

## The Effect of Job Conscientiousness on Job Performance

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### Abstract

**Background:** Job conscientiousness used as a predictor of job performance, because of it is one of the Big Five dimensions that is good in all jobs. **Aim:** The study aimed to examine the relation between job conscientiousness and job performance of staff nurses at Mansoura Main University Hospital. All staff nurses (n=68) working in surgical units were included in the study. **Design:** A descriptive correlation design was used. **Materials:** Data collected through two tools, the first consists of two parts, the first part was intended to collect individual characteristics of studied staff nurses, the second part was six factor personality questionnaire to measure job conscientiousness. The second tool was observation check list to measure job performance. **Results:** The relation between job conscientiousness and job performance of staff nurses were no significant, positive correlation.

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### 1. Introduction

Our personality is formed from feelings, thought patterns, interests, and other behaviors which makes each of us unique. These personality traits can be understood as aspects of five broad categories. The five categories of personality traits are: extraversion, agreeableness, neuroticism, openness, and job conscientiousness<sup>(1)</sup>.

Conscientiousness is the most common label for a factor that is known as dependability will to achieve self-control, prudence, and constraint. Conscientiousness describes the person who controls the impulse, following rules and norms<sup>(2)</sup>.

Conscientiousness person is the person who acts purposefully, displays behavior that is strong willed, determined and detail oriented. There are several characteristics of conscientious person which are: tendency to achieve more and having higher well being, having high level of motivation, more likely to achieve highly and obtain higher well being<sup>(3)</sup>. Further more conscientiousness has been shown to be the most useful factor in personnel selection for all jobs.<sup>(4)</sup>

Job conscientiousness is separating into achievement and dependability<sup>(5)</sup>. While another defined it as the degree of effectiveness and efficiency, with which an individual plans, organizes and carries out tasks<sup>(3)</sup>. Moreover conscientiousness is a possible trait oriented motivation variable and correlated with job performance<sup>(6)</sup>.

Job conscientiousness is a predictive of job performance as measured by production records, adaptive performance or novel problem solving, managing uncertainly, and coping with new technology, tasks, procedures and work stress,

reliability, effort, among work groups<sup>(7)</sup>.

Performance is an actual situated behavior that is what is actually done in the real life and what is actually carried out by nurses in their clinical practice<sup>(8)</sup>. Nursing performance is the statement of expected result, behavior, or attitude. A minimum level standard provide a pass- fail situation. Nursing performance below the specified level is unacceptable, signaling a need for remedial or administrative action<sup>(9)</sup>.

Nursing performance is something a nurse or organization does process, procedures, or achieve outcomes. Nursing performance can provide information on which to base management decision regarding such as promotion or transfer<sup>(10)</sup>.

Motivation and ability consider as determinants of job performance. Such performance identifies six categories as important to nurses which are: daily job performance, attendance, punctuality, adherence to policies and procedures, absence of incidents, errors, and accidents, finally is honesty and trustworthiness<sup>(11)</sup>. An effective nursing performance has at least two major purposes the first is to improve the functioning of the organization, and the second is to foster the personal development of the nurse within the health care organization<sup>(10)</sup>.

In nursing, there is positive correlation between work conscientiousness and job performance. The nurses who are high in conscientiousness tend to be responsible, dependable persistent and achievement oriented. They are likely to accomplish their performance or try to accomplish what is expected from them.<sup>(12)</sup>

Studies done in this field in USA focused on examining the effect of accountability on the conscientiousness –performance relationship, it was founded that the interaction of conscientiousness and accountability was investigated in the context of performance using cognitive work conscientiousness<sup>(13)</sup>.

However no attempt was done at Mansoura Main University Hospital to determine the effect of conscientiousness on job performance of staff nurses at surgical units. It is hoped that this study will give more insight to understand the personality traits that affect nurses' performance.

## 2-Aim of the study

The study aims to examining the effect of job conscientiousness on job performance of staff nurses working in surgical units at Mansoura Main University Hospital.

