

The Influence of Organizational Citizenship Behavior on Nurse Performance in the Inpatient Department at Ibnu Sina Hospital Makassar

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ABSTRACT

Organizational Citizenship Behavior (OCB) is an individual behavior that is rooted in his willingness to contribute beyond his role or duty or unconsciously directed or undirected, to be able to provide benefits and benefits to his company. OCB indicators consist of Altruism, Conscientiousness, Sportsmanship, Courtesy, Civic Virtue. This study aims to determine the effect of Organizational Citizenship Behavior (OCB) on the performance of nurses in the inpatient department at Ibnu Sina Hospital Makassar. This type of research is quantitative research using a cross sectional approach. The sample in this study were 55 nurses in the inpatient department at Ibnu Sina Hospital obtained by purposive sampling method. Data collection using a questionnaire instrument. Data processing using chi-square test, multivariate logistic regression test, and partial correlation test. Based on the results of the study there is an influence of Altruism, Conscientiousness, Sportsmanship, Courtesy, Civic Virtue, with the work environment as a control variable on the performance of nurses in the inpatient department at Ibnu Sina Hospital Makassar.

Keywords: OCB, Altruism, Conscientiousness, Sportsmanship, Courtesy, Civic Virtue, Work Environment, Nurse Performance.

INTRODUCTION

Organizations are required to find human resources who can understand the vision, mission, goals of the organization, and most importantly do not have an egocentric soul or only think about themselves. Organizations must look for human resources who fall into the category of good citizens or good citizenship types, and that is in a concept called Organizational Citizenship Behavior.¹

Organizational citizenship behavior or what he calls extra-role behavior (ERB) is behavior that benefits the organization or is directed to benefit the organization, is done voluntarily, and exceeds existing role expectations. That is, organizational citizenship behavior can simply be said to be the behavior of individuals who are rooted in their willingness to contribute beyond this role or duty or unconsciously directed or undirected, to be able to provide benefits and benefits to their company.²

The dimensions that exist in Organizational Citizenship Behavior, including Altruism (behavior to help fellow humans), Conscientiousness (voluntary behavior), Sportsmanship (tolerance of less than ideal circumstances), Courtesy (maintaining good relations), Civic Virtue (responsibility) according to Organ in.³

In an organization, the success of an organization, especially in hospitals, depends on the various kinds of resources it has, one of the most important resources is human resources (HR) including nurses.⁴

Hospitals must have human resources, namely qualified and professional nurses in their fields because nurses are at the forefront of providing

services and are a determining factor for service quality and hospital image.⁵ Nurses are the most important human resources in hospitals because in addition to the dominant number (55-65%), they are also a profession that provides constant and continuous 24-hour service to patients every day according to Yani in.⁶

In the hospital industry, nurses are front-line employees who interact more frequently with patients, so nurse performance needs to be maximized both in terms of quality and quantity. Nurses are required to provide quality and satisfying services for customers.⁷

The Indonesian National Nurses Association (PPNI) explains that the performance assessment of nurses can be assessed from their compliance in carrying out and documenting the Nursing Care Process (ASKEP) which consists of assessment, nursing diagnosis, intervention, implementation, and evaluation.⁸

A study in one of the private hospitals in East Java showed that the results of nurse performance assessment showed that as many as 55% of patient dissatisfaction came from nursing care which resulted in nurse performance being assessed to be improved again.⁹

This is supported by research at Dr. R. Sosodoro Djatikoesoemo Bojonegoro Hospital, East Java, which shows that the completeness of medical record documents on inpatient nursing care documentation still reaches 75% completeness and the remaining 25% is still incomplete, which shows the need to improve nurse performance in achieving the minimum service standards of the hospital¹⁰ in.¹¹

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Research with similar themes has been conducted by Khaerudin *et al* (2022), Kailola (2019), Asfiyah *et al* (2020), Sartika & Khair (2022), Maretasari *et al* (2022), Chelagat *et al* (2015), Nufus (2011), Putri & Utami (2017) on OCB. The results of his research state that there is a significant influence between OCB on nurse performance.

Ibnu Sina Hospital has a total of 201 nurses in 2023 with educational qualifications S2 Nursing 3 people, 39 nursing graduates, D3 nursing 57 people, NERS 84 people, and other nursing personnel 18 people, and the work schedule of nurses at Ibnu Sina Hospital uses a work shift system consisting of 3 shifts, namely morning shift (07.30-14.00), afternoon shift (14.00-21.00), and night shift (21.00-08.00) with a total of 4318 inpatients.

