

Detecting nurse's personality models with disc



Qurratul Aini^{1*}

ABSTRACT

Background: The personality factor can detect a person's counterproductive behavior. Certain personality types determine a person's work style and the limitations and weaknesses of his performance. One tool used to detect personality types related to work style is the DISC personality model. This study aims to determine the behavioral type of nurses based on the DISC application.

Methods: This research used mixed methods. Research design begins with data collection and analysis using quantitative procedures, then continues with data collection and analysis. Quantitative approaches through descriptive analysis implemented a behavioral scale counterproductive and DISC personality profile using the DISC application. The DISC app helps organizations describe personality information, make decisions, and interact with team members and other stakeholders.

Results: Characteristics of respondents at Klaten Hospital consisted of 58.8% of respondents aged 20-40 and 41.2% of respondents aged 41.2%. From several respondents, it can be seen that the respondents' behavior is dominant and conscientiousness, with the overall scores, obtained being 38% and 35%. While the scores for the characteristics of influence and stability are 17% and 10%, respectively.

Conclusions: Most nurses had dominant and conscientious personalities. The results came from four behavioral dimensions (dominance, influence, steadiness, and conscientiousness).

Keywords: Behaviour, Counterproductive, DISC, Nurse.

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¹Master of Hospital Administration,
Universitas Muhammadiyah Yogyakarta,
Yogyakarta, Indonesia;

*Corresponding author:
Qurratul Aini;
Master of Hospital Administration,
Universitas Muhammadiyah Yogyakarta,
Yogyakarta, Indonesia;
qurrotul_aini@umy.ac.id

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INTRODUCTION

Health workers, especially nurses, have a crucial role in improving maximum health services for the community to raise awareness, willingness, and ability to live healthy, as stated in the Constitution of the Republic of Indonesia.¹ Nurse has a function as a driving factor in realizing a healthy society. Health workers have huge responsibilities, yet they must work professionally. They must also provide health services to the community patiently and "deliberately," considering the sick people most often encounter.² Sick people are physically disturbed. Of course, it will affect psychology, requiring professional services and pleasant health workers, especially nurses.³ The role of nurses is to treat patients and be community leaders, advocates, educators, and researchers. Patients often complain that nurses are irresponsible, take too long to examine them, are not friendly, ignorant, lack empathy for patients, and commit malpractice.⁴ Nurses in hospitals

often provide discriminatory services to patients, especially patients with low social and economic backgrounds. They have the main competencies of nursing care, which include promotive, preventive, curative (delegation & mandate), and health restoration.⁵ They also have clinical experts who can provide primary care at individual, family, and community levels.^{6,7}

Counterproductive work behavior is a habitual behavior deviant behavior committed by members of the organization, whether intentional or unintentional, that can harm the organization. According to Fox et al. (2001), counterproductive work behavior is a habit that hurts the organization and its members.⁸ Some ineffective work habits include using mobile phones during working hours, corporate internet abuse, physical abuse, verbal abuse, sabotage, refusing to cooperate, drug use, committing fraud, being late for work, accepting bribes, embezzling money, absenteeism, taking sabbaticals for no

apparent reason, and stealing corporate property.⁹⁻¹¹ A nurse's negative behavior is individual counterproductive behavior in the workplace. The Behavioral Style Assessment measures four dimensions of behavior.¹² Dominance is how one responds to problems and challenges; Influence is how one influences others to their point of view; Steadiness is how one responds to the pace of the environment; Compliance is how one responds to rules and procedures set by others. Individuals with a dominant personality are how a person responds to problems and challenges by using the characteristics of intelligence, and decisive.¹⁴

Sometimes the human personality can be a mystery and is misunderstood, becoming an area of stress that affects productivity and happiness. Although complex, it is predictable. Human character is not black and white. Marston (1928) introduced the four elements of human personality, applied to the DISC personality psychological test.¹⁴ Human personality types are divided into four

(dominance, influence, steadiness, and compliance). Everyone has a unique blend. Each personality type affects a person's life in many aspects, such as actions, communication, avoiding conflict, and more.¹⁵

The results of this study are expressed in Marston's book, *Emotions of Ordinary People*. He underlined a personality measurement tool known as the DISC Behavioral Profile System or the DISC Personality Model. The four dimensions used by John Cleaver based on Activity Vector Analysis are Aggressive, Sociable, Stable, and Avoidant. These four elements underlie DISC.¹⁶

