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THE INFLUENCE OF WORK STRESS, PERSONALITY, AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR ON THE PERFORMANCE OF MIDWIVES IN BUTON UTARA DISTRICT, INDONESIA

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ABSTRACT

This study aims to: 1) Know and analyze the effect of Job Stress, Personality, and Organizational Citizenship Behavior simultaneously on Midwives' Performance, 2) Know and analyze the effect of Job Stress partially on Midwives' Performance, 3) Know and analyze the effect of Personality partially on Midwives' Performance Midwife Performance, 4) Knowing and analyzing the influence of Organizational Citizenship Behavior partially on the Performance of Midwives in North Buton Regency. The study population was all midwives in North Buton Regency with civil servant status. Determining the sample size was taken from the total population using the Yamane approach, so that a sample of 86 people was obtained. Research data were analyzed using multiple linear regressions with SPSS ver.20 software. The results showed that: 1) Work Stress, Personality, and Organizational Citizenship Behavior simultaneously had a positive and significant effect on Midwife Performance; 2) Work Stress partially had a negative and insignificant effect on Midwife Performance; 3) Personality partially had a positive and significant effect on Midwife Performance; 4) Organizational Citizenship Behavior has a positive and significant effect on Midwife Performance.

KEY WORDS

Work stress, personality, organizational citizenship behavior, performance.

The midwife is one of the resources that have an important role in the hospital. Midwives are responsible for providing midwifery care. The midwife's job is very important because it involves the safety of the mother and child, namely when assisting in childbirth. Midwives must be able to carry out their duties in accordance with midwifery service standards (SPK) as a standard reference that must be used in providing obstetric and neonatal services (Depkes RI, 2007).

The problem of maternal mortality and morbidity in Indonesia is still a big problem. The Maternal Mortality Rate (MMR) according to the 2007 Indonesian Demographic and Health Survey stated that the national MMR in 2003-2007 was 228 per 100,000 live births. This figure is lower than the MMR survey results in 2002-2003 which reached 307 per 100,000 live births. This figure is the highest in Southeast Asia (Ministry of Health RI, 2010).

The high MMR is caused by many factors including direct causes due to complications such as bleeding and infection. While indirect causes include complications before or during pregnancy such as hypertension, heart disease, diabetes mellitus, malaria and anemia. Impacts that can occur due to anemia of pregnancy include abortion, impaired fetal growth, childbirth, and infection (Proverawati, 2011).

The various risks of childbirth above require proper handling by health workers. The Ministry of Health is trying to bring obstetric and neonatal services closer to every pregnant woman according to the Making Pregnancy Safer (MPS) approach, namely: 1) All deliveries must be assisted by a health worker; 2) All obstetric complications receive adequate referral services; 3) All women of reproductive age have access to prevention and unsafe abortion.

Health workers who provide obstetric and neonatal services must be able and skilled in providing services according to the regulations. This is important in connection with the flow of globalization where midwives are required to provide services in accordance with their professionalism. Midwives must have good performance in accordance with the Midwifery

Service Standards (SPK), which are standard references in providing obstetric and neonatal services (Ministry of Health RI, 2007).

Decree of the Minister of Health of the Republic of Indonesia number 900/Menkes/SK/VII/2002 concerning the registration and practice of midwives to provide individual, family and community health services according to professional standards. Health workers who provide obstetric and neonatal services, especially midwives, must be able and skilled in providing services according to established standards (Ministry of Health, 2002).

The tasks performed by midwives are quite heavy. Midwives are the spearhead of delivery service providers. Midwives are responsible for providing high-quality, responsive care during labour, leading a clean and safe delivery, handling emergency situations to optimize the health of women and their newborns (IBI, 2003).

Midwives in carrying out their duties and responsibilities must be able to carry out several main tasks, including maternal and child health programs. The program was implemented and developed based on the main program (basic health service) of basic health services (A.A. Muninjaya, 2004). The quality of service or the performance of the health services provided has not been able to meet patient expectations, so this will be input to health service organizations so that they can be fulfilled. If the performance of the health services obtained can meet the patient's expectations, the patient and family will get service satisfaction (Pohan, 2003).

Midwives can experience work stress when carrying out their duties. According to Mangkunegara (2013: 157), work stress is a feeling of pressure experienced by employees in dealing with work. The symptoms of stress itself often result in a person becoming angry, unable to relax, aggressive and uncooperative.