## 3-Research Design:

A descriptive correlation design was utilized in this study

## 4-Research question:

Is there a relationship between job conscientiousness and job performance of staff nurses working in surgical units at Mansoura Main University Hospital?

## 5-Materials and Methods:

### Setting:

The study was conducted at Mansoura Main University Hospital in all surgical units (n=5 units) as unit 6, 7, 8, 11, 12, 17 surgery.

### Subjects:

All staff nurses (n= 68) were included from the previous mentioned setting to be involved in the study.

### Tools for data collection:

Two tools were employed:

#### First tool:

The six factor personality questionnaire: it developed by Jackson<sup>(14)</sup> to measure work conscientiousness. It consists of 24 items divided into two dimensions: Methodical ness and Industriousness. The first dimension is methodical ness divided into:

- Cognitive structure (n=6 items) focused on the ability of person to develop careful planning, think carefully before acting, and know what he needs.
- Deliberateness (n=6 items) focused on tendency to think carefully before acting, cautious, deliberate, logical, and mature.

- Order (n=6 items) focused on neat, tidy, well organized, precise, efficient and methodical.

The second dimension is industriousness includes: endurance (n=6 items) which focused on the ability to begin tasks and carry them through to completion despite boredom and other distractions.

Responses were measured on a five point likert scale ranging from 1= strongly disagree, 2=disagree, 3= natural, 4= agree, 5= strongly agree.

#### Second tool:

Observation checklist: it developed by Abdrabou<sup>(15)</sup>, to asses staff nurses' job performance. It consisted of 45-items divided into eight categories:

- Psychosocial individual (12 items).
- Patient status (6 items).
- Communication (8 items).
- Professionalism (3items).
- General patient care (6 items).
- Dressing (7 items).
- Vital signs (3 items)
- Medication (4 items).

Besides, personal data sheet: It includes: nurses' gender, educational qualifications, age, years of experience, and marital status.

#### Scoring System:

Observation checklist scored on the bases of done or not done each activity; done scored (1 point), not done scored (zero). Adequate level of nurses' performance is 75%, and inadequate level of nurses performance is <75%<sup>(15)</sup>. And, if the performance of the all studied staff nurses were belonged to inadequate or adequate performance (<75%,75% ), they were classified to three degrees (low–moderate –high )to find statistical relation between job conscientiousness and job performance.

#### Methods of data collection:

-An official permission from the Mansoura University Hospitals' director to conduct the study.

-The two tools (questionnaire sheet and observation checklist) contents were developed and tested for its content validity through six expertise from three different universities. Double translation English-Arabic-English was done to ensure validity of translation.

-The researchers contacted to the nurses to explain the purpose and procedure of the study and determine the available time to collect data.

-A pilot study carried out on 10 nurses in order to

test clarity of questions, also to estimate the needed time to fill it, and to make sure that items are understood. All nurses involved in the pilot study were excluded from the study sample later on.

#### Ethical consideration:

All participants interviewed for explaining the purposes and procedures of the study, and they have the right to withdraw from the study at any time during the study. Oral consent to participate was assumed by attendance of filling questionnaire sheet.

#### 6-Statistical analysis:

Computerized data entry and statistical analysis were fulfilled using the statistical package for social sciences (SPSS). Data were presented using descriptive statistics in the form of frequencies percentages, means and standard deviations for quantitative variables. Statistical significance was considered at p-value <0.05. Person correlation analysis was used for assessment of the inter-relationships among quantitative variables.

#### 7. Results

Table (1) describes the personal characteristics of the studied staff nurses. The mean age of the studied staff nurses was  $34.59 \pm 9.87$  years and the highest of them (39.7%) aged from 20 years to less than 30 years.

Mean score of experience years of the studied

staff nurses was  $15.43 \pm 8.56$  years, with 33.8 % of them had experience in nursing from 10 to less than 20 years.

