

## RELATIONSHIP BETWEEN PERSONALITY AND PROSOCIAL BEHAVIOR TENDENCY IN TRANSJAKARTA USER EMPLOYEES

Dana Kristina Uli S.<sup>1</sup>, Diah Ayu Setiarini<sup>2</sup> & Greta Aryuan<sup>3</sup>

Email : dana.siburian.ds@gmail.com<sup>1</sup>, diahayus1996@gmail.com<sup>2</sup> & gretaryuan@gmail.com<sup>3</sup>

Faculty of Psychology

Program Study Masters of Psychology

Persada Indonesia University Y.A.I. Jakarta, INDONESIA

### ABSTRACT

Prosocial behavior is a topic of concern lately. In public transportation, especially TransJakarta, there are still users who do not provide seats for priority groups. The purpose of this study was to determine how big the role of each Big Five personality factor is on prosocial behavior in TransJakarta employee users. The respondents of this study were 85 TransJakarta employee users consisting of 67 women and 18 men. The method used in this study is a quantitative research method. Data analysis was carried out by bivariate correlation test with the help of SPSS version 22 statistical data processing software. From the results of the research data analysis, a significance value was obtained between neuroticism and the tendency of prosocial behavior in TransJakarta employee users of 0.000, which indicates that there is a correlation between neuroticism and the tendency of prosocial behavior. The significance value between extraversion and prosocial 0.000 indicates that there is a correlation between extraversion and the tendency of prosocial behavior. The correlation value between agreeableness and the tendency of prosocial behavior is 0.000 indicating that there is a significant correlation between agreeableness and the tendency of prosocial behavior. The significance value between openness to experience and the tendency of prosocial behavior is 0.000 indicating that there is a significant correlation between openness to experience and the tendency of prosocial behavior. The significance value between conscientiousness and the tendency of prosocial behavior is 0.000 indicating that there is a correlation between conscientiousness and the tendency of prosocial behavior.

**Keywords:** Personality, Prosocial Behavior Tendency, TransJakarta User Employees.

### INTRODUCTION

As the population of Indonesia grows, the need for work also increases. Residents who live in suburban areas often travel to the city to meet work needs that are only available in urban areas. Thus, transportation services are important in everyday life.

The increasing number of people using transportation services has resulted in congestion in Indonesia. Jakarta is ranked 22nd in terms of congestion in Asia (Handoko, 2017). The Indonesian government has created many alternatives to overcome congestion, such as creating a public transportation mode, namely the busway or TransJakarta. TransJakarta is the first Bus Rapid Transit (BRT) transportation system in Southeast and South Asia with the longest route in the world (208 km). This BRT system is designed based on the Transmilenio system in Bogota, Colombia. As of February 1, 2004, TransJakarta has officially been operating. TransJakarta has 15 main corridors spread throughout the Jakarta area (TransJakarta.co.id).

In the TransJakarta bus there are priority seats located behind the driver or next to the entrance of the TransJakarta bus. On the priority seats, a board has been provided stating that the seats are prioritized for the elderly, pregnant women, the disabled or physically challenged, and

mothers carrying small children, but often the board is not read, so that many people with special needs are not given seats by adults or normal and healthy teenagers. In addition, people who sit in priority seats usually close their eyes. Not all of them are actually asleep. They just don't want their comfort to be disturbed, especially if an elderly person enters the bus (Anjani, 2017).

The Indonesian Consumer Foundation (YLKI) stated that there are still many public transportation users who do not understand the priority seating area for people with special needs. Regulations on priority seating for people with special needs, especially for people with disabilities, have existed, such as Law Number 25 of 2009 concerning Public Services (Prihantoro, 2014). In 2017, there was an incident involving a TransJakarta user who did not care while riding the TransJakarta. At that time, a woman wearing a hijab was sitting on a priority seat on a bus from JCC Senayan to Palem Semi Karawaci and the bus was full at that time and there were no empty seats. At the same time, there was an elderly mother carrying a toddler in her arms. The woman wearing a hijab did not want to give up the priority seat to the mother carrying the toddler, even though she had been reprimanded, shouted at, and even recorded by one of the passengers, she remained silent on the priority seat. Another passenger finally sacrificed and gave up a seat for the mother carrying the toddler. The officer had appealed to those sitting in priority seats to stand up and give priority seats to the elderly mother and child (Zakiya, 2017). One of the vocational school students, Linda (15), also saw a pregnant woman who did not get a seat because the bus was crowded and crowded (Pramita, 2017).

