

THE USE OF DOMINANCE, INFLUENCE, STEADINESS, AND COMPLIANCE (DISC) PERSONALITY TEST IN THE ASSESSMENT OF NURSES' PERSONAL CHARACTERISTICS

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ABSTRACT

A person's personality may indicate whether or not they indulge in unproductive behavior. An individual's work approach, performance limitations, and performance faults are directly correlated with his or her personality type. The Dominance, Influence, Steadiness, and Compliance (DISC) personality test is one of the instruments used to identify personality types in work behavior. The DISC test assists organizations in describing personality characteristics, making decisions, and communicating with team members and stakeholders. Organizations and managers are able to determine the strengths and weaknesses of the personality types of the individuals they employ using a personality assessment test. This study examined the predominant forms of work behavior exhibited by experienced nurses on the job. This involved 65 nurses from one of Central Java's Islamic hospitals. This study used the DISC profile to assess nurse's personal characteristics. The results showed that 61% of respondents received the maximum possible score for Steadiness, according to the results of this study. They had a dependable, trustworthy, good listener, patient, empathetic, and cordial personalities, which qualified them for the nurse position. Overall, the nurses met the personal characteristics criteria to be a nurse.

Keywords: *Characteristics; DISC; nurse; personality*



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INTRODUCTION

Indonesian Government reveals that health workers, especially nurses, must provide the greatest health services to the community to make people more informed, willing, and eager to live healthy lifestyles. Nurses help to build healthy societies. Health care professionals must act appropriately despite having many responsibilities. (Republic of Indonesia Law, 2014). Due to the high frequency of illness, they must provide health care with patience and "deliberation" (Lu et al., 2019). Illness leads to physical pain. It will have psychological effects, necessitating skilled services and amiable health personnel, especially nurses. Based on that,

nurses should receive specific attention to improve their training and to support systems, such as welfare, incentives, and counseling (Rathnayake et al., 2021).

Along with providing nursing care, nurses also serve as educators, researchers, community leaders, and advocates. Patients commonly complain that nurses do not listen, examine them too long, are hostile, ignorant, less empathy, and engage in malpractice (AL-Dossary, 2017). Hospital nurses frequently discriminate against low-income patients. They can promote, prevent, treat (delegate and command), and recover to patients' illness (Aini, 2018a). When they have

clinical specialists, nurses are able to provide primary care to individuals, families, and communities (Hojat et al., 2013).

Counterproductive work behavior—intentional or unintentional—harms the organization. (Merrill, 2015). Rathnayake et al., (2021) suggest that counterproductive work behavior is one thing that may hurt both the organization and its employees (Rathnayake et al., 2021). Ineffective work habits include using cell phones at work, abusing the company internet, being physically or verbally abusive, sabotaging, refusing to work with others, using drugs, committing fraud, being late to work, accepting bribes, embezzling money, being absent for no reason, taking sabbaticals, and stealing corporate properties (Anjum & Parvez, 2013).

A nurse's negative behavior at work is an illustration of people act counterproductively. The Behavioral Style Assessment examined four parts of a person's behavior (Keogh et al., 2019). Dominance is how one manages challenges and adversities; Influence is the process of persuading others to agree with one's viewpoint; Compliance is how one response to the norms and procedures established by others, whereas Steadiness is how one responds to the tempo of the environment. Individuals with a dominating personality are intelligent and resolute in their approach to resolve problems and overcome the obstacles (Rathnayake et al., 2021).

Occasionally, Human nature can be mysterious and misunderstood, which can be a source of anxiety that prevents enjoyment and productivity. It is predictable despite its intricacy. Personality is not binary in nature. The DISC personality test was adapted from Marston's (1928) presentation of the four components of human personality (Fuqua & Bryan, 2017). Four personality types exist among humans (Dominance, Influence, Steadiness, and Compliance). Everyone has a unique blend. Each personality type influences a person's life in numerous ways, including actions, communication, conflict avoidance, and others (Diab-Bahman, 2021). The findings of this study are described fully in the book *Emotions of Ordinary People* (Aini, 2021). This book emphasized the DISC Behavioral Profile System or DISC Personality Model as a personality evaluation instrument. John Cleaver employs four dimensions based on Activity Vector Analysis: Aggressive, Sociable, Stable, and Avoidant. These four aspects underlie DISC (Mardiansyah et al., 2014).

DISC is a useful tools of fast determination of a person's personality. The ability to interpret the internal and external personality charts that display personality dynamics is crucial for analysis's accuracy. It entails recognizing an individual's propensity to manipulate responses on a certain questionnaire (Bell et al., 2011; KL et al., 2015).