Conditions that tend to cause stress are called stressors. There are two categories of stressors, namely on the job, including excessive workload, pressure or time pressure, poor quality of supervision, ambiguity, insufficient authority, inadequate feedback, interpersonal conflict, and various forms of change. The second stressor is off the job, such as financial worries, child problems, marital problems, and others.

Work stress experienced by midwives will affect the performance of midwives, with a relationship pattern the higher the level of stress, the lower the performance of midwives. If work stress reaches a peak, that is, if the stress experienced by the midwife is too great, then performance will begin to decline, because this stress interferes with the midwife's work and will reduce her ability to control it so that she is no longer able to make decisions. The most extreme consequences are decreased performance, unproductive behavior, withdrawal, irritability, alcohol addiction, drug abuse, specifically reducing work productivity (Gibson, 2010).

Based on the results of previous studies, it was concluded that work stress can affect the performance of health workers. This can also happen to midwives. Work stress experienced by midwives will have an impact on the performance of midwives. Good performance can be achieved if midwives do not experience work stress. If the performance of midwives as the implementation of midwifery service standards in antenatal care is not carried out properly, it will have a negative impact, for example, high-risk mothers are not detected early so that it can be fatal to pregnant women and the unborn fetus which can endanger the safety of the mother and fetus (Saifuddin et al, 2002).

In addition to work stress affecting the performance of midwives, personality can also affect performance. Personality is one source of individual affect; individual affect will influence behavior at work. Effect is a feeling experienced by an individual which includes both emotions and moods (Robbins & Judge, 2008).

Personality is a person's permanent characteristics and tendencies that make that person different or the same as other people in the way of thinking, expressing feelings and behaving Charrington (Sobirin, 2014: 28)). The formation of personality can be influenced by heredity and the environment in which a person lives and interacts so that one's personality will be different from the others. Therefore, to understand a person's personality, it is necessary to understand the characteristics or innate character of that person.

Organizational citizenship behavior (OCB) is one of the factors that influence employee performance, with the presence of OCB in the company; it will affect employee behavior in the organization which is carried out voluntarily by employees to help their co-workers. With this voluntary attitude in helping co-workers in completing their work will support the company's performance for the better. Because working together on existing tasks, even though they are not part of individual work, will make work completed faster, and can improve company performance. This is interpreted as the behavior of employee contributions directly to the organization through the social system within the organization. This statement is reinforced by Luthans (2002) who says that OCB is positively related to individual performance, group performance, and organizational performance.

LITERATURE REVIEW

Performance in its sense is mentioned as an achievement or achievement of something that has been previously determined. Performance is also mentioned as performance, Hassan and Echols (2003), mention performance as an achievement. Performance is the output or results of work achieved by a person or an institution. Performance According to Simamora (2005:17) is the achievement of certain job requirements which ultimately can be directly reflected in the output produced. Nawawi (2007: 120) says that performance is a result of carrying out a job both physical/material and non-physical non-material. Meanwhile, in the opinion of Sudarmanto (2009:78) performance shows the degree of completion of tasks that accompany one's work individually.

Performance describes how well an individual fulfills the job. According to Gibson (1997) to find out the factors that influence personnel performance, an assessment of three groups of variables is carried out, namely: individual variables, organizational variables and psychological variables. These three variables greatly influence the work behavior of personnel which are closely related to the tasks that must be completed to achieve the objectives of a position or task in the organization. According to Steers (Mangkunegara, 2006), said that individual performance is a combination of three factors, namely 1) competence and interest, 2) clear duties and responsibilities, 3) work motivation. These factors individually can also have an important meaning, but the combination of these three greatly determines the results of each worker, which in turn will help the performance of the organization as a whole. Byar and Rue in Wibowo (2012), that two factors influence performance, namely individual factors (effort, abilities, role task perception) and environmental factors (physical conditions, equipment, time, materials, education, supervision, organizational design, and training).). Timple's opinion (Mangkunegara, 2006), that performance is influenced by internal factors and external factors. Internal factors are everything related to a person's personality, such as competence, motivation, individual commitment, personality and job satisfaction. A person's performance will be good because they have good competence, good motivation, have work commitment and are satisfied with the work received, and vice versa. External factors, namely everything that comes from the environment, such as work facilities or facilities and infrastructure, compensation received both financial and non-financial, supervision, training, leadership style, and acceptance from the community.