What distinguishes humans from other living things is the ability to help each other when they see someone else in need and do good to others, also known as prosocial behavior (Wisudiani & Fardana, 2014). Prosocial behavior refers to voluntary actions intended to help or benefit another individual or group. They do this voluntarily and without coercion. Although prosocial has positive consequences for others, they can do it for various reasons. When someone gives, shares, entertains others, they have hidden motives (Eissenbreg & Mussen, 1990). The intended prosocial behavior is to improve the situation of the recipient of the assistance. Prosocial focuses on spontaneous helping behavior. Helping behavior that is done intentionally is different from helping behavior that is done spontaneously. Prosocial behavior is based on ego motivation (Biernoff, 2002).

According to Mussen and Eisenberg (in Belgrave, Nguyen, Johnson & Hood, 2010) prosocial behavior is a voluntary action intended to benefit another individual or group of individuals. Social behavior in children and adolescents is such as giving, caring, cooperative and seeing perspective. Prosocial behavior does not just appear, there are factors that support the emergence of prosocial behavior. According to Mussen and Eisenberg (1990) individual characteristic factors, one of which is the personality factor that has a tendency towards individuals in prosocial behavior. Behavior is determined by personality, namely psychological traits and 5 individual mechanisms that are organized and relatively eternal and influence interactions with the social environment (Shah, 2016). Personality is a relatively permanent pattern within an individual that produces several consistent measures of behavior (Feist & Feist, 2014).

Personality according to Murray (in Hall & Lindzey, 1993) is a function that organizes or directs within an individual. Its tasks include integrating conflicts and obstacles faced by individuals. The term personality is often understood in terms of social attraction (Shah & Rizvi, 2016). Child (in Eyesnck, 2004) said that personality is an internal factor that is more or less stable, which makes a person's behavior consistent from one time to another, and different from

the behavior of others in comparable situations.

Fieldman (2005) said that there are several approaches to understanding personality, one of which is by using trait theory. The famous trait theory is the big five personality or FFM (Five factor Model) developed by McCrae and Costa, they try to identify the basic nature of an individual's personality and can predict and explain behavior (Feist & Feist, 2014). In the Five Factor Model (FFM), personality traits are described in the form of five basic dimensions (McCrae & Costa in Pervin, 2005). The five basic dimensions are first, neuroticism is an individual who has problems with negative emotions such as worry. Second, extraversion is an individual who has positive emotions, is energetic, likes to socialize, is interested in many things and is friendly with others. Third, openness to experience is an individual who has the capacity to absorb information, focus on various thoughts and feelings. Fourth, agreeableness is an individual who is friendly, humble, not demanding, avoids conflict and has a tendency to follow others. Fifth, conscientiousness is an individual who has control over the social environment, follows rules and norms, is planned and prioritizes tasks.

## RESEARCH METHODS

Data collection in this study uses a Likert scale model. Statements consisting of two types of statements, namely, favorable statements (statements that support the scale), Subjects will be taken around the Gunadarma campus by asking for help from friends who are already working and have friends who have characteristics according to the subject. Researchers will also distribute online using google form.

The population used in this study were Transjakarta users. The sample characteristics were employees in the early adulthood age range, namely early adulthood ranging from 20 to 40 years (Pappalia & Feldman, 2014), using Transjakarta as a daily vehicle to work, and having used TransJakarta for more than 3 months. Based on the existing phenomenon, more employees use TransJakarta and use this transportation almost every day. The sampling technique used in this study was purposive sampling. The purposive sampling technique is a sampling determination technique with certain considerations (Sugiyono, 2016). The number of samples used in this study was 100 people.

Prosocial behavior in this study was measured using a scale of prosocial behavioral tendencies based on aspects of Staub (1978). The prosocial behavior measurement tool used in this study was the prosocial behavior scale from David's research (2012), the researcher modified it according to the purpose of this study. The big five personality measurement tool is called NEO-PI-R which is an adaptation of the IPIP (International Personality Item Pool) organization.