DISC is a useful measuring tool for identifying a person's personality character quickly. A person's expertise in reading personality dynamics depicted on the external and internal personality charts is the key to the accuracy of the analysis. It includes recognizing a person's tendency to manipulate answers to a given questionnaire.¹⁷ Someone's personality will undoubtedly determine many aspects of his life. As stated decades ago by William Moulton Marston, a well-known psychologist in his day, this condition would also be related to their work potential. In 1928, William put forward the DISC theory, which became the first personality theory.¹⁸ These four elements underlie DISC. The four dimensions used by John Cleaver based on Activity Vector Analysis are Aggressive, Sociable, Stable, and avoidant. DISC can understand oneself, learn to understand others, find ways to overcome the conflicts encountered, improve communication skills, and provide direction on what areas need to be developed and minimize weaknesses. It is rare for someone to have absolute Dominance or Compliance. Therefore, online DISC test results usually describe how big someone's dominance, influence, steadiness, and compliance side is. It is not impossible that one of the DISC characters is much stronger than the others or has all four characters in the same proportion. DISC's characteristic description allows employees to adapt to different work environments, the service sector, and the social field.¹⁸ This study aims to determine the behavioral type of nurses based on the DISC application.

METHODS

This research used mixed methods. According to Creswell (2009), research design begins with data collection and analysis using quantitative procedures, then continues with data collection and analysis.¹⁹ Qualitative data collection used interviews to explore more deeply.²⁰ Quantitative approaches through descriptive analysis implemented a behavioral scale counterproductive and DISC personality profile using the DISC application. The research subjects were 35 nurses at Klaten Hospital who have worked there for at least two years. Employees are asked to fill out the DISC application provided by the researcher to find out the results of the personality behavior scale, then analyze the behavioral tendencies towards counterproductive. The focus of researchers was to determine the direction of the counterproductive behavior-based DISC behavioral scale so that there is a process of prevention first.

RESULTS

Descriptive results found that most health workers in the hospital had dominant personalities. This personality has a significant influence on emerging counterproductive behavior. The weak results found showed that nurses' counterproductive behavior was low. Once connected, compliance and steadiness personality types affected counterproductive behavior of nurses (Figure 1).

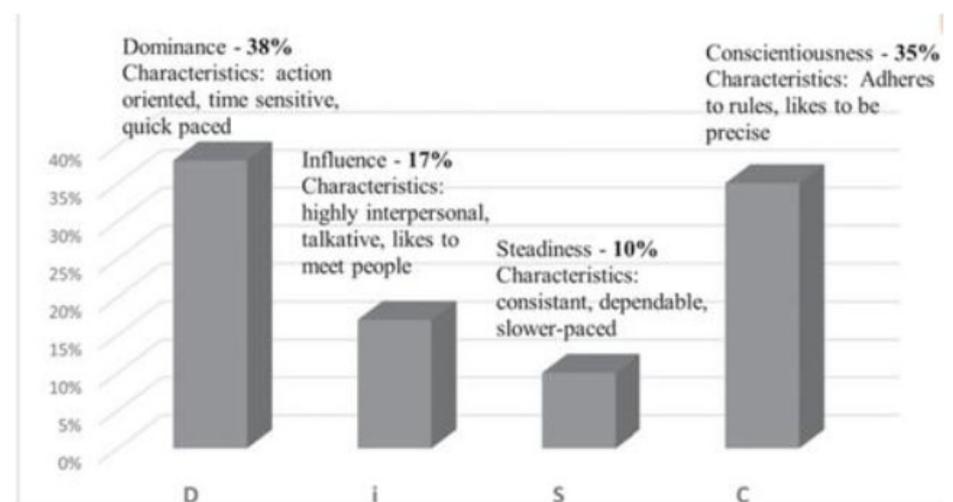


Figure 1. Type of nurses personality characteristics.

Dominant Type (Type D)

Being dominant is considered the captain. Values for being a leader and a person of significant influence accumulate in this type. People with this personality have a strong will, are resourceful and independent to realize all goals. This type is also happy with competitive situations, likes to argue, and is mentally worried about the influence of others.

Type D: The Strengths

This type has quite a lot of strength as well as being unique.^{21,22} Type D people tend to:

- Communicate directly using factual basis and informal language
- Have realistic orientation and expectations (imaginable within reach)
- Have a firm attitude
- Make a conclusive decision
- Motivate others by creating various competitive cultures
- Have the skills to direct others impersonally (in forums or publicly to many people) precisely and clearly
- Expresses a desire to control others and have the authority to manage.
- Be able to work under pressure

Type D: The Weaknesses

Despite having a strong personality, there are weak points in dominant people.^{23,24} Type D people tend to:

- Not involve other people when solving problems because they are considered slow

- Often ignore the details because they want something to happen in a short time
- Be impatient when giving detailed instructions to others
- Criticize people who have different views
- Avoid others to ask questions and discuss potential problems
- Be overly aggressive when others try to limit their authority

Behavioral Pattern Map

The behavior map has eight behavior zones. Each zone identifies a different combination of behavioral traits.²⁴ Peripheral descriptors describe how others typically view individuals with their style. The plot on the outer edge of the diamond identifies that one of the nursing style factors will dominate the other three. While moving towards the center of the map, two and three combine traits to moderate the intensity of the nurse's style within a specific behavioral zone (Figure 2).²⁴

The Scoring Legend

D = dominance (how to solve your problem); the i = influence/extroversion (how do you dealing with others); S = steadiness/patience (how you deal with your activity level); and C = compliance/structure (how you deal with "rules," details and focus on accuracy).