**Table (1): Personal characteristics of the studied staff nurses (n=68).**

Variables	The studied staff nurses	
	n	%
<b>Age (years):</b>		
20-	27	39.7
30-	18	26.5
40-	16	23.5
50-57	7	10.3
Range	20-57	
Mean±SD	34.59±9.87	
<b>Experience (years):</b>		
<10	20	29.4
10-	23	33.8
20-	18	26.5
30-36	7	10.3
Range	1-36	
Mean±SD	15.43±8.56	

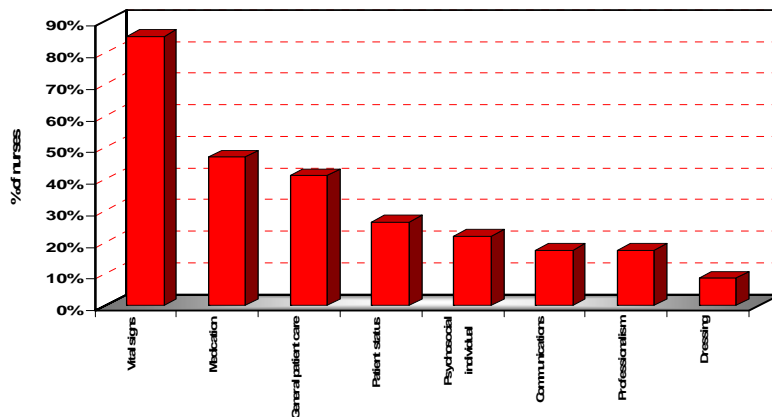
Table (2), show job conscientiousness of the studied staff nurses. The total mean job conscientiousness score was  $3.68 \pm 0.61$ . As regard to Deliberate and Endurance dimensions of Job conscientiousness, the majority of staff nurses (57.4% and 48.5% respectively) recorded that they were neutral. While no one recorded strongly disagreed to all dimensions of job conscientiousness.

**Table (2): Job conscientiousness of the studied staff nurses (n=68).**

Job conscientiousness items	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Mean±SD
	n	%	n	%	n	%	n	%	n	%	
<b>A-Methodical ness:</b>											
1-Cogantive	0	0	9	13.2	22	32.4	32	47.1	5	7.4	3.48±0.82
2-Deliberat	0	0	0	0	39	57.4	26	38.2	3	4.4	3.47±0.58
3-Order	0	0	0	0	27	39.7	32	47.1	9	13.2	3.73±0.68
<b>Total</b>	0	0	0	0	33	48.5	32	47.1	3	4.4	3.56±0.58
<b>B-Industriousness (Endurance)</b>	0	0	2	2.9	33	48.5	29	42.6	4	5.9	3.51±0.66
<b>Total conscientiousness</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>27</b>	<b>39.7</b>	<b>36</b>	<b>52.9</b>	<b>5</b>	<b>7.4</b>	<b>3.68±0.61</b>

Figure (1), described performance dimensions of the studied staff nurses. According to scoring system, all staff nurses had inadequate performance. Regarding dimensions of performance, vital signs

were the highest among staff nurses (85.3%). While dressing was the lowest dimension (8.8%) among staff nurses.



Performed dimensions by the studied staff nurses (n=68)

Figure (1): Performance dimensions among the studied staff nurses (n=68)

Table (3), show the total number of staff nurses had inadequate performance, with no statistically significant relation between Job conscientiousness of

the studied staff nurses and their degree of Performance (P=0.482).

Table (3): Relationship between Job conscientiousness of the studied staff nurses and their degree of Performance (n=68).

Total Job conscientiousness	Degree of performance (all inadequate) of the studied staff nurses						X <sup>2</sup> P
	Low (n=38)		Moderate (n=22)		High (8)		
	n	%	n	%	n	%	
Disagree	15	55.6	8	29.6	4	14.8	3.470 0.482
Neutral	22	61.1	11	30.5	3	8.3	
Agree & strongly agree	1	20.0	3	60.0	1	20.0	

Table (4), from the table a statistically significant relation was found between the studied

staff nurses age and job conscientiousness p= 0.048\*

Table (4): Relationship between job conscientiousness of the studied staff nurses (n=68).