This study uses content validity and logical validity. Content validity is validity estimated through testing the feasibility or relevance of the test content through expert judgment. In this study, the item discrimination power test was conducted, the alignment of the item function with the test measurement function was carried out by calculating the correlation coefficient between the distribution of scores on the item and the distribution of the total test score itself. All items that achieve a minimum correlation coefficient of  $\geq 0.30$  are declared to have met the psychometric requirements as part of the test. This study uses internal consistency. Internal consistency analyzes the distribution of item scores or the distribution of item group scores, not through analysis of test scores. A measuring instrument is considered reliable if it has a Cronbach's Alpha score of  $\geq 0.70$ .

## RESULTS AND DISCUSSION

Validity, item discrimination power, reliability, normality and linearity on the prosocial behavior tendency scale and the big five personality are as follows:

### a. Prosocial behavioral tendencies

Based on the results of the item discrimination power test on the prosocial behavioral tendencies scale, out of 36 items, 27 items met the criteria, and 9 items did not meet the criteria because the correlation coefficient was below 0.30. Twenty-seven good items had a total item correlation between 0.321 and 0.654. The reliability test of the prosocial behavioral tendencies scale showed that the scale score of the prosocial behavioral tendencies scale variable was 0.888.

Based on the normality test on the prosocial behavioral tendencies scale, the normality results showed a statistical score of 0.101 with a significance of 0.032 ( $p \geq 0.05$ ).

### b. Big Five Personality Scale (NEO-PI-R)

In the Extraversion aspect, the total item correlation on the power of the items moves between 0.380 to 0.595. Furthermore, Openness to Experience The total item correlation on the items moves between 0.392 to 0.527. In the Agreeableness aspect, the total item correlation on the items moves between 0.323 to 0.606. In the Conscientiousness aspect, the total item correlation on the items moves between 0.305 to 0.685.

The reliability test on the Neuroticism aspect obtained a reliability of 0.829. Furthermore, on the Extraversion aspect, a reliability of 0.702 was obtained. On the Openness to Experience aspect, a reliability of 0.749 was obtained, while on the Agreeableness aspect, a reliability of 0.781 was obtained. In the Conscientiousness aspect, the reliability was obtained at 0.774. Based on the normality test on each aspect of the big five personality scale (NEO-PI-R), the normality results obtained for the neuroticism aspect were 0.109 with a significance of 0.014 ( $p < 0.05$ ). In the extraversion aspect, a statistical score of 0.067 was obtained and had a significance value of 0.200 ( $p < 0.05$ ). The agreeableness aspect was 0.111 with a significance value of 0.011 ( $p < 0.05$ ). The openness to experience aspect was obtained with a score of 0.103 and had a significance value of 0.025. The conscientiousness aspect was obtained with a score of 0.084 with a significance value of 0.200 ( $p < 0.05$ ).

### c. Hypothesis Testing

The hypothesis to be tested in this study is:

1. There is a negative relationship between neuroticism and the tendency of prosocial behavior in TransJakarta user employees.
2. There is a positive relationship between extraversion and the tendency of prosocial behavior in TransJakarta user employees.
3. There is a positive relationship between openness to experience and the tendency of prosocial behavior in TransJakarta user employees.
4. There is a positive relationship between agreeableness and the tendency of prosocial behavior in TransJakarta user employees.
5. There is a positive relationship between conscientiousness and the tendency of prosocial behavior in TransJakarta user employees.

This study conducted a hypothesis test with an analysis using parametric tests with the Pearson bivariate product moment correlation technique, using SPSS version 22 for Windows.

## Correlation Results of Big Five Personality with Prosocial Behavior Tendency

		Prosocial Tendencies	Behavioral
Neuroticism	Coefficient	0,000	
	Sig (1-tailed)	-0,423	
Extraversion	Coefficient	0,000	
	Sig (1-tailed)	0,405	
Agreeableness	Coefficient	0,571	
	Sig (1-tailed)	0,000	
Openess to Experience	Coefficient	0,458	
	Sig (1-tailed)	0,000	
Conscientiousness	Coefficient	0,392	
	Sig (1-tailed)	0,000	

