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The Impact of Big Five Personality Factors on Organizational Citizenship Behaviour

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Abstract

The purpose of this research is to find out and analyze the impact of the big five personality factors on organizational citizenship behavior among health service providers in Diwaniyah General Hospital. It was expected that a direct relationship between BFM & OCB would be observed. To achieve the objectives of the research a descriptive analytical method has been used to study the relationships between variables, where the questionnaire tool adopted to collect information and data, it has been distributed (300) questionnaire, depending on the style of a random sample of the research sample of (274) out of (950) community of health service provider (doctor, pharmacist, nurse), and have been recovered (260) valid for statistical analysis using the program SPSS v. 21 and AMOS v. 21. After making the necessary statistical analysis, the research reaches the existence of a direct impact of relationship statistically significant for each of the big five personality factors on organizational citizenship behavior. This study encourages hospital administration to focus on specific big five model to initiate and achieve OCB among employees.

1. Introduction

One of the most important things that stimulate writing about organizational citizenship behavior is the fact that research on organizational behavior has a strong relationship with the Personality. The most interesting question in the study of organizational citizenship behavior is: "Why is the staff are work to the point that they go further than required by their job description? The organizational citizenship behavior, according to (Organ, 2000: 513) is "an individual behavior, is recognized directly or explicitly, by the formal reward system, which is in total enhances the efficiency and effectiveness of the Organization." And here it points out that there is a behavior counter to the organizational citizenship behavior is called (deviant behavior) or (abnormal behavior) (Deviant Workplace Behavior) an act in violation of the important regulatory norms and threatens the well-being of the organization and may lead to its collapse (such as lying, leave the workplace early, verbal abuse, theft, vandalism, waste of resources, slow work, spreading rumors) (Judge, 2008: 129-130). Therefore, this research will shed light on the nature of the relationship between personal factors depending on the big five model and the organizational citizenship behavior.

2. Literature Review

2.1. The Five-Factor-Model of Personality

The five factor model of personality traits is a concept that has been developed, interpreted and changed within a period of about 50 years. Due to the differences concerning the interpretation of the five main factors of personality, we first want to give a short definition of the essence of personality traits, then present diverging views of different researchers and afterwards link the various personality factors to the concept of OCB. "*Personality traits refer to enduring patterns of thought, emotion and behavior that are not likely to change over time and explain people's behavior across different situations.*" (Costa and McCrae 1989, cited in: Singh and Singh 2009, p. 291).

The five-factor model of personality or the Big Five dimensions of personality involves five relatively independent traits that provide meaningful information about individual differences in an organization and their responses (Kumar and Bakhshi, 2010). "Openness to experience, conscientiousness, extraversion, agreeableness and neuroticism" are the traits of this model. These dimensions altogether provide a meaningful taxonomy for the study of individual differences.

2.2. Organizational Citizenship Behavior

Organizational citizenship behavior is the individual voluntary behavior which discretionary not directly or explicitly recognized by the formal reward system of the organization. (Organ et al, 2005). This type of behavior is rather a matter of personal choice (ibidem). As it is not specified by the duties prescribed in the job description, this type of behavior is not required by the organization and as a result, it cannot be awarded, but it often brings informal recognition to the employee – peers' appreciation, manager's or organizational partners' (in our case students, pupils or parents), and for the organization functional efficiency and success.

Typical organ's OCB include five dimensions

- (1) Altruism -- helping colleagues on a task or helping behaviors for supporting personnel or the co-workers who have work related problems.
- (2) Courtesy -- alerting others in the organization about changes that may affect their work or polite manners that prevent creation of problem at workplace.
- (3) Conscientiousness – carrying out one's duties beyond the minimum requirements or behaviors that cause a person to do tasks more than what he is expected
- (4) Sportsmanship -- refraining from complaining about trivial matters
- (5) Civic virtue -- participating in the governance of the organization. Or manners representing individual's involvement in the activities related to the organization. These five dimension of OCB have been classified into three main categories by the researchers, namely, interpersonal

organizational citizenship behavior (OCBI) which includes altruism and courtesy, organizational (OCBO) which includes sportsmanship and civic virtue and task (OCBT) that includes Conscientiousness.