Variables	Age groups of the studied staff nurses								X <sup>2</sup>	P
	20-<30 (n=27)		30-<40 (n=18)		40-<50 (n=16)		50-57 (n=7)			
	n	%	n	%	n	%	n	%		
•Job conscientiousness:									12.705	0.048*
Neutral	10	37.0	10	55.6	7	43.8	0	0		
Agree	17	63.0	7	38.9	6	37.5	6	85.7		
Strongly agree	0	0	1	5.6	3	18.8	1	14.3		
•Performance (all inadequate):									6.418	0.378
Low	14	51.9	11	61.1	7	43.8	6	85.7		
Moderate	8	29.6	5	27.8	8	50.0	1	14.3		
High	5	18.5	2	11.1	1	6.3	0	0		

\*Significant (P<0.05)

Table (5) shows that there were a statistically significant relation between the job conscientiousness and experience years of the studied staff nurses (P=0.033\*). While there were no

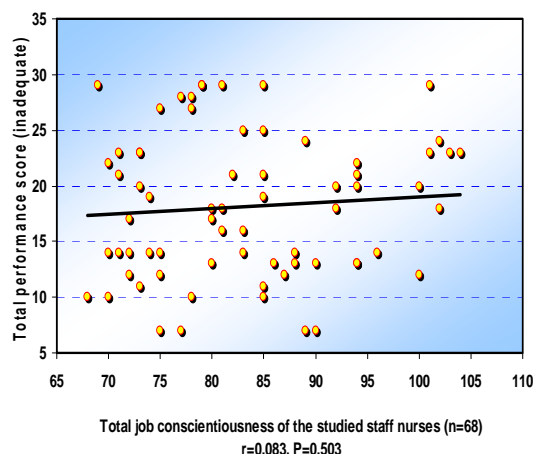
statistically significant relation between years of experience of the studied staff nurses and their performance (all inadequate). p=0.572

**Table (5): Relationship between job conscientiousness and job performance of the studied staff nurses and their experience years (n=68).**

Variables	Experience years of the studied staff nurses								X <sup>2</sup>	P
	1-<10 (n=20)		10-<20 (n=23)		20-<30 (n=18)		30-36 (n=7)			
	n	%	n	%	n	%	n	%		
<b>•Job conscientiousness:</b>										
Neutral	7	35.0	13	56.5	6	33.3	1	14.3	13.740	0.033*
Agree	13	65.0	10	43.5	8	44.4	5	71.4		
Strongly agree	0	0	0	0	4	22.2	1	14.3		
<b>•Performance(all inadequate):</b>										
Low	12	60.0	13	56.5	8	44.4	5	71.4	4.783	0.572
Moderate	4	20.0	8	34.8	8	44.4	2	28.6		
High	4	20.0	2	8.7	2	11.1	0	0		

\*Significant (P<0.05)

Figure (2) shows, There was no significant positive correlation (P=0.503), between job conscientiousness and job performance of the studied staff nurses.



**Figure (2): Correlation between job conscientiousness and job performance of the studied staff nurses (n=68).**

## 8. Discussion:

Conscientiousness is the degree to which an individual perseveres, is responsible and is organized. So, it is the degree of effectiveness and efficiency, which an nurses plans, organizes and carries out jobs.<sup>(3)</sup>

As regard to the overall total dimensions of job Conscientious, the majority of staff nurses at Mansoura University Hospital, had higher scores regarding job conscientiousness. This may be due to the staff nurses will do their efforts to stay with the organization, so they become more conscious, responsible and achievable. This result supported by previous study<sup>(16)</sup> who proved that conscientious nurses tend to get highly involved in their jobs, possibly involvement extends to the organizations well. The majority of staff nurses recorded that they were neutral of deliberate dimension of job conscientiousness, these result mean that the staff

nurses are dependable persistent and achievement oriented. In the same respect nurses in job conscientiousness tend to be organized, comprehensive and plan full<sup>(17)</sup>.