Based on the data analysis conducted with Pearson product moment correlation, the correlation result between neuroticism and the tendency of prosocial behavior was -0.423 with a significance level of 0.000 ( $p < 0.05$ ). Based on the data analysis conducted with Pearson product moment correlation, the correlation result between extraversion and the tendency of prosocial behavior was 0.405 with a significance level of 0.000 ( $p < 0.05$ ). Based on the data analysis conducted with Pearson product moment correlation, the correlation value between agreeableness and the tendency of prosocial behavior was 0.571 with a significance level of 0.000. Based on the data analysis conducted with Pearson product moment correlation, the correlation between openness to experience and the tendency of prosocial behavior was 0.458 with a significance level of 0.000 ( $p < 0.05$ ). Based on data analysis conducted using Pearson product moment correlation, the correlation value between conscientiousness and prosocial behavior tendency was 0.392 with a significance level of 0.000 ( $p < 0.05$ ). It can be concluded that all hypotheses are accepted and significant.

## SUGGESTIONS AND CONCLUSIONS

The results of this study indicate that of the five hypotheses proposed in this study, all five hypotheses are accepted. Agreeableness has the largest role in the tendency of prosocial behavior with a correlation value of 0.571, then openness to experience with a correlation value of 0.458, then on the neuroticism aspect with a correlation value of -0.423, extraversion with a correlation value of 0.405, and conscientiousness has the smallest role in the tendency of prosocial behavior. The tendency of prosocial, agreeableness, conscientiousness is in the high category, while extraversion, neuroticism, openness to experience is in the medium category.

Suggestions for further research, it is better to consider other variables that influence the tendency of prosocial behavior and the subjects selected should not only be specific to TransJakarta user employees, so that a broader picture can be obtained regarding the big five personality traits towards the tendency of prosocial behavior.

## BIBLIOGRAPHY

- Belgrave, F.Z., Hood, K., Johnson, J.L., & Nguyen, B.A. (2010). *Who is Likely to help and hurt? Profiles of African American Adolescents with Prosocial and Aggressive Behavior*. New York: Journal of Youth Adolescence. 40, 1012-1024.
- Bierhoff, H.W. (2002). *Prosocial Behavior*. New York : Psychology Press.
- Eisenberg, N., & Mussen, P.H. (1990). *The Roots of Prosocial Behavior in Children*. New York: Cambridge University Press.
- Feldman, R.S. (2005). *Essentials of Understanding Psychology*. New York: McGraw Hill.



- Fiest, J., & Fiest, J. (2014). *Personality Theory*. Jakarta: Salemba Humaika.
- Hardoko. (2017). *Jakarta's Traffic Jam Ranks 22nd in the World*.  
<http://nasional.kompas.com/read/2017/02/21/15251811/soal.kemacetan.jakarta.duduki.peringkat.ke-22.di.dunia>.
- Hall, C.S., & Lindzey, G. (1993). *Personality Psychology 2 Holistic Theories (Organismic-Phenomenological)*. Yogyakarta: Kanisius Publisher.
- Pervin, L.A. (2010). *Handbook of Personality: Theory and Research*. New York: Gilford.
- Papalia, D.E., Feldman, R.D. (2014). *Experience Human Development [Menyelami Pengembangan Manusia]*. (Translated by: F. Herarti). Jakarta: Salemba Hunamika.
- Staub, E. (1978). *Positive Social Behavior and Morality: Social and Personal Influences*. London: Academic Press.
- Sugiyono. (2016). *Quantitative, Qualitative and R&D Research Methods*. Bandung: Alfabeta Publisher.
- Shah, A.M., & Dr. Rizvi., T. (2016). *Prosocial Behavior and Big Five-Factor Model of Personality: A Theoretical Review*. International Journal of Indian Psychology. 4. Issue 1.80. 2349-3429.
- Wisudiani, R., & Fardana, N.A. (2014). *The Relationship between Big Five Personality Factors and Prosocial Behavior in Nursing Students*. Journal of Personality and Social Psychology. Vol.03 No. 01.
- Wisudiani, R., & Fardana, N.A. (2014). *The Relationship between Big Five Personality Factors and Prosocial Behavior in Nursing Students*. Journal of Personality and Social Psychology. Vol.03 No. 01.
- Wresti. (2011). *Transjakarta User Behavior is Also Bad*.  
<http://megapolitankompas.com/read/2011/10/27/11134375/Perilaku.Pengguna.Transjakarta.Juga.Buruk> uploaded on April 9, 2017.