

Assessment of Organizational Citizenship Behavior

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Abstract— Organization Citizenship Behavior is relatively a new concept it is defined as a workplace behavior by which employees every age group can exceed one job's requirement. Organizations could not survive without their employees or members until and unless they behave as a good citizen and engage themselves in all sort of positive attitude and behaviors. The importance of good citizenship in an organization, and understanding its nature and sources of it has been a high priority for the researchers and will always be. It has been defined on various dimensional concept that will include all positive organizational relevant behavior that will include the traditional role, political behavior, as well as full and responsible organizational participation.

I. INTRODUCTION

Organization Citizenship Behavior is relatively a new concept it is defined as a workplace behavior by which employees every age group can exceed one job's requirement. Organizations could not survive without their employees or members until and unless they behave as a good citizen and engage themselves in all sort of positive attitude and behaviors. The importance of good citizenship in an organization, and understanding its nature and sources of it has been a high priority for the researchers and will always be. It has been defined on various dimensional concept that will include all positive organizational relevant behavior that will include the traditional role, political behavior, as well as full and responsible organizational participation.

II. LITERATURE REVIEW

According to Min-Huei .Chien (2003), in the study titled" A Study To Improve Organizational Citizenship Behaviors" has defined Organization Citizenship Behavior as an action where in employees are willing to move ahead and beyond their roles prerequisites. The main focus of the paper was to formulate a plan of having continual OCB with usage of formal and informal setting at workplace. OCB always considered as a salient feature of organization behavior. This paper clears the terminology of the OCB as individual unit and organizational performance, and defines a strong relationship among the organizational effectiveness and OCB.

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According to Sangya Dash and Rabindra Kumar Pradhan (2014), in the study title" Determinants & Consequences of Organizational Citizenship Behavior: A Theoretical Framework for Indian Manufacturing Organizations" has proposed a conceptual model for the Indian Business Organization on OCB. This model defines the various determinants of OCB which includes job embeddedness, human resource practices, and employee engagement. The Researcher has concluded that in the organization, high employee retention, job satisfaction and low absenteeism have been used as a positive consequences and work-family conflict and role overload as negative consequences. This will guide the researchers and management expert to understand the role of OCB in producing better results for business organizations.

According to N. Jahangir, MM. Akbar, M.Haq(2004), in the study titled "Organizational Citizenship Behavior: Its Nature And Antecedents" clearly defines that Antecedents to OCB are the factors that will either enhance or hinder the level with which employee perform in an organization. Apart from the various traditional measures of employee productivity, it is very important for the managers to monitor the set of work behaviors that goes beyond the employee role description but in turn must contribute to the effectiveness of the organization.

According to PM. Podsakoff, SB. Mackenzie, JB. Paine, DG.Bachrach(2000), in the study titled " Organizational Citizenship Behaviors: A critical review of the theoretical and empirical literature and suggestions for future research ". This paper evaluates various literature on organizational citizenship behavior and other, related concepts available to it. More specifically, it: explores the various similarities and differences between the different forms of "citizenship" behavior constructs being identified and summarizes the findings of both the antecedents and consequences of OCB and identifies the several directions available for future research.

According to Hasan Ali Al-Zu'bi(2011), in the study titled "Organizational Citizenship Behavior and Impacts on Knowledge Sharing: An Empirical Study" The main focus of the study is to scrutinize the Influence of Organizational Citizenship Behavior by five dimensions such as courtesy, altruism, sportsmanship, conscientiousness, and civic virtue on Knowledge sharing specifically in pharmaceutical industries. Researcher had distributed the questionnaire to 205 employees with 189 employee answer considered in return. The examination of responses revealed that dimensions of organizational citizenship behaviour Sportsmanship, Conscientiousness, and Altruism respectively had more impact on the knowledge sharing.

III. OBJECTIVES

To know about the professional relevance of Experience in Organizational citizenship behaviour.

To get insight about perception of employees about work ethics.

To determine the degree of employee satisfaction and loyalty.