Jimad and Apriyani (2009) in their research stated that the problem of work stress is an important symptom to observe since the emergence of demands for efficiency at work. Work stress is an important problem in companies because it often hinders employee performance which ultimately harms the company. Hasibuan (2014: 204), states that high levels of stress can reduce employee performance, due to stress. Likewise Ardana, et al. (2013: 25) states that the source of stress on employees is a factor that is attached to work. Research conducted by Novi, et al. (2014), showed that the results of work stress have a negative effect on employee performance, which can be interpreted that the higher the level of stress experienced, the employee's performance will decrease and conversely the lower the level of stress experienced, the employee's performance will increase.

Personality is a typical pattern of thinking, feeling and behaving that is relatively stable and predictable (Dorland, 2002). Personality is also an innate tendency with various influences from the environment and education that shape a person's psychological condition and influence his attitude towards life (Weller, 2005). According to Robbins (2005: 125), employee personality is a guideline that is expected to show the work performance of employees on a regular and regular basis. The personality of each individual with other individuals is different, in an organization there are employees with different personalities. Personality differences possessed by employees will result in different performance. Based on research conducted by Any (2014), revealed that personality influences employee performance. A good and responsible personality will produce good performance; otherwise a bad personality will reduce performance.

Organizational Citizenship Behavior (OCB) is employee behavior that exceeds the assigned duties. OCB is a helpful attitude shown by members of the organization, namely constructive nature, appreciated by the company, but not directly related to individual productivity or employee performance. Organizations will be successful if employees do not only do their main tasks but also want to do extra tasks such as willing to cooperate, help each other, participate actively, give suggestions and want to use their working time effectively. According to Robbins and Judge (Palupi, 2013), said that organizations that have employees who have good OCB will have better performance than other organizations. This extra behavior or action is interpreted as a role in the organization called Organizational Citizenship Behavior. From the explanation above, the conceptual framework of the research can be described as follows.

Hypotheses:

- H1: Work Stress, Personality and Organizational Citizenship Behavior (OCB) simultaneously have a positive and significant effect on Midwife Performance;
- H2. Work stress has a positive and significant effect on the performance of midwives;
- H3. Personality has a positive and significant effect on midwife performance;
- H4. Organizational citizenship behavior (OCB) has a positive and significant effect on the performance of midwives.

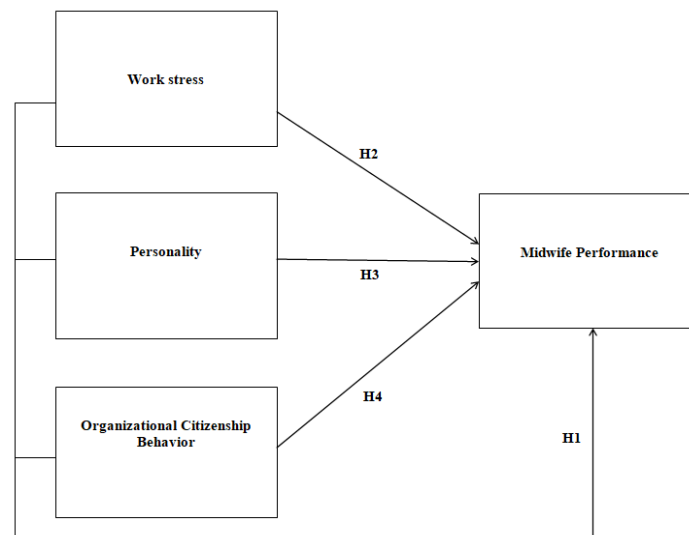


Figure 1 – Conceptual Framework Model

METHODS OF RESEARCH

The study population was all midwives in North Buton Regency with the status of civil servants with a total sample of 86 people. Determination of the number of samples done using the Yamane approach. Data collection techniques were carried out using a questionnaire or questionnaire. Before using this research instrument, validity and reliability

tests were carried out on selected respondents who had the same characteristics as the population characteristics. The answers to the questions in the questionnaire were measured using a Likert scale, namely strongly agree, agree, neutral, disagree and strongly disagree. Data were analyzed using multiple linear regressions, processed with SPSS version 20.