Based on preliminary data that researchers have obtained from the medical records section related to the performance of nurses on the completeness of ASKEP documentation of inpatients at Ibn Sina Makassar Hospital in July 2023, data from 517 documents were obtained that incomplete ASKEP documentation was 34.2% (177 documents). Data analysis shows that incomplete documentation of the assessment process and nursing diagnosis. The average percentage of completeness of ASKEP documentation only reached 65.8% (340 documents).

Based on the Minimum Service Standards in Hospitals by the Ministry of Health of the Republic of Indonesia in 2012, it states that the standard of completeness of filling out medical records 24 hours after service (inpatients are decided to go home) includes patient identity, history, care plan, care implementation, follow-up and resume is 100%.⁸ This provides information that the average performance of nurses related to ASKEP documentation has not met the standard.

Based on preliminary data that researchers have obtained from the personnel and HR department at Ibnu Sina Hospital in 2023 related to the nurse absenteeism rate (absent without information / permission letter, late and early return) at Ibnu Sina Makassar Hospital is 17%. Data from the medical records section of Ibnu Sina Hospital, in 2021 the BOR value decreased compared to the previous year from 48.12% to 35.11%. In 2022 the BOR value was only 47.34% and had not yet entered the ideal limit (60-85%). In 2023 the BOR value was 67.61%, the BTO value was not within the ideal limit (16 times), the GDR value was still below the ideal limit (28.45%), and the NDR value was still below the ideal limit (17.56%). The achievement of the results of the Ibnu Sina Hospital inpatient installation activities has not reached the 100% target, only reaching 96.03%, in general, productivity has decreased. The decrease in productivity occurred in all classes of care S-VIP, VIP class, class I, II, & III.

From the data that has been stated above, researchers are interested in examining the effect of Organizational Citizenship Behavior (OCB) on the performance of nurses in the inpatient section at Ibnu Sina Hospital in 2023 because there are still several problems related to nurse performance.

METHOD

This study is a quantitative study using a cross sectional approach. The sample in this study were 55 nurses in the inpatient department at Ibn Sina Hospital obtained by purposive sampling method. Data collection using a questionnaire instrument. Data processing using IBM SPSS Statistics 26 using the chi-square test, multivariate logistic regression test, and partial correlation test. This research has obtained ethical approval with Number: 5362/UN4.14.1/TP.01.02/2023.

RESULTS

The characteristics of respondents include age group, gender, education, and work unit of respondents can be seen in the following table.

Table 1 shows that the study subjects were mostly in the age group of 30-35 years, totaling 29 people (52.7%). Based on gender, 47 people (85.5%) were female. Based on the education of more respondents with a bachelor's degree, namely 37 people (67.3%) and based on the work unit of the respondents studied, the most in the ICU room amounted to 10 people (18.2%).

Table 2 shows that most of the application of altruism is high for hospital services (54.5%), the application of conscientiousness is high for hospital services (56.4%), the application of sportsmanship is high for hospital services (63.6%), the application of courtesy is high for hospital services (54.5%), the application of civic virtue is still low for hospital services (61.8%), nurse performance for hospital services is good (63.6%), and the nurse's work environment is good (54.5%).

Table 3 shows that the results of the bivariate statistical test of Organizational Citizenship Behavior (OCB) variables on the performance of nurses in the inpatient section at Ibnu Sina Hospital Makassar obtained that the Altruism variable with a p value = 0.006 < 0.05, Conscientiousness variable with a p value = 0.016 < 0.05, Sportsmanship variable with a p value = 0.013 < 0.05, Courtesy variable with a p value = 0.001 < 0.05, Civic Virtue variable with a p value = 0.000 < 0.05, and work environment variable with a p value = 0.028 < 0.05. This means that there is a significant influence between the variables of Altruism, Conscientiousness, Sportsmanship, Courtesy, Civic Virtue, and Work Environment on the performance of nurses in the inpatient department at Ibnu Sina Hospital Makassar.

Table 4 shows that the Civic Virtue variable is statistically significant at p < 0.05. This means that the Civic Virtue variable has the most influence on nurse performance, seen from the exp β value of Civic Virtue is greater than the four variables namely Altruism, Conscientiousness, Sportsmanship, and Courtesy.