On the other hand, no one of the studied staff nurses recorded strongly disagreed toward all dimensions of job conscientiousness. It is probably due to that nurses had a desire to seek the best knowledge in a given context, and they tend to be will experience higher level of will being. This findings consistent with another study<sup>(18)</sup> that mentioned job conscientiousness be conceptualized as appositve, adaptive personality trait that is important for well being, employment and personal functioning

The present study revealed that all studied staff nurses had in adequate performance, that may be to the lack of training, guidance in carrying out there job's or tasks which affect on performance and quality of performance. Also shortage of staff nurses number and lack of coworkers leads to increase workload on staff nurses and decrease productivity of them. These result comes in agreement with Elaine<sup>(19)</sup> who suggests that professional nurses provide a higher quality of performance than other categories of nurses and untrained heath workers or assistant. While, there are widespread and growing concerns about inadequate quality of heath care n the united states, as rising costs, medical errors and the inability to receive needed services are frequent topics in heath care journals, newspaper as well as televisions and radio reports<sup>(20)</sup>.

The finding of the present study revealed that the dimension of vital signs and medication were the highest dimensions among staff nurses at Mansoura University Hospital. It is may be due to staff nurses works as doctor orders ,and description of vital signs and medication are the main roles of physician in the patient's record. These finding is consistent with Shehata<sup>(21)</sup> when mentioned that patient's medication and patient medical record are potentially beneficial and valuable as evidence in legal cases.

In relation to the result of the study more than

half of staff nurses had job conscientiousness with low performance this may be to lack of closed supervision or one of the major problems for nursing is that there is no universal understanding of what nurses actually do.

This result inconsistent with Elaine <sup>(19)</sup>, who stated that nurses frequently assert they know they give good nursing care and this care makes a difference to the health outcomes of patients. While job conscientiousness is the most critical traits in relating personality to job performance criteria across different occupational categories <sup>(22)</sup>.

As regard to the relation between job conscientiousness and job performance of the studied staff nurses and their ages, there were significant relation between them. This mean the older nurses were more had opportunity to better one's position in the work, so that the staffs who had older than years had highest dimensions of job conscientiousness compared to others.

This result supported by ELIETHY <sup>(23)</sup>, who found that older nurses age will increase the ability to plan and cognitive thinking and able to think in problem for long time until they solve it.

Regarding relation between job conscientiousness and job performance of the studied staff nurses and their years of experience, the study revealed there were a significant relation between them. The finding is incongruent with Shehata <sup>(21)</sup> who found that were negative relationship between staff nurses performance and their years of experience. On the other wise the result consistent with Shehata <sup>(24)</sup> who found that older nurses had more experience in providing nursing care to take a challenging tasks and better communication skills.

In the respect of the total job conscientiousness and job performance of the studied staff nurses the result revealed that were no significant, positive correlation, this disagreed with PsyAsia <sup>(25)</sup> who stated that people who have been assessed to be higher on job conscientiousness tend to perform better at work. While Tett <sup>(26)</sup> stated that conscientious individuals tend to adhere to rules and procedures, and highlights that in certain professions, strictly following rules and procedures may affect creativity and innovation. It is proposed that such adherence to rules and procedures can affect productivity as such individuals would be unlikely to develop novel.

### 9-Conclusion and Recommendation:

There were no significant correlation between the total job conscientiousness and job performance of the studied staff nurses at Mansoura University Hospital.

The majority of staff nurses had high score

regarding job conscientiousness, while all studied staff nurses had inadequate level of performance.

### Based on the results of the study the following recommendations are suggested:

- The administrative personnel should develop criteria for the proper selection of nursing staff.
- The nursing managers should provide in service training programs regarding managerial skills for nursing staff.
- The nursing managers encourage nursing staff to use nursing process as a quality evaluation tools to assess the quality of nursing performance.
- The nursing manager should examine the influence of nursing care and practice on positive patient outcomes.
- The nursing manager should provide a systematic and evidence based review of nursing staff to facilitate the determination of nursing staff.
- The administrative personnel provide a periodic review to the job description of nursing staff.
- Regular evaluation of nursing staff performance, using a motivation action as rewarding good performance and giving them feedback.

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