RESULTS OF STUDY

Description of Research Variables

The work stress variable shows that the mean value of the work stress variable score (X1) is 3.13 or has an interpretation of "medium or moderate stress level". In other words, overall the midwife's work stress level is still in the "medium" category or between high and low stress, so it is hoped that this will have a positive effect on midwife performance. The mean score of the Personality variable (X2) is 4.12 or is in the "good" personality category. This phenomenon is confirmed by the average score of each personality component which is in the "high" to "very high" category. The average score of the OCB variable (X3) is 4.24 or in the "very high" category. This condition indicates that the loyalty, obedience, and participation of midwives in carrying out their duties is "very high". The average score of the Performance variable (Y) is 4.35 or is in the "very high" performance category. This phenomenon is emphasized by the average score of each component of midwife performance in general being in the "high" to "very high" category. This means that the performance of midwives in carrying out their duties is very high.

Table 1 – Average Value of Research Variables

Research variable	Variable Indicator	Average Value	
		Indicator	Variable
Work Stress (X1)	Task Ambiguity	3,12	3,13
	Workload	2,97	
	Adequacy of Work Facilities	3,19	
	Task Risk	3,22	
Personality (X2)	precision	4,18	4,12
	understanding	4,18	
	Calm yourself	4,27	
	Openness to experience	3,98	
Organizational Citizenship Behavior (X3)	Loyalty	4,21	4,24
	Obedience	4,12	
	Participation	4,36	
Midwife Performance (Y)	Main Performance	4,43	4,35
	Basic Health	4,28	
	Referral Service	4,19	

Source: Processed primary data.

Multivariate Regression Test Results

In the previous discussion it was stated that in order to be able to answer the problems and hypotheses put forward in this study, namely work stress, personality, and organizational citizenship behavior on the performance of midwives both simultaneously and partially, it was carried out using multivariate regression analysis. The results of the analysis are presented in Table 2.

Table 2 – Multivariate Regression Analysis Results

Research variable	Standardized Coefficient (W _i)	t _{count}	Sig	interpretation
Work Stress (X ₁)	- 0,006	- 0,116	0,908	Not Significant
Personality (X ₂)	+ 0,158	2,055	0,043	Significant
Organizational Citizenship Behavior (X ₃)	+ 0,777	9,875	0,000	Significant
<i>Dependent variable = kinerja</i>				
R = 0,906 F _{count} = 124,797; R-Square = 0,820 Sig.F = 0,000; Sample = 86 Person				

Source: Results of primary data processing.

The results of the analysis of the coefficient of determination obtained the value of $R^2 = 0.820$ or 82%. This shows that the multiple linear regression model obtained can explain the variation in the performance value (Y) of 82%. In other words, statistically the variation in midwifery performance values (Y) can be explained by variations in the values of work stress (X1), personality (X2), and organizational citizenship behavior (X3) together by 82%. The coefficient of determination (R^2) shows that the simultaneous direct effect of variations in the value of work stress (X1), personality (X2), and OCB (X3) on the performance of midwives (Y) is 82%, so that the influence of other variables not explained in the model regression of 18%. Therefore, the resulting regression model can be categorized as a "fit" model or good as an estimating model for the performance of midwives in North Buton at a significance level of 95% ($\alpha = 0.05$).

The F test is used to test whether the overall regression coefficient values (W_1, W_2, W_3) are significantly different from zero (0) or not at a significance level of $\alpha = 0.05$. This F test also shows whether all the independent variables described in the model simultaneously have a significant effect on the dependent variable (Y) or not at a significance level of $\alpha = 0.05$. If the F_{sig} value $> \alpha 0.05$, then statistically it is considered that simultaneously there is no significant effect of the independent variable on the dependent variable. Thus the hypothesis which states that there is a positive and significant effect simultaneously on the dependent variable is rejected. Vice versa, if the F_{sig} value $< \alpha 0.05$, statistically it is assumed that simultaneously there is a significant effect of the independent variable on the dependent variable. Thus the hypothesis which states that there is a positive and significant effect simultaneously on the dependent variable is accepted.

H1. Work Stress, Personality, and OCB simultaneously have a positive and significant effect on Midwife Performance.