Table 5 shows that after a partial correlation test between Altruism on nurse performance through the control of work environment variables, the correlations (ryx,z) value is 0.272 and a significance value of 0.047 < 0.05. Conscientiousness on nurse performance through the control of work environment variables obtained a correlations value (ryx,z) of 0.297 and a significance value of 0.029 < 0.05. Sportsmanship on nurse performance through the control of work environment variables

Table 1: Distribution Based on Respondent Characteristics at Ibnu Sina Hospital Makassar in 2023.

Characteristics	Frequency (n=55)	Percent (%)
Age		
< 30 years	1	1.8
30-35 years	29	52.7
36-40 years	22	40
> 40 years	3	5.5
Gender		
Male	8	14.5
Female	47	85.5
Education		
D3	18	32.7
S1	37	67.3
Work Unit		
ICU	10	18.2
2nd floor Assalam	7	12.7
3rd floor Ar-rahman	7	12.7
3rd floor Assafii	5	9.1
Lt 4 Bukhari-Muslim	6	10.9
Lt 5 Raodah-Madinah	8	14.5
Perinatology	7	12.7
Isolation Room	5	9.1
Total	55	100.0

Table 2: Distribution of Respondents Based on the Variables Studied at Ibnu Sina Hospital Makassar in 2023.

Variable	Frequency (n = 55)	Percent (%)
Altruism		
High	30	54.5
Low	25	45.5
Conscientiousness		
High	31	56.4
Low	24	43.6
Sportsmanship		
High	35	63.6
Low	20	36.4
Courtesy		
High	30	54.5
Low	25	45.5
Civic Virtue		
High	21	38.2
Low	34	61.8
Nurse Performance		
Good	35	63.6
Less	20	36.4
Work Environment		
Good	30	54.5
Less	25	45.5
Total	55	100.0

Table 3: Bivariate Analysis of Organizational Citizenship Behavior (OCB) on Nurse Performance at Ibnu Sina Hospital Makassar in 2023.

Variable (Altruism, Conscientiousness, Sportsmanship, Courtesy, Civic Virtue, Work Environment)	Nurse Performance				Total		Value P
	Good		Less		N	%	
	N	%	N	%			
High	24	80	6	20	30	100	0.006
Low	11	44	14	56	25	100	
High	24	77,4	7	22,6	31	100	0.016
Low	11	45,8	13	54,2	24	100	
High	18	51,4	17	48,6	35	100	0.013
Low	17	85	3	15	20	100	
High	25	83,3	5	16,7	30	100	0.001
Low	10	40	15	60	25	100	
High	20	95,2	1	4,8	21	100	0.000
Low	15	44,1	19	55,9	34	100	
Good	23	76,7	7	23,3	30	100	0.028
Less	12	48	13	52	25	100	

Table 4: Logistic Regression Multivariate Analysis of Organizational Citizenship Behavior (OCB) Altruism, Conscientiousness, Sportsmanship, Courtesy, and Civic Virtue on Nurse Performance at Ibnu Sina Hospital Makassar in 2023.

Variable	B	S.E	Wald	Df	Sig.	Exp (B)
Altruism	-1.460	1.173	1.551	1	0.213	0.232
Conscientiousness	2.114	0.998	4.490	1	0.034	8.279
Sportsmanship	-2.207	1.110	3.951	1	0.047	0.110
Courtesy	2.913	1.240	5.517	1	0.019	18.418
Civic Virtue	3.747	1.323	8.025	1	0.005	42.375

obtained a correlations value (ryx,z) of 0.306 and a significance value of 0.024 <0.05. Courtesy on nurse performance through the control of work environment variables obtained a correlations value (ryx,z) of 0.357 and a significance value of 0.008 <0.05. Civic virtue on nurse performance through the control of work environment variables obtained a correlations value (ryx,z) of 0.452 and a significance value of 0.001 <0.05.

DISCUSSION

The Effect of Altruism on Nurse Performance

Altruism is the behavior of helping colleagues who are experiencing difficulties in the situation at hand regarding company tasks and personal problems. This aspect provides help that is not the responsibility of the main task.¹⁹

Table 5: Partial Correlation Analysis of Organizational Citizenship Behavior (OCB) Altruism, Conscientiousness, Sportsmanship, Courtesy, and Civic Virtue to Nurse Performance through the Work Environment at Ibnu Sina Hospital Makassar in 2023.

