have a major impact on organizational citizenship behavior, partially and simultaneously.

Keywords: social environment, organization, work engagement, social support, nurse

Introduction

Because they outnumber other health employees, nurses are one of the health resources that plays a critical role in enhancing health status and form the foundation of service facilities. Due to their primary duty as caregivers where they actively participate in delivering nursing care to patients 24 hours a day nurses have a high level of work participation when it comes to COVID-19. In addition, nurses have an educational role in which they must educate patients in isolation, their families, and the public at large about health issues. One of the professionals in the medical field who must work during a pandemic and keep up their service is the nurse. Nurses have to decide whether to put their personal and family safety first or to keep up their professionalism when caring for patients who are placed in isolation rooms. This is especially true for nurses employed by government hospitals. The nursing profession is a crucial pillar for health services during the pandemic. Therefore, only nurses who have high professional commitment are able to help tackle the situation (Hadi et al., 2021).

No one can predict when the pandemic will end; therefore, nurses must always be alert and committed to tackling with enthusiasm. This is done out of a sense of professionalism and passion for the work, ensuring that nurses will continue to accomplish their jobs as effectively as they can. As a profession, nursing has several responsibilities, including the need to act with professionalism at all times. Professionalism is a desire, character, or behavior that is reflected by a professional in contributing to his or her commitment to the profession he or she is in. This is confirmed by previous research that nurses with a high level of work participation will strongly take sides and truly care about their profession. Nurses will feel that their profession is the most important in their lives and will try to carry out their profession as well as possible. Therefore, the level of role and work of nurses will have an impact on professional commitment. All nurses who provide care to patients with and without COVID-19 throughout the epidemic put work before their own and their families' needs. Nurses are prepared to forgo security and risk dying if they come into contact with a deadly illness. Being on the front lines of patient care, a lot of nurses experience physical and mental exhaustion. There is a greater chance of catching the virus because of the heavy workload associated with managing patients and the usage of level three personal protective equipment (PPE), which can lower immunity levels in the body (Meisarah et al., 2023).

Of all professions, nursing is one that has been studied the most in relation to the burnout phenomenon. The biggest concern is to health workers' safety, particularly those who are on the front lines where they are most susceptible to COVID-19, which can endanger nurses' own safety. The risk of burnout syndrome (mental exhaustion brought on by work) is included in the mental health portion of the equation, in addition to safety and infection control measures and other dangers that may potentially impact the quality of life and efficiency of medical services provided to healthcare professionals. Remarkable discretionary behavior that influences the social and psychological climate of the workplace is known as organizational citizenship behavior. An organization or business that is successful undoubtedly needs employees that can be accountable and put in more effort than is required. This may also have an impact on a nurse's dedication to their work (Hossain, 2020). Consistent with earlier studies, work engagement and employees' organizational citizenship behavior have a highly substantial link.

Literature Review

The caliber of an organization's workforce plays a significant role in determining its success. Competence indirectly affects employee work effectiveness, which is a result of poor human resources in an organization. Engaging and involving employees is something that every business needs to consider. If job happiness is achieved, then employee involvement and participation can be maximized. Conversely, job satisfaction will be attained when staff members feel involved in corporate policy and decision-making while also being recognized by the company for their excellent work (Pandiangan et al., 2022). Organizational citizenship behavior, also known as extra-role work, refers to the willingness of employees to go above and beyond their assigned responsibilities. Workers take this action out of personal want and willingness, not because they are being forced to by third parties. This is typically what good workers do. Corporate social responsibility practices within the workplace to boost the efficiency of the business. Organizational citizenship behavior is referred to as extra behavior from employees that is not required or outside their job description (Margaretha et al., 2021). This is encouraged because of their willingness to give

their best to company success. Factors that can influence organizational citizenship behavior are employee social responsibility, social support, work involvement, and commitment (Novel, 2023).

Employee work involvement is a concept that can be reflected in discretionary effort, namely that employees have choices and act in the interests of the organization. Employees who have high work involvement are employees who are fully involved and enthusiastic about the work they do. Giving or supplying anything to fulfill the needs of others is known as support (Park, 2019). When we talk about social support, we usually mean giving other people guidance or encouragement when they're having a difficult time making a decision. This encouragement or support greatly influences the actions of other people (Rizki & Mas'ud, 2016). Social creatures who cannot live alone are humans. Humans always need help or assistance from each other (Surhayani et al., 2023). Social support is a person's response and the distribution of information from other people, which indicates that a person is really loved, cared for, respected, appreciated, and involved in a communication network or social network (Sogirin & Bastian, 2022). A commitment that is said to be professional is a scale of employee loyalty as described by the employee. So that employee can behave correctly, they are obliged to maintain professional rules as well as comply with a code of ethics (Hidayat & Tannady, 2023). In a professional association, a commitment as firm as possible is cultivated, which is realized with good capabilities, guaranteeing success for the existing thing (Tannady & Purnamaningsih, 2023). Professional commitment is not a construct that has a unidimensional (directly related) nature but is multidimensional because the concept of professional commitment was developed from a more stable concept, namely the concept of organizational commitment (Yustisia et al., 2020).