Based on the results of the SPSS analysis, a F_{sig} value of 0.000 was obtained at the level of $\alpha = 0.05$. Therefore the F_{sig} value (0.000) $< \alpha(0.05)$. It can be said that statistically Job Stress (X1), Personality (X2), and Organizational Citizenship Behavior (X3) simultaneously have a positive and significant effect on Midwife Performance (Y) at the 95% confidence level, so the first hypothesis which states that Work stress, Personality, and Organizational Citizenship Behavior simultaneously have a significant effect on the performance of midwives (Y) is acceptable.

The t test is used to test whether partially the values of the regression coefficient (W_i) produced in the model have a significant effect with zero or not at a significance level of $\alpha = 0.05$. If the t_{sig} value $> \alpha 0.05$, then statistically the i -th regression coefficient has no significant effect with zero ($W_i = 0$), so the hypothesis which states that there is a significant effect of the independent variable X_i on the dependent variable (Y) must be rejected. Vice versa, if the t_{sig} value $< \alpha 0.05$, statistically the value of the i -th regression coefficient is significantly different from zero ($W_i \neq 0$), so the hypothesis which states that there is a significant effect of the independent variable X_i on the dependent variable (Y) is accepted. Based on the results of the regression analysis, the regression coefficient values and significance values are as follows:

H2. Work stress partially has a positive and significant effect on midwife performance.

W_1 value = - 0.006 with a t_{sig} value. = 0.908 (t_{sig} (0.908) $> \alpha 0.05$). Because the t_{sig} value (0.908) is greater than the value of α 0.05, statistically the regression coefficient W_1 value of -0.006 is considered not significantly different from zero (W_1 value = 0). Thus it can be interpreted that the variable work stress (X1) partially has a negative but not significant effect on the performance of midwives (Y). Therefore, the second hypothesis which states that work stress has a positive and significant effect on performance is not proven (rejected). Because the value of the regression coefficient of the work stress variable (W_1 value) is not statistically significant or has no significant effect with zero (W_1 (-0.006) = 0), then statistically the work stress variable (X1) cannot be included in the regression model as a predictor variable for the performance of midwives (Y).

H3. Personality has a positive and significant effect on midwife performance.

W_2 value = + 0.158 with a tsign value. = 0.043 (tsig (0.043) < α 0.05). Because the tsign value (0.043) is smaller than the value α 0.05, statistically the regression coefficient W_2 value of +0.158 is considered significantly different from zero (W_2 value \neq 0). Thus it can be interpreted that the personality variable (X2) partially has a positive and significant effect on the performance of midwives (Y). Therefore, the third hypothesis which states that personality has a positive and significant effect on performance is proven (accepted). Because the regression coefficient value of the personality variable (W_2 value) has a statistically significant effect with zero (W_2 (0.158) \neq 0), statistically the personality variable (X2) can be included in the regression model as an estimating variable for midwife performance (Y).

H4. Organizational citizenship behavior has a positive and significant effect on the performance of midwives.

W_3 value = + 0.777 with a tsign value. = 0.000 (tsig (0.000) < α 0.05). Because the value of tsign (0.000) is smaller than the value of α 0.05, statistically the value of the regression coefficient W_3 of + 0.777 is considered significantly different from zero (W_3 value \neq 0). Thus it can be interpreted that the OCB variable (X3) partially has a positive and significant effect on the performance of midwives (Y). Therefore, the fourth hypothesis which states that organizational citizenship behavior (OCB) has a positive and significant effect on the performance of midwives is proven (accepted). Because the regression coefficient value of the OCB variable (W_3 value) has a statistically significant effect with zero (W_3 (0.777) \neq 0), statistically the OCB variable (X3) can be included in the regression model as an estimating variable for midwife performance (Y). Based on the results of the partial test (t test), the multiple linear regression model as an estimator of the performance of midwives in North Buton can be written as follows: $\hat{Y} = 0.158 X_2 + 0.777 X_3$ where: X_2 = personality; X_3 = organizational citizenship behavior (OCB).