A person's personality will undoubtedly affect many aspects of their life. This condition is also related to their employment prospects. William Moulton Marston proposed the DISC theory in 1928, which became the first personality theory and is still extensively utilized until today (Milne et al., 2019). Foundational DISC is these four factors including aggressive, sociable, stable, and avoidant used by John Cleaver based on Activity Vector Analysis. DISC is a tool that can be used to better understand oneself, understand others, find answers to issues that come up, develop better at communicating, and gain feedback on what qualities of oneself need to be enhanced and minimized. An individual rarely possesses perfect Dominance or Compliance. As an outcome, the results of an online DISC test frequently reflect an individual's

degree of Dominance, Influence, Steadiness, and Compliance. It is possible for one of four DISC characters to be significantly more powerful than the others or for the proportions of the similar characters. People who possess the DISC characteristic description can adapt to a variety of situations in the workplace, service sector, and social framework (Diab-Bahman, 2021).

The implementation of the research showed that the The DISC Personality Test proved extremely effective. This personality test produces a more accurate profile of the user's personality. In addition to individual interests, the evaluation method served as a reference in the formation of a division of labor team to provide a consideration in motivating nurses, and adding information about the strengths and weaknesses of their abilities. The personality assessment process was considered in the nurse recruitment process so that it was adjusted to the field that requires that type of personality (Furnham et al., 2009; Slowikowski, 2005). Thus, it is crucial to examine the predominant forms of work behavior exhibited by experienced nurses on the job.

METHOD

Study design

This study used a quantitative research approach applying a descriptive correlational design. This study was conducted in between January and May 2021.

Samples

The sampling technique used the Slovin's formula as follows:

$$n = \frac{N}{N \cdot d^2 + 1}$$

Where :

n = number of samples

N = total population

d^2 = precision (set 10% with 95% confidence)

Based on this formula, the number of samples was obtained as follows:

$$n = \frac{N}{N \cdot d^2 + 1}$$

$$= \frac{186}{(186) \cdot (0,1)^2 + 1}$$

$$= 65,03 \approx 65 \text{ respondents.}$$

There were sixty-five respondents from one of Central Java's Islamic hospitals were participated in this study.

Nurses who work in hospitals and who agree to participate in the study, and graduated minimum diploma in nursing are eligible to be included in this study. On the contrary, nurses who were on leave and withdrawal from this study were excluded on this study.

Instruments

Data were collected using questionnaires set which consist of demographic data and the DISC Personality Test (Aini, 2021). The questionnaires were provided in online version so respondents may access in the Google Play store (<https://play.google.com/store/apps/details?id=com.flege.disc-test>). (Aini, 2021).

Data collection

The researchers provided sufficient information about the study aim, procedures, benefits, and risk to prospective

respondents. Then, prospective respondents who willing to participate in this study signed the informed consent. The researchers provided information about the DISC application to respondents, how to access and filled out the questionnaire. It required around 10 minutes to filled out the questionnaire.

Data analysis

In this study, the researchers employed a combination of primary and secondary data evaluation and quantitative analysis. A univariate test was used to examine the acquired data, and the results were presented in a table with frequencies and percentages.

Ethical consideration

This research passed the ethics examination and was awarded certificate number 1794/KEP-UNISA/V/2021 from the Health Research Ethics Commission of the Universitas Aisyiyah Yogyakarta.

RESULTS

The average age of the respondents is 39.10 years, with the earliest respondent being 24 years old and the oldest being 56 years old, as shown in Table 1. The majority of the 41 respondents are female (63,1%). With 43 respondents (66,1%), those with a D3 degree were the most educated group. The majority of respondents (81,5%) had worked at the health center for more than five years, with a total of 53 respondents. Based on the employment unit, the majority of respondents, 34 (52,3%), were outpatient nurses. According to Erikson's developmental age categories, the majority of respondents, which are 41 nurses (63,1%), entered the early adult developmental age.

Table 1. Characteristics of Respondent (n=65)

Variable	n	Percentage (%)
Age	39.10; 24-56 *)	
Type Sex		
Man	24	36,9
Woman	41	63,1
Education		
Diploma	43	66,1
Professional Nurse	22	33,9
Long Work		
Less than 5 years	12	18,5
More than 5 years	53	81,5
Work unit		
Dentistry nurse	5	7,7
Outpatient Nurse	34	52,3
Inpatient Nurse	16	24,6
ER nurse	10	15,4
Age (Erikson)		
Early Adult (19 – 40 years)	41	63,1
Mature Madya (40 – 60 years)	24	36,9

As depicted in the accompanying graph, steadiness is a relatively prevalent trait among nurses, who comprise around 61% of the nursing workforce, as shown in Figure 1. The great majority of persons employed in the nursing profession are registered nurses. A severe lack of variety.