IV. METHODOLOGY

4.1 Type of Research

The type of research used in the study is Qualitative Research. Qualitative research is collecting, analyzing and interpreting data by observing what people do and say. Qualitative research is much more subjective and uses very different methods of collecting information, mainly individual, in depth interviews and focus groups. The nature of this type of research is exploratory and open ended. Small numbers of people are interviewed in depth and or a relatively small number of focus groups are conducted.

4.2 Data Sources

The data for the research work is collected from both the primary and secondary sources. The primary data is collected from online questionnaire which is filled by the employees of different organizations. The secondary data is collected from various websites, research papers.

4.3 Sampling Plan

The sampling plan consists of three things:

Sampling Unit: To understand the concept of organizational citizenship behaviour, the sample unit for the research study consist of employees from service sector, manufacturing sector and from different organizations.

Sample Size: Sample size taken for the research consists of 49 respondents who belong to various experience scale 0-1 year , 1-2 years , 2-3 years and 3-4 years.

Sample Procedure: In research, we have chosen simple random sampling procedure. Each employee is chosen randomly who work either in service sector or in manufacturing sector or any other.

Sample Demographics: There are 28.5% of employees with work experience of 0-1 year, 30.61% with 1-2 years and 22.44% with more than 2-3 years. 18.36 % of employees are with 3-4 years. 75% from service sector, 25% from manufacturing, 7.5 % from government and 10% from other sector.

4.4 Reliability

The reliability statistics is shown in the following table-

Reliability Statistics			
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items	
.894	.895	28	

4.5 Case Processing Summary:

Here, the following table shows case processing in nut shell, all respondents are valid (100%) and none of the response in excluded from database.

4.5 Limitations of Study:

Case Processing Summary			
Cases	Valid	N	%
	49	49	100.0
	Excluded ^a	0	.0
	Total	49	100.0

a. Listwise deletion based on all variables in the procedure.

Respondents may or may not give their true views about the questions asked.

Responses can be partial on the basis of personal perception.

V. TOOLS FOR ANALYSIS

5.1 For Data Collection:

Questionnaire is used in this research to collect primary data which consist of Personal details of respondents and 28 questions (close ended) using likert scale. Questionnaire is filled by the employees of service sector, manufacturing, government and other sectors that are related with organizational loyalty ,satisfaction , work ethics etc.

5.2 For Data Analysis:

SPSS16.0 (Statistical package for social sciences) is used in this research to analyze the data. The current versions (2014) are officially named **IBM SPSS Statistics**. It is also used by market researchers, health researchers, survey companies, government, education researchers, marketing organizations, data miners, and others.

ANOVA TEST

ANOVA is the analysis of variances between two given groups.

It is a two way analysis and also collection of statistical models which further analyses the differences between group means and their associated procedures. It generalises the t-test to more than two groups