DISCUSSION OF RESULTS

Effect of Job Stress, Personality, and Organizational Citizenship Behavior simultaneously on Midwife Performance

Based on the test results (test F) simultaneously showed that the three independent variables, namely work stress (X1), personality (X2), and organizational citizenship behavior (X3) together had a significant effect on the performance of midwives (Y). The magnitude of the direct relationship of the three independent variables to the midwife's performance is 0.906 or 90.6%, so it can be said that the variables of work stress (X1), personality (X2), and OCB (X3) together have a close relationship that is classified as "very strong" (coefficient R close to 1). With this very strong level of closeness, the direct effect of the variables of work stress (X1), personality (X2), and OCB (X3) together is 0.820 or 82% ($R^2 = 0.820$). This indicates that the high or low performance of midwives in North Buton is greatly influenced by the variables of work stress, personality and OCB together by 82% at a 95% confidence level and assuming other variables are not included in the ceteris paribus regression model.

These findings are in line with several explanations in the organizational behavior literature that individual performance (job performance) in organizations is strongly influenced by various composite variables both at the organizational level (eg organizational culture) and at the individual level, such as work stress (Colquitt et al. 2019:4 Robbins and Judge, 2019:174), personality or personality (Colquitt et al. 2019:4; Robbins and Judge, 2019:140); and organizational citizenship behavior or OCB (Robbins and Judge, 2019:88).

Because work stress involves a person's emotional or psychological condition in certain work situations, it is very logical that high or low levels of work stress will greatly affect a person's work behavior, and in turn will affect the performance he achieves. That is, at a high level of work stress (exceeding normal limits) will reduce a person's performance, so that under these conditions work stress will be in the opposite direction (negative effect) to performance. Conversely, at a low level of work stress theoretically it will not affect

performance because in this condition a person is not motivated to produce high performance.

The results of the study showed that the average score of the "work stress" variable was at 3.12 or the "moderate stress" or "moderate" category. Likewise, when looking at each of the work stress indicators such as: task ambiguity (average 2.63); workload (average 3.13); adequacy of work facilities (average 3.38); and task risk (average 3.11) are all in the category of "moderate stress" or moderate, so that theoretically this level of stress is expected to have a positive effect on individual performance.

Personality also theoretically determines one's work behavior and work results. For example, one of the five personality components known as the big five of personality traits (Colquitt et al, 2019: 266), is "conscientiousness" (accuracy, accuracy) will greatly determine the quality of one's work. That is, the higher the value of a person's "conscientiousness" tends to produce performance with a relatively small error rate, so that in total it will produce a high quantity and quality of performance as well.

The results showed that the cumulative personality score consisting of conscientiousness (firmness, thoroughness), agreeableness (ability to understand others), neuroticism (self-calm), and openness to experience (openness to experiential values) was 4.12 or was in the "good" category, so it is very logical to get the result that personality (X2) is also one of the determinant variables for the high and low performance of midwives in North Buton.

Personality also does not only affect performance, but can also affect the level or intensity of one's work stress (Colquitt et al. 2019: 4). That is, because personality also involves the level of one's sensitivity or responsiveness to various dynamics or changes in the surrounding environment, and one of the personality components that is closely related to this is "neuroticism" (self-calm) in responding to something in the environment. surroundings, so that there are individuals who are able to work well even in situations of pressure, and there are those who are unable to work calmly when in situations of pressure.

In connection with the results of the research and explanation of the theory that personality does not only have a direct effect on performance but can also affect a person's stress level in certain work situations, further testing is needed in further research on the direct and indirect effects of personality variables on performance mediated by work stress variable.

The research findings also show that one of the determinant variables that has a significant effect on the performance of midwives in North Buton is organizational citizenship behavior (OCB). Even the OCB variable is the variable that has the dominant influence on performance (coefficient of 0.777). This is very logical because theoretically OCB work behavior is extra-role or extra-ordinary work behavior based on the awareness of carrying out a task or extra work without being ordered by the leader.

In the context of this study, OCB as measured by three components (loyalty, compliance, and participation) all have an average score of 4.24 or are in the "very high" category. This means that overall the level of self-awareness of each midwife in carrying out her duties in the form of loyalty, obedience and participation is very high, so it is very logical that OCB is one of the most significant determinant variables on the performance of midwives in North Buton.