Control Variables		Altruism (X1)	Conscientiousness (X2)	Sportsmanship (X3)	Courtesy (X4)	Civic Virtue (X5)	Nurse Performance (Y)
Work Environment (Z)	Correlation	1.000					0.272
	Altruism (X1)						
	Significance (2-tailed)	.	0.096	0.822	0.342	0.023	0.047
	df	0	52	52	52	52	52
	Conscientiousness (X2)						
	Correlation	0.229	1.000	-0.188	-0.007	-0.058	0.297
	Significance (2-tailed)	0.096	.	0.173	0.959	0.679	0.029
	df	52	0	52	52	52	52
	Sportsmanship (X3)						
	Correlation	-0.031	-0.188	1.000	0.100	-0.044	-0.306
	Significance (2-tailed)	0.822	0.173	.	0.471	0.749	0.024
	df	52	52	0	52	52	52
	Courtesy (X4)						
	Correlation	0.132	-0.007	0.100	1.000	0.144	0.357
	Significance (2-tailed)	0.342	0.959	0.471	.	0.300	0.008
	df	52	52	52	0	52	52
	Civic Virtue (X5)						
	Correlation	0.309	-0.058	-0.044	0.144	1.000	0.452
Significance (2-tailed)	0.023	0.679	0.749	0.300	.	0.001	
df	52	52	52	52	0	52	
Nurse Performance (Y)							
Correlation	0.272	0.297	-0.306	0.357	0.452	1.000	
Significance (2-tailed)	0.047	0.029	0.024	0.008	0.001	.	
Df	52	52	52	52	52	0	

The results showed that there was a significant influence between altruism behavior on nurse performance at Ibnu Sina Hospital Makassar City. This is indicated from the p value = 0.006 where the p value is smaller than the value of $\alpha = 0.05$ ($0.006 < 0.05$). Based on the results of the study, the highest score was on the indicator of nurses always completing work with full responsibility, namely 23 people (41.8%) and the lowest score was on the indicator of nurses not helping coworkers who need help happily without expecting rewards, namely 9 people (16.4%).

Based on the results of the study, it shows that the application of altruism behavior is high, as seen from nurses always completing work with full responsibility, but there are still nurses who do not help colleagues who need help. It is recommended that all nurses help coworkers who need help so that the work is easier to complete when done together. This is very important because altruism behavior affects nurse performance. The higher the application of altruism behavior, the better the nurse's performance will be on the services provided. Thus it can be said that nurse performance has a close influence on whether or not nurses apply altruism behavior.

The results of this study are in line with previous research conducted by Chelagat *et al* (2015) showing a positive influence and a significant effect on employee performance. This shows that Altruism behavior contributes to improving employee performance. The results of this study are also in line with the research of Putri & Utami (2017) showing the Altruism variable (X1) has a significant effect on Employee Performance (Y) in the Baptist Hospital Batu inpatient room. The factor that has the highest influence in this variable is replacing coworkers who are absent. This shows that nurses help other nurses in carrying out their duties to support the performance of inpatient nurses at Baptist Hospital Batu.

The Effect of Conscientiousness on Nurse Performance

Conscientiousness is a behavior that shows more effort made by employees than company expectations. This behavior is voluntary without considering the rewards or awards that will be received. Conscientiousness is an awareness to carry out their duties beyond the assigned role. This behavior can be shown by a level of craftsmanship.¹⁹

The results showed that there was a significant influence between conscientiousness behavior on nurse performance at Ibnu Sina Hospital Makassar City. This is indicated from the p value = 0.016 where the p value is smaller than the value of $\alpha = 0.05$ ($0.016 < 0.05$). Based on the results of the study, the highest score was on the indicator of nurses trying to always come on time, namely 21 people (38.2%) and the lowest score was on the indicator of nurses not trying to come as soon as possible when needed, namely 12 people (21.8%).

Based on the results of the study, it shows that the application of conscientiousness behavior is high, seen from nurses trying to always come on time even though there are still some nurses who come late and there are also still nurses who do not try to come as soon as possible when needed. It is recommended that all nurses must arrive on time and come as soon as possible when needed, especially in an urgent or emergency situation so that no one is harmed, both patients and other nurses. This is very important because conscientiousness behavior affects nurse performance. The higher the application of conscientiousness behavior, the better the performance of nurses will be towards the services provided. Thus it can be said that nurse performance has a close influence on whether or not nurses apply conscientiousness behavior.