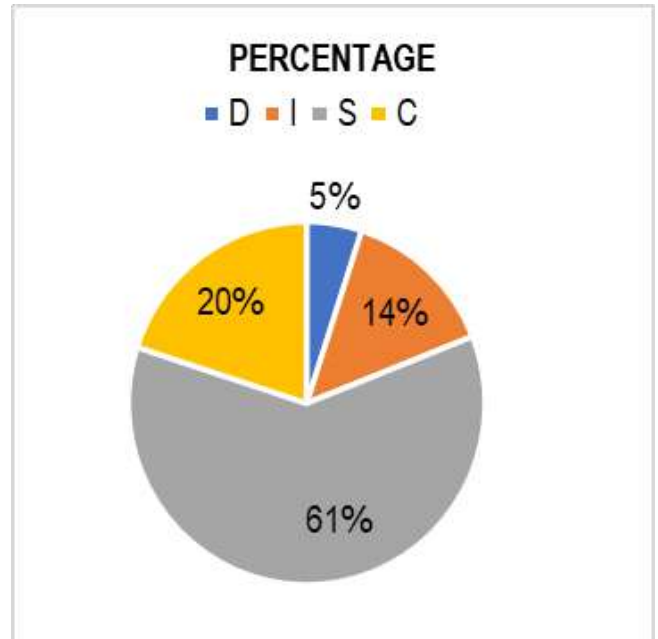


Figure 1. Percentage of Respondents' DISC Personality

Personality profiles could be category according to the ward/work unit in the hospital. There were 34% of respondents work inpatient care, as shown in Figure 2.

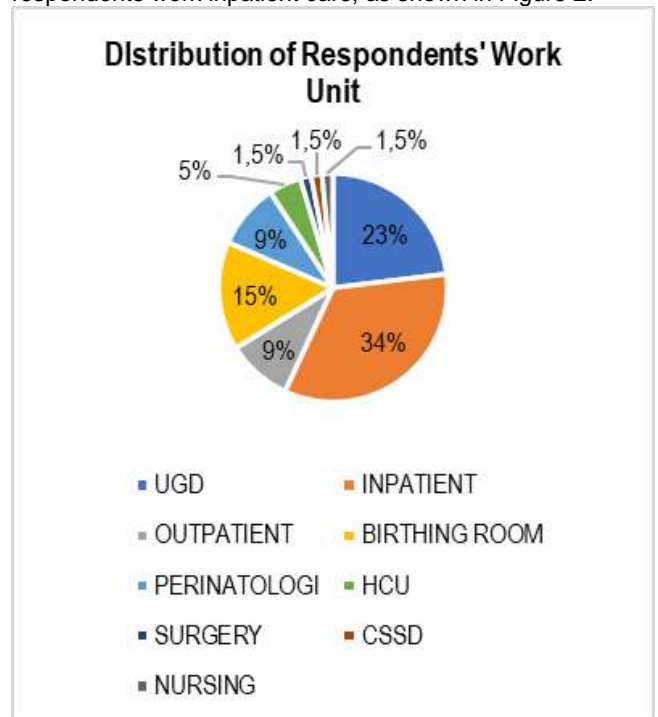


Figure 2. Distribution Respondent's Work Unit

There were 72.73 % of respondents working inpatient ward had steady personalities, 13.33% had influence personalities, and none had a dominant personality type, as shown in Figure 3.