Effect of Work Stress on Midwife Performance

Based on the results of the analysis of the effect of work stress on the performance of midwives, a negative but not significant effect was found, so that statistically the variable of work stress (X1) can be ignored. In other words, that work stress (X1) cannot explain variations or changes in the performance scores of midwives in North Buton. The insignificant effect of work stress (X1) on the performance of midwives (Y) in this study was made possible by two interrelated things, namely: 1. The workload and responsibility of midwives is related to the mental safety of patients (maternal and child safety), so that they (midwives) are used to working in "pressure" situations, and therefore the stress they experience does not affect the quality of their performance; 2. This finding confirms the

application of the "law of repetition" in the theory of human behavior. That is, a job even though it is heavy but when it has been done repeatedly, in the end the intended heavy work will feel light. This can be justified that even though the workload of midwives is heavy and at first they experience stress due to the demands or expectations of patients who are so high, but because work situations like this keep recurring, in the end they are "used" to these conditions, so the work stress they experience naturally has no significant effect on their performance. This was confirmed by the average respondent's answer to the "task ambiguity" component which they perceived was in the "medium/moderate" category (average score 2.63); the component of "workload" which is actually heavy but they perceive it as "moderate/moderate"; and on the "adequacy of work facilities" component which is actually still limited, but they give a "medium/moderate" perception due to the factor of "get used to" such conditions.

The Influence of Personality on Midwife Performance

The results of the analysis show that personality has a positive and significant effect on the performance of midwives. This finding found that personality variables were able to explain the increased performance of midwives in North Buton District. This means that the increase or decrease in the personality variables owned by respondents has a major influence on their performance. These results also indicate that the better the personality, the performance of midwives in North Buton Regency will increase.

The results of this study are also supported by empirical facts according to the responses of the majority of respondents who perceive their personality as good in carrying out their duties or work as midwives in North Buton Regency. Respondents' perceptions indicated that the neuroticism indicator (self-calm) had the highest average score (average score 4.27). (average score of 4.18, and Openness to experience (openness to experience), (average score of 3.98 is an indicator with the lowest average value. Because it is based on facts in the field that the indicator of neuroticism (self-calm) is the main factor or dominant factor of personality variables that can affect the performance of midwives in North Buton Regency. This means that overall the midwives have a personality of "very high calm". patient health safety. Therefore, with the personality trait "very high calm" is expected to have an impact positive effect on the performance quality of midwives in North Buton District. This result is also supported by the percentage of respondents' answers to indicators of calmness that all of them stated very high or very calm.

The Influence of Organizational Citizenship Behavior on Midwife Performance

The results of the analysis found that organizational citizenship behavior had a positive and significant effect on the performance of midwives. These findings indicate that the organizational citizenship behavior variable is able to explain the increased performance of midwives in North Buton Regency. This means that the increase or decrease in the organizational citizenship behavior variable carried out by the respondents has a major influence on the performance of midwives. These results also indicate that the higher the loyalty of midwives to the organization, as well as the high adherence to work time and procedures as well as participation in the progress of the organization and colleagues, the performance of midwives in North Buton Regency will increase.

CONCLUSION

Work stress, personality, and organizational citizenship behavior simultaneously have a positive and significant effect on the performance of midwives in North Buton Regency. This implies that if work stress is reduced, personality and organizational citizenship behavior are in good condition, and then the midwife's performance will also increase. Work stress partially has a negative but not significant effect on the performance of midwives in North Buton Regency. This indicates that the problem of work stress does not have a significant effect on the performance of midwives in North Buton. Personality has a positive and significant effect on the performance of midwives in North Buton Regency. This means that

the higher the personality values such as accuracy, understanding, calm, and openness to experience, the performance of midwives in North Buton will also be higher. Organizational Citizenship Behavior has a positive and significant effect on the performance of midwives in North Buton Regency. This can be interpreted that the higher the value of Organizational Citizenship Behavior, in primary performance, basic health services and referral services, the performance of midwives will also increase.

The condition of the level of work stress for midwives who are in the "moderate" or moderate category as it is today should be reduced again by increasing the capacity and carrying capacity of work facilities according to the work needs of midwives. To increase or at least maintain the personal values of midwives, it is necessary to increase the value of the "openness to experience" component by holding or increasing the frequency of attending "discussion meetings" or workshops for midwives through the Midwife Association. or the like at the local, regional or national level. Even though the average value of midwives' OCB work behavior is already classified as "very high", one component that still needs to be improved is the "compliance" component to the rules of work time discipline and work procedures (SOP) so that the quantity and quality of work increases. For future researchers, it is recommended to test the direct and indirect effects of personality variables on performance which are mediated or controlled by work stress variables by using a larger sample size in order to obtain firmer results about the relationship and causal influence of these three variables.

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