2.3. The Concept of Big Five Personality Factors (BFM)

The same personal scientists have realized the urgent need for the model descriptive or classification is a dimensional or fundamentals of the character by pooling attributes or linked together features and classified under after or independent agent can be generalized across different cultures and individuals, and is a model of the Big Five the most important and most famous of these models. It can be defined model of the Big Five personality as a hierarchical organization of personality traits consisting of five basic dimensions: nervousness, extraversion, and openness to experience and admissibility, the neighborhood and conscience (Robert, 2010: 175). Drawn five factors of personality-based models through Mnhanin two curved idiomatic, and the curved expressive, idiomatic and in curved offers an individual respondent recipes derived from linguistic dictionaries and associated tags results to be measured. The curved expressive on the formulation of the phrase expresses the unusual behavior. It is characterized by an individual offers to respondents and requires him to determine the extent of his impression on him or someone else (Khalil Younis. 2009: 552). This includes hierarchical organization dimensions or factors or fundamental features are neurological Neuroticism, Extraversion, openness to experience, Agreeableness, and Conscientiousness (Linden et al., 2010: 315).

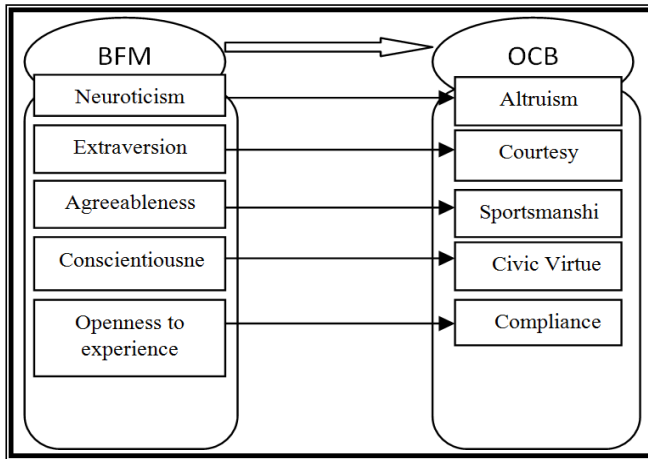
3. Model of Research

This research used descriptive analytical method, and will try to link the five major personality factors as a separate factor with organizational citizenship behavior.

4. Methodology

4.1. Hypothesis of Research

1. Depending on the model Find premise above and as shown in Figure (1), and in the light of the results of previous studies of: (Herman Sjahruddin, 2013), (Deborah E. Purba, 2014), (Dewu Zhang, 2011), (Zafar Anjum, 2004), (Hoorye Mosalaei, 2014), (Dan S. Chiaburu, 2011), (Stan Maria Magdalena.2014) There is a hypothesis directly responds to the goals of the research, and achieves an answer to the questions posed in the research problem, namely: There is a significant direct impact of the five major personality factors on organizational citizenship behavior.



factor analysis of big five personality factors (Independent Variable).

Fig. 1. Framework of Research.

4.2. Measurements of Research

The Five Points Likert scale (do not agree at all, I do not agree, neutral, agree, totally agree) used to measure independent variable "personality big five factors" (neuroticism, extraversion, openness to experience, agreeableness and conscientiousness) through John scale, Donahue, & Kentle (1991), consisting of 44 questions used the same scale (do not agree at all, I do not agree, neutral, agree, totally agree) to measure the "organizational citizenship behavior" dependent variable, and that through the adoption of a measure (Markoczy & Xin, 200) (Noah, 2013) (Dickinson, 2009), consisting of 25 questions.