The results of this study are in line with previous research conducted by Nufus (2011) at PT Putra Pertiwi Karya Utama and Putri & Utami

(2017) showing a significant influence of the Conscientiousness variable (X2) on employee performance. In this variable, the influencing factors are dominated by two factors, namely punctuality at work and readiness to be present if needed. This shows that the awareness of the Batu Baptist Hospital inpatient room nurses encourages increased performance.

The Effect of Sportsmanship on Nurse Performance

Sportsmanship is a tolerant behavior shown by employees when the company's situation is less than ideal without objecting. This behavior supports a positive climate at work because of more polite behavior and cooperation with others. Sportsmanship behavior is the sportive behavior of employees towards the company by not showing behavior that does not complain about company policies. This sportsmanship behavior provides an atmosphere that supports employees to be positive towards the company and walk in accordance with company policies.²⁰

The results showed that there was a significant influence between sportsmanship behavior on nurse performance at Ibnu Sina Hospital Makassar City. This is indicated from the p value = 0.013 where the p value is smaller than the value of $\alpha = 0.05$ ($0.013 < 0.05$). Based on the results of the study, the highest score was in the indicator of nurses trying not to find mistakes in the hospital where they work, namely 18 people (32.7%) and the lowest score was in the indicator of nurses not trying to avoid unnecessary conflicts in the company, namely 10 people (18.2%).

Based on the results of the study, it shows that the application of sportsmanship behavior is high, seen from the nurses trying not to find the mistakes of the hospital where they work but there have been conflicts between nurses. It is recommended that all nurses can avoid unnecessary conflicts and reduce selfish attitudes towards fellow coworkers in order to create safe and peaceful conditions. This is very important because sportsmanship behavior affects nurse performance. The higher the application of sportsmanship behavior, the better the performance of nurses will be towards the services provided. Thus it can be said that nurse performance has a close influence on whether or not nurses apply sportsmanship behavior.

The results of this study are in line with previous research conducted by Nufus (2011) that there is an effect of sportsmanship on performance with a significant value of $0.013 < \alpha = 0.05$ and a constant value of 0.301 and a coefficient of determination R^2 of 0.080 which means that sportsmanship makes an effective contribution of 8.0% to performance. The results of this study are also in line with the research of Putri & Utami (2017) showing a significant influence of the Sportsmanship variable (X3) on Employee Performance (Y). In testing the sportsmanship variable (X3), the highest influencing factor is the factor of responding to problems according to their portion. This shows that the awareness of nurses to respond to a problem according to their portion supports the performance of Batu Baptist Hospital inpatient room employees.

The Effect of Courtesy on Nurse Performance

Courtesy is maintaining good relations with coworkers in order to avoid personal problems, and tends to show caring behavior for others. Courtesy consists of factors following the changes that occur in the organization and following the development of the organization.²⁰

The results showed that there was a significant influence between courtesy behavior on nurse performance at Ibnu Sina Hospital Makassar City. This is indicated from the p value = 0.001 where the p value is smaller than the $\alpha = 0.05$ value ($0.001 < 0.05$). Based on the results of the study, the highest score was on the indicator of the rules set by the hospital making nurses more disciplined at work, namely 16 people (29.1%) and the lowest score was on the indicator of nurses not

trying to make considerations in assessing what is best for the hospital, namely 11 people (20%).

Based on the results of the study, it shows that the application of courtesy behavior is high, seen from the regulations set by the hospital making nurses more disciplined at work but nurses do not try to make considerations in assessing what is best for the hospital. It is recommended that all nurses should consider what is best for the hospital so that the hospital can develop in a better direction. This is very important because courtesy behavior affects nurse performance. The higher the application of courtesy behavior, the better the performance of nurses will be towards the services provided. Thus, it can be said that nurse performance has a close influence on whether or not nurses apply courtesy behavior.

The results of this study are in line with previous research conducted by Chelagat *et al* (2015) which states that there is a significant influence between Courtesy behavior on employee performance in bank employees. The results of this study are also directly proportional to the results of research conducted by Nufus (2011) which found a positive and significant effect between Courtesy behavior on employee performance.