DISCUSSION

Emotional behavior can be categorized into four types when interacting with the environment. They are dominance (D), influence (I), steadiness (S), and compliance (C).^{21,25} These behaviors are categorized based on individual tendencies in addressing problems and how to respond to the surrounding environment. Differences in disc personality types can be seen from individual behavior tendencies. Type D people are assertive, ambitious, independent, competitive, challenger, fast in making decisions, the prosecution, impatient, and hate steady routines.²⁵ Type I people tend to be friendly, easy to get along with, entertain others, enthusiastic, optimistic, motivator, lack attention to detail, talk a lot, easy to forget, and often react overdoing something.

Type S people are patient, persistent, honest, accommodating, loyal, not too demanding, want to help others, do not like it with change, less enthusiastic, less assertive, tend to avoid conflict, moreover, are hard to prioritize. Type C people are conscientious, structured, be careful in making decisions.²⁵ They comply with superior/leader, are less flexible, defensive when criticized, follow the rules too much, and slow in completing tasks for paying too much attention to detail and perfectionist. Marston put forward the DISC theory in 1928. The DISC test instrument was created for the first time by Walter Clarke in 1956 and has continued to be developed by several researchers since then.²⁶

Hurlock (1968) said that in early adulthood (20-40 years), a person tends to fluctuate in practicing religious teachings to behave according to spiritual instructions and norms, starting to enter the world of work, trying to take part in society, and seek out fun social groups.²⁷ While in middle adulthood (40-60), psychologically more mature, one begins to consolidate religious teachings, achieve social responsibility, strengthen roles as adults, and achieve and maintain career achievements.²⁷

This study showed that the personality models of nurses were the dominant personality types, strong-willed, confident, and assertive. Individuals with this personality type always want to dominate in the workplace. They enjoy challenges and love to lead.²⁸ Individuals with dominant types like to manage everything themselves and be the one who decides everything necessary for the team. Therefore, the leadership position is suitable for people with this personality. They communicate directly and act consequentially, and are goal-oriented.^{29,30}

How does Type D develop?

Nurses with Type D personalities should do the following:

- Talk to other people to gain insight into details that may have been overlooked.
- When someone needs help, communicate intimately with that person.
- When they want to make significant changes that involve other people, try

to do it gradually and let others know first.

People with dominant personalities tend to be strong, independent, risk-takers, and have a high ego. They quickly get bored with routine, challenges, and innovation. This DISC personality also likes authority, responsibility, decision making, problem-solving, multi-tasking, and other activities where he can be dominant.³¹ This person adapts to different issues, improves patient outcomes, and increases staff retention and satisfaction.³²⁻³⁴ High dominance people will be assertive and direct. They are independent and ambitious. In problem-solving, this dominant type takes an active and quick approach to solving problems. They love dashing people and like challenges and competition. Others see them as strong-willed. Therefore, they want everything according to their will.³⁵ Successful leaders should be attentive to how unpredictable circumstances can significantly affect outcomes.

A dominant personality is firm and has a point nature. When one has this personality, he is usually more skilled at doing activities without the help of others. Besides, this personality is identical to active and not afraid of conflict. Individuals with this personality are the fastest in solving problems. Thus, individuals with this personality will prefer to move other people than to be moved by others. It is not strange that individuals who have this personality tend to be the leader of their group. With effective "attribute-flexing" from leaders, the outcomes can be positive.^{25,36}

CONCLUSION

Characteristics of respondents at Klaten Hospital consisted of dominance and conscientiousness. Seen from the behavioral tendencies of respondents who have a personality type D and type C are quite dominant, which mostly consists of hospital executives. Hospital executives who support nurses and nurse leaders should be self-aware of the natural behaviors of their nurse leaders.

CONFLICT OF INTEREST

The authors reported no potential conflict of interest.

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ETHICS APPROVAL

This study is supported by ethics approval No.1794/KEP-UNISA/V/2021 from Universitas Aisyiyah Yogyakarta (UNISA) Ethics Committee.

AUTHOR CONTRIBUTION

The author confirms contribution to the paper as follows: data collection, analysis and interpretation of the result, reviewed the results and approved the manuscript's final.

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