4.3. Method and Data Analysis

The Random Sample style used in order to complete the requirements of the current research and to represent the research community accurately and away from bias, and within this context, the researcher distribute (300) questionnaire directly to health service providers in Diwaniyah General Hospital for a period of (15/1 / 2015) and up (03/20/2015). And then was retrieved (273) questionnaire, and found (13) incomplete questionnaire, and (27) non retrieved, and thus the number of valid questionnaires for statistical analysis (260) with a rate of (86.6%).

The most commonly used style to test the stability of the scale (research tool) is by measuring the internal consistency of the paragraphs of the scale and stability of structural tool measurement (Construct Reliability) is verified through the use of test Cronbach's alpha coefficient of Cronbach Alpha.

Table 3. Cronbach's Alpha Coefficient.

Cronbach Alpha	Item	Dimension	Variable
.88.	8	Neuroticism (NE)	Big Five Model (BFM)
.87.	8	(EX)Extraversion	
.91	10	(OP) Openness to experience	
.87	9	(AG)Agreeableness	
.94	9	Conscientiousness(CO)	
.87	5	Altruism (AL)	Organizational citizenship behavior (OCB)
.87	5	Courtesy(CT)	
.91	5	Sportsmanship (SP)	

Table 1. Standardized Regression Weights: (Group number 1 - Default model).

Estimate	Path		
.977	P	<---	Op
.968	P	<---	AG
.477	P	<---	CO
.842	P	<---	EX
.671	OP	<---	OP1
.656	OP	<---	OP2
.678	OP	<---	OP4
.784	OP	<---	OP5
.780	OP	<---	OP6
.900	NE11	<---	NE5
.559	NE11	<---	NE6
.914	NE11	<---	NE7
.771	EX	<---	EX4
.686	EX	<---	EX5
.622	EX	<---	EX6
.814	AG	<---	AG2
.733	AG	<---	AG9
.649	CO	<---	CO1
.827	CO	<---	CO3
.864	CO	<---	CO6
.938	CO	<---	CO7
.914	CO	<---	CO8
.832	OP	<---	OP9
.769	OP	<---	OP10

results of confirmatory

Table 2. Standardized Regression Weights.

Estimate	Path		
.865	OCB	<---	AL
.758	OCB	<---	SP
.754	OCB	<---	CL
1.066	OCB	<---	CV
.777	AL	<---	NE3
.816	AL	<---	NE2
.889	SP	<---	SP4
.853	SP	<---	SP2
.807	SP	<---	SP1
.932	CL	<---	CL4
.926	CL	<---	CL1
.817	CV	<---	CV5
.522	CV	<---	CV4
.698	CV	<---	CV1

Results of confirmatory factor analysis of OCB (dependent variable).

Cronbach Alpha	Item	Dimension	Variable
.95	5	Compliance (ST)	
.82	5	Civic Virtue (CV)	