VI. FINDINGS AND ANALYSIS

6.1 Descriptive table

Descriptives										
VAR00001	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Lower Bound	Upper Bound	Minimum	Maximum
					Lower Bound	Upper Bound				
0-1 year	14	4.0000	1.26726	.32913	3.34163	4.65837	3.34163	4.65837	2.000	5.000
1-2 year	11	3.0000	1.76810	.53009	1.90989	4.27011	1.90989	4.27011	1.000	5.000
2-3 year	12	4.0000	1.05236	.30068	3.39704	4.60296	3.39704	4.60296	2.000	5.000
3-4 year	12	4.0000	1.05236	.30068	3.39704	4.60296	3.39704	4.60296	2.000	5.000
Total	49	3.71429	1.50294	.22399	3.26939	4.15939	3.26939	4.15939	1.000	5.000
0-1 year	14	4.0000	1.05236	.30068	3.39704	4.60296	3.39704	4.60296	2.000	5.000
1-2 year	11	4.0000	1.05236	.30068	3.39704	4.60296	3.39704	4.60296	2.000	5.000
2-3 year	11	4.0000	1.05236	.30068	3.39704	4.60296	3.39704	4.60296	2.000	5.000
3-4 year	13	4.0000	1.05236	.29077	3.40923	4.59077	3.40923	4.59077	2.000	5.000
Total	49	4.0000	1.05007	.25504	3.75000	4.05000	3.75000	4.05000	3.000	5.000
0-1 year	14	3.0000	1.26726	.32913	1.34163	2.65837	1.34163	2.65837	1.000	5.000
1-2 year	11	3.0000	1.76810	.53009	1.90989	4.27011	1.90989	4.27011	1.000	5.000
2-3 year	12	4.0000	1.05236	.30068	3.39704	4.60296	3.39704	4.60296	2.000	5.000
3-4 year	12	4.0000	1.05236	.30068	3.39704	4.60296	3.39704	4.60296	2.000	5.000
Total	49	3.42857	1.40007	.20727	2.98714	3.86986	2.98714	3.86986	1.000	5.000
0-1 year	14	3.0000	1.26726	.32913	1.34163	2.65837	1.34163	2.65837	1.000	5.000
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1-2 year	11	3.0000	1.76810	.53009	1.90989	4.27011	1.90989	4.27011	1.000	5.000
2-3 year	12	4.0000	1.05236	.30068	3.39704	4.60296	3.39704	4.60296	2.000	5.000
3-4 year	12	4.0000	1.05236	.30068	3.39704	4.60296	3.39704	4.60296	2.000	5.000
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Total	49	3.42857	1.40007	.20727	2.98714	3.86986	2.98714	3.86986	1.000	5.000

This descriptive table denotes

6.2 ANOVA :

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
VAR00001	Between Groups	10.729	3	3.576	1.500	.227
	Within Groups	107.271	45	2.384		
	Total	118.000	48			
VAR00002	Between Groups	10.455	3	3.485	1.432	.246
	Within Groups	109.504	45	2.433		
	Total	119.959	48			
VAR00003	Between Groups	6.390	3	2.130	.814	.493
	Within Groups	117.733	45	2.616		
	Total	124.122	48			
VAR00004	Between Groups	2.417	3	.806	.296	.828
	Within Groups	122.685	45	2.726		
	Total	125.102	48			
VAR00005	Between Groups	4.234	3	1.411	.539	.658
	Within Groups	117.766	45	2.617		
	Total	122.000	48			
VAR00006	Between Groups	10.143	3	3.381	1.859	.150
	Within Groups	81.857	45	1.819		
	Total	92.000	48			
VAR00007	Between Groups	14.334	3	4.778	2.140	.108
	Within Groups	100.482	45	2.233		
	Total	114.816	48			
VAR00008	Between Groups	6.408	3	2.136	1.019	.393
	Within Groups	94.368	45	2.097		
	Total	100.776	48			
VAR00009	Between Groups	18.221	3	6.074	2.244	.096
	Within Groups	121.779	45	2.706		
	Total	140.000	48			
VAR00010	Between Groups	1.640	3	.547	.182	.908
	Within Groups	135.136	45	3.003		
	Total	136.776	48			
VAR00011	Between Groups	2.707	3	.902	.332	.802
	Within Groups	122.272	45	2.717		