Methodology

The population can be thought of as a broad category made up of items or people with particular attributes and traits that the researcher chooses to examine and then extrapolate findings from. There were 220 responders in this study's population. Researchers employed purposive sampling in this study. As a result of its criteria for respondents' nurses who are part of the COVID-19 response team and its selection of 100 nurses as samples, this study employs purposive sampling. Primary and secondary data sources were used to gather the information and data sources for this study. The study's data sources are the subject from which the data can be gathered and which provides clear instructions on how to gather and handle the data. The primary and secondary data sources that the author used for this study are listed below. The data gathered straight from the outcomes are known as primary data sources. On the other hand, information gathered covertly or through sources that already existed prior to the author's study project constitutes secondary data sources. Reliable internet news sources provided secondary data for this study. Surveys and interviews are the methods used in this study to gather data. The act of methodically locating and gathering information from field notes, interviews, and other sources so that the results may be clearly understood and shared with others is known as data analysis. In order to draw a conclusion on the issue under investigation, data processing techniques were used to process and analyze the questionnaires that the respondents had filled out. Data processing and analysis were carried out by applying the Statistical Product and Service Solutions (SPSS).

Case studies

It can be explained that there is a reasonably strong association between the variables based on the correlation test findings obtained through statistical testing. The following conclusion can be drawn: Based on the significance test, the results indicate a value of 0.000, indicating the association of the two variables is significant. The link between X1 and Y has a value of 0.85, which can be classified as having a very strong relationship. Based on the significance test, the results indicate a value of 0.000, indicating that the association of the two variables is significant. The link between X2 and Y has a value of 0.87, which can be classified as having a very strong relationship. Based on the significance test, the results indicate a value of 0.000, indicating the association between the two variables is significant. The link between X1 and Z has a value of 0.75, which can be classified as having a strong relationship. Based on the significance test, the results indicate a value of 0.000, indicating that the association between the two variables is significant. The relationship between X2 and Z has a value of 0.84, which can be classified as having a

very strong link. Based on the significance test, the results indicate a value of 0.000, indicating that the association of the two variables is significant. The link between Y and Z has a value of 0.66, which can be classified as having a reasonably strong relationship. As a consequence of the ANOVA's findings, which showed that $f\text{-count} > f\text{-table}$, H_a was approved. This indicates that social support and work involvement both have a big impact on organizational citizenship behavior at the same time. Because $F\text{-count} > F\text{-table}$, H_a is accepted as a result. This indicates that organizational citizenship behavior is influenced by both social support and work involvement characteristics at the same time.

The research findings indicated that $t\text{-count} > t\text{-table}$. Thus, it can be said that H_a is approved. This indicates that social support and work involvement have a moderating effect on organizational citizenship behavior. This is consistent with earlier studies that found a limited relationship between the organizational citizenship behavior and work participation variables. $T\text{-table} < t\text{-count}$. Thus, it can be said that H_a is approved. This indicates that social support and job involvement have an equal impact on organizational citizenship behavior. This is consistent with earlier studies that demonstrated a partial relationship between the organizational citizenship behavior variable and the social support variable. $T\text{-table} < t\text{-count}$. Thus, it can be said that H_a is approved. This implies that organizational commitment is influenced by work involvement concurrently. This is consistent with other studies that found a partial relationship between the professional commitment and work participation variables. $T\text{-table} < t\text{-count}$. Thus, it can be said that H_a is approved. This indicates that organizational commitment and social support are impacted simultaneously. This is consistent with prior studies that indicates a partial relationship exists between professional dedication and social support characteristics. $T\text{-table} < t\text{-count}$. Thus, it can be said that H_a is approved. This indicates that organizational commitment is impacted by corporate citizenship behavior concurrently. This is consistent with earlier research that found a partial relationship between the organizational citizenship behavior variable and the social support variable.

Through organizational citizenship behavior, work involvement directly affects professional commitment, according to the path analysis results. According to the computation findings, the $t\text{-count}$, or indirect effect value, is 20.2, which is higher than the $t\text{-table}$, or 1.7, at the significance level of 0.05. Thus, it may be said that organizational citizenship behavior plays a role in moderating the link between professional dedication and job involvement. Previous study findings support this, indicating that professional commitment and work involvement impact organizational citizenship behavior. Professional dedication is directly impacted by social support through organizational citizenship behavior. According to the computation findings, the $t\text{-count}$, or indirect effect value, is 2.8, which is higher than the $t\text{-table}$, or 1.7, at the significance level of 0.05. Thus, it can be said that organizational citizenship conduct plays a role in mediating the relationship between professional commitment and social support to some extent. This is supported by earlier studies, where affective professional commitment serves as the intervening variable. The findings of these studies indicate that affective commitment plays a substantial role in mediating the relationship between social support and organizational citizenship behavior.

Conclusion

Work participation in part affects organizational citizenship behavior. Organizational citizenship conduct is influenced by social support to some extent. Organizational citizenship behavior is influenced by work involvement concurrently. Social support and work involvement both have an impact on organizational citizenship behavior. Professional commitment is influenced by organizational citizenship behavior. Organizational citizenship behavior and work involvement partially have an influence on professional commitment. Work involvement has an influence on professional commitment, with organizational citizenship behavior as an intervening variable. Work involvement and social support have an influence on professional commitment and organizational citizenship behavior.

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