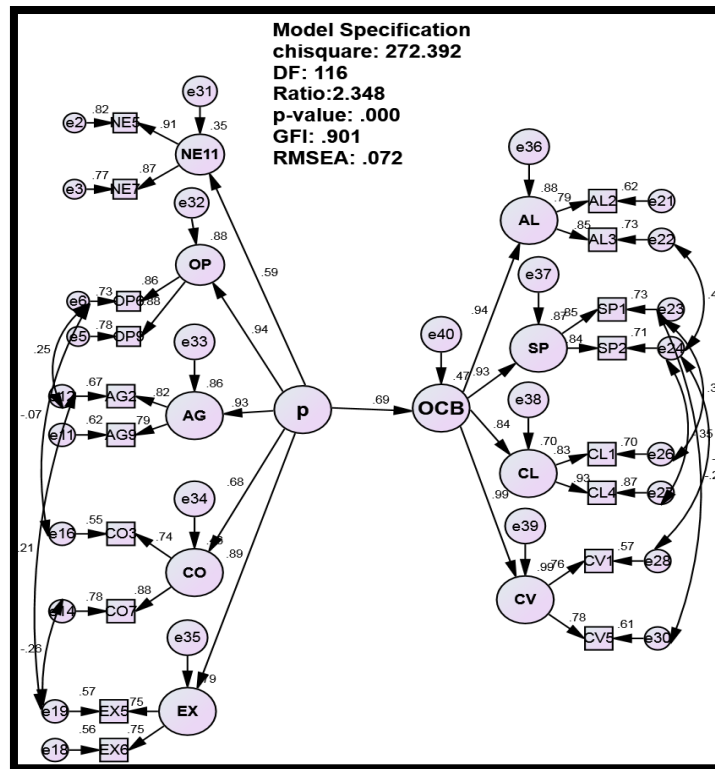


Fig. 2. Estimates of final Structural Equation Modeling.

4.4. Building of Study Variables Models

After building models of the research variables independently will now be consolidated into one final model called the final Structural Equations Modeling, with result (GFI=.901; RMSEA=.072; $P=.000$) Which confirms the stability of the final model based on the quality indicators corresponding to the data sample, and this leads us to the second step, testing hypotheses.

Table 4. Results of final Structural Equations Modeling.

Label	P	C.R.	S.E.			
par_14	***	7.220	.172	p	<---	OCB
				p	<---	NE
par_6	***	8.567	.126	p	<---	OP
par_7	***	8.179	.126	p	<---	AG
par_8	***	6.403	.172	p	<---	CO
par_9	***	7.701	.147	p	<---	EX
				OCB	<---	AL
par_15	***	12.555	.079	OCB	<---	SP
par_16	***	11.100	.072	OCB	<---	CL
par_17	***	11.781	.081	OCB	<---	CV
				NE11	<---	NE5
par_1	***	12.365	.083	NE11	<---	NE7
par_2	***	17.106	.059	OP	<---	OP9
				OP	<---	OP6
par_3	***	13.014	.082	AG	<---	AG9
				AG	<---	AG2
par_4	***	9.644	.112	CO	<---	CO7
				CO	<---	CO3
				EX	<---	EX6

Label	P	C.R.	S.E.			
par_5	***	10.715	.091	EX	<---	EX5
				AL	<---	AL2
par_10	***	14.225	.069	AL	<---	AL3
				SP	<---	SP1
par_11	***	15.039	.056	SP	<---	SP2
				CL	<---	CL1
par_12	***	16.600	.068	CL	<---	CL4
				CV	<---	CV1
par_13	***	12.659	.075	CV	<---	CV5

4.5. Testing Hypothesis

After finding the estimates of final structural modeling, a presence of one direct relationship between BFM and OCB which is:

(BFM has a direct and an impact on OCB)

Table 5. Relationship between BFM and OCB.

Hypothesis	Relationship	Estimate	P	C.R.
H1	OCB <---	P 0.69	***	7.220

5. Conclusions

Based on the results of statistical analysis, a set of conclusions as follows:

Big five Personality factors have a significant direct impact on organizational citizenship behavior, and this study is consistent with all of: (Debora E. Purbaa, 2014), (Hoorye Mosalaei et al, 2014), (Anjum et al, 2014). The personality

factor (neuroticisms) has a significant effect direct (negative) on organizational citizenship behavior. This leads us to the conclusion that the emotional stability of workers in the hospital is linked to and related to organizational citizenship behavior they have, so the hospital must heed attentively to the trait (emotional stability), which negatively affect the behavior of service providers. The personality factors (extroversion, agreeableness, conscienceousness, and openness to experience) have a direct significant effect (positive) on organizational citizenship behavior. This leads us to the conclusion that the presence of these factors in personnel work at the hospital linked to and related to organizational citizenship behavior they have, so the hospital must heed attentively to these factors, which positively affect the behavior of service providers. These conclusions are a new contribution of the current research, and it has been confirmed that there is a relationship between the variables of the research. Therefore, the administration of the studied organization should find the best ways to get benefit from the big five personality factors, because these factors have a direct impact on organizational citizenship behavior of employees, which leads to provide the best medical and health services.

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