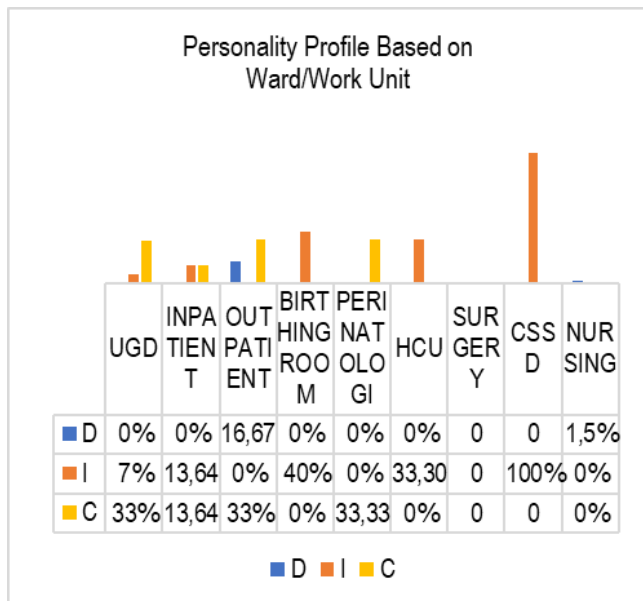


Figure 3. Respondent's Personality Profile Based Work Unit

DISCUSSION

According to the data, the majority of respondents had type S (steadiness) and followed by type C (compliance) personality. This demonstrates that nurses have an appropriate personality type as service providers who treat patients with nursing care. Team members of the stability personality type are trustworthy and dependable, obedient, good listeners, patient, empathic, and friendly. However, the steadiness type's weaknesses are an aversion to change, slowness to change, sensitivity to criticism, and inability to define priorities. This type's most significant concern is losing their sense of security, and they generally prefer to remain within their comfort zone. (Aini, 2021). The qualities of this sort of compliance are highly suited to the nurses profession, particularly in terms of work that demands regularity, precision, and correctness, with a focus on Standard Operating Procedures (SOP) when providing nursing and midwifery care (Merrill, 2015).

When nurses are categorized by gender, age, and workplace, the stability personality type remains the most prevalent, followed by the compliance personality type. There are only three individuals with this form of dominance, two of them are a senior nurse over the age of 40 and one under the age of 30. There are only a few forms of domination that dare to make decisions and are structured, goal-oriented, and innovative among nursing management and senior nurses. In addition, only one nurse with the dominant personality type is younger than thirty years old. A person enjoys socializing and leading others by invitation (persuasive) and is generally outgoing. Influence types are those who tend to engage in interpersonal behavior; surprisingly, they are extroverted and ready to amuse. (Mardiansyah et al., 2014).

Types C and S are the most suitable personality types for the nurse professions. The constancy personality type is an absolute personality type that nurses must possess (Sovia et al., 2019). A well-balanced team is required in a group. A service providers team with a well-balanced personality will produce more productive outcomes than one with an unbalanced character (Wiley, 2013).

When interacting with the environment, there are four different types of expressive behavior to consider. These

personality characteristics are Dominance (D), Influence (I), Stability (S), and Compliance (C) (Anirudh Bhardwaj VIT Chennai et al., 2017; Scullard & Baum, 2015; Wiley, 2013). These behaviors are based on an individual's propensity for problem-solving and response to the region's surroundings. Marston first up the DISC theory in 1928, but The DISC test instrument was first developed by Walter Clarke in 1956, and several researchers have subsequently proceeded to improve it. (Milne et al., 2019; Yanuari, 2015).

In early adulthood (20-40 years), A person's behavior tends to fluctuate between following religious teachings and acting in accordance with spiritual guidelines and norms, starting a job, making an effort to fit in, and looking for enjoyable social groups (Harris, 2017). When a person is psychologically more developed during middle adulthood (40-60), they start to focus their social skills, develop their sense of responsibility, and establish adult roles, and attain and maintain career success (Aini, 2018a).

The Dominance personality type constantly investigates for workplace authority. They relish challenges and adore leadership (Kouzes & Posner, 2007). Individuals with dominating personality types like managing everything individually and making all required team decisions (Diab-Bahman, 2021). Therefore, this personality type is appropriate for leadership positions. They have goal-orientation, direct-communication, and proper action (Carnevale, Anthony P. | Smith, Nicole | Gulish, 2015; Feather et al., 2015). The leader with the type C and type D characteristics tend to encourage and treat employees with kindness and compassion without leaving a firm impression (Aini, 2021). The leader not only being firm and professional, but also be able to motivate subordinates so that the work program that has been determined can run successfully (Aini, 2018b). The implementation of continuous assessment and training also needs to be carried out in order to improve the abilities and skills of both leaders and subordinates (Aini, 2018a). The limitation of this research was that the characteristics or personality of a person was not only limited to the results of the DISC personality assessment but many other factors.

CONCLUSION AND RECOMMENDATION

This research has proven that the DISC Personality test using the "DISC Profile" app is an excellent tool to assess individual behavioral profiles. Hospitals' management may use the DISC Personality Test to assess their health care providers' personality in order to place them correctly based on their strengths and weakness.

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