The Effect of Civic Virtue on Nurse Performance

Civic Virtue is a behavior that dedicates itself to corporate responsibility such as following changes in the organization, taking the initiative to recommend a change for the efficiency and progress of the company.²⁰

The results showed that there was a significant influence between civic virtue behavior on nurse performance at Ibnu Sina Hospital Makassar City. This is indicated from the p value = 0.000 where the p value is smaller than the $\alpha = 0.05$ value ($0.000 < 0.05$). Based on the results of the study, the highest score is on the indicator that nurses will accept and undergo if there is a new policy in the hospital where they work, namely 15 people (27.2%) and the lowest score is on the indicator that nurses are not willing to improve their abilities and knowledge for the hospital, namely 11 people (20%).

Based on the results of the study, it shows that the application of civic virtue behavior is still low, seen from nurses accepting and undergoing if there is a new policy in the hospital where they work but nurses are not willing to improve their abilities and knowledge for the hospital. It is recommended that all nurses must improve their knowledge and abilities for the hospital such as attending training so that health workers, especially nurses, can be more professional at work. This is very important because civic virtue behavior affects nurse performance. The higher the application of civic virtue behavior, the better the performance of nurses will be towards the services provided. Thus it can be said that nurse performance has a close influence on whether or not nurses apply civic virtue behavior.

The results of this study are in line with previous research conducted by²⁰ showing a significant influence of the Civic virtue variable (X5) on Employee Performance (Y). The factor that has the highest influence is the factor of helping togetherness at work. This shows that togetherness between employees affects the performance of Baptist Hospital Batu inpatient room employees.

The Effect of Altruism, Conscientiousness, Sportsmanship, Courtesy, and Civic Virtue on Nurse Performance through Work Environment

The work environment is the environment in which employees carry out their daily tasks and work. Nurses as part of health workers in hospitals work in a unique environment, namely physically working in an environment that ranges the transmission of disease. While non-physically nurses work to provide services to sick individuals who need special attention. Therefore, nurses really need a comfortable

environment in order to provide optimal health services. If working conditions are good (for example, clean, attractive environment), individuals will find it easier to complete their work, so if the work environment is good, there will be no problems with employee job satisfaction. Nurses who are satisfied with their work will directly increase their performance.²¹

Based on the partial correlation test between Altruism on nurse performance through the control of work environment variables, the correlation value ($r_{yx,z}$) is 0.272 and the significance value is 0.047 <0.05. This shows that the correlation between altruism and nurse performance when controlling work environment variables has a significant effect but in the low category. Conscientiousness on nurse performance through the control of work environment variables obtained a correlation value ($r_{yx,z}$) of 0.029 <0.05. This shows that the correlation between conscientiousness on nurse performance when controlling work environment variables has a significant influence but in the low category. Sportsmanship on nurse performance through the control of work environment variables obtained a correlation value ($r_{yx,z}$) of 0.306 and a significance value of 0.024 <0.05. This shows that the correlation between sportsmanship and nurse performance when the work environment variable is controlled has a significant effect but in the low category. Courtesy on nurse performance through the control of work environment variables obtained a correlation value ($r_{yx,z}$) of 0.008 <0.05. This shows that the correlation between courtesies on nurse performance when controlling work environment variables has a significant influence but in the low category. Civic virtue on nurse performance through the control of work environment variables obtained a correlation value ($r_{yx,z}$) of 0.001 <0.05. This shows that the correlation between civic virtue and nurse performance when the work environment variable is controlled has a significant effect but in the medium category.

The results of this study are in line with previous research conducted by Khaerudin *et al* (2022), Kailola (2019), Asfiah *et al* (2020), Sartika & Khair (2022), Maretasari *et al* (2022) showing that there is a significant influence between OCB indicators on nurse performance through the work environment.

CONCLUSION

Organizational Citizenship Behavior (OCB) contributes beyond its role or duties, whether consciously directed or not directed, to be able to provide benefits and advantages for the company. The research results show that there is an influence of Altruism, Conscientiousness, Sportsmanship, Courtesy, Civic Virtue, with the work environment as a control variable on the performance of nurses in the inpatient department at Ibnu Sina Hospital Makassar. Civic virtue is the variable that has the most influence on nurse performance with an Exp (B) value of 42,375 with a significant value of $p < 0.05$. OCB is useful for developing human resource management in improving nurse performance. Therefore, OCB can help Ibnu Sina Hospital Makassar as a consideration in making decisions to develop strategies or company policies in the future, especially in organizational citizenship behavior and nurse performance.

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