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	Total	124.980	48			
VAR00012	Between Groups	11.329	3	3.776	1.408	.253
	Within Groups	120.671	45	2.682		
	Total	132.000	48			
VAR00013	Between Groups	2.053	3	.684	.221	.881
	Within Groups	139.498	45	3.100		
	Total	141.551	48			
VAR00014	Between Groups	10.523	3	3.508	1.271	.296
	Within Groups	124.171	45	2.759		
	Total	134.694	48			
VAR00015	Between Groups	19.795	3	6.598	2.229	.098
	Within Groups	133.185	45	2.960		
	Total	152.980	48			
VAR00016	Between Groups	21.375	3	7.125	2.483	.073
	Within Groups	129.115	45	2.869		
	Total	150.490	48			
VAR00017	Between Groups	21.105	3	7.035	2.679	.058
	Within Groups	118.160	45	2.626		
	Total	139.265	48			
VAR00018	Between Groups	14.712	3	4.904	2.460	.075
	Within Groups	89.696	45	1.993		
	Total	104.408	48			
VAR00019	Between Groups	4.951	3	1.650	.584	.629
	Within Groups	127.171	45	2.826		
	Total	132.122	48			
VAR00020	Between Groups	2.988	3	.996	.456	.715
	Within Groups	98.399	45	2.187		
	Total	101.388	48			
VAR00021	Between Groups	2.555	3	.852	.478	.699
	Within Groups	80.220	45	1.783		
	Total	82.776	48			
VAR00022	Between Groups	5.191	3	1.730	.766	.519
	Within Groups	101.625	45	2.258		
	Total	106.816	48			
VAR00023	Between Groups	5.401	3	1.800	.410	.747

	Within Groups	197.660	45	4.392		
	Total	203.061	48			
VAR00024	Between Groups	7.014	3	2.338	1.318	.280
	Within Groups	79.803	45	1.773		
	Total	86.816	48			
VAR00025	Between Groups	2.739	3	.913	.401	.753
	Within Groups	102.363	45	2.275		
	Total	105.102	48			
VAR00026	Between Groups	6.181	3	2.060	1.435	.245
	Within Groups	64.595	45	1.435		
	Total	70.776	48			
VAR00027	Between Groups	4.523	3	1.508	.649	.588
	Within Groups	104.579	45	2.324		
	Total	109.102	48			
VAR00028	Between Groups	4.272	3	1.424	.909	.444
	Within Groups	70.503	45	1.567		
	Total	74.776	48			

6.3 Data Interpretation:

For the first statement, p value (0.227) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB on the basis of employees thinking of spending rest of their career in particular organization.

For the second statement, p value (0.246) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding discussing the organization with people outside it.

For the third statement, p value (0.493) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding attachment to the other organization.

For the fourth statement, p value (0.828) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding leaving the organization for another better job.

For the fifth statement, p value (0.658) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding the matter that staying in the organization is necessity as much as desire.

For the sixth statement, p value (0.150) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding involvement of the employees in the job.

For the seventh statement, p value (0.108) > 0.05, This implies that null hypothesis is accepted which shows that

there is no significant difference in the OCB regarding employees interests are centered around the job.

For the 8th statement, p value (0.393) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding employees detachment from the job.

For the 9th statement, p value (0.096) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding employees personal life goals are job oriented.

For the 10th statement, p value (0.908) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB to get ahead in the organization on sheer merit alone.

For the 11th statement, p value (0.802) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding reward for the good job done by employees.

For the 12th statement, p value (0.253) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding who you know and what you know.

For the 13th statement, p value (0.881) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB in accordance to act unethically sometimes to get the promotions you feel you have coming to you.

For the 14th statement, p value (0.296) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding being honest while dealing with your employer.

For the 15th statement, p value (0.098) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB to look for a new job outside the organization during next year.

For the 16th statement, p value (0.073) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding quitting the job or the organization.

For the 17th statement, p value (0.058) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding how much an employee like to get new job if possible.

For the 18th statement, p value (0.075) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding an employee that keep up with developments in the company.

For the 19th statement, p value (0.629) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding attending the functions that are not required, but that help the company image.

For the 20th statement, p value (0.715) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding an employee's willingness to risk disapproval in order to express my beliefs about what's best for the company.

For the 21st statement, p value (0.699) > 0.05, this implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding consuming a lot time complaining about trivial matters.

For the 22nd statement, p value (0.519) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding making mountains out of molehills.

For the 23rd statement, p value (0.747) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding to focus on what's wrong with the situation, rather than the positive side of it.

For the 24th statement, p value (0.280) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding an employee to be ready to help or to lend helping hand to those around me.

For the 25th statement, p value (0.753) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding giving time to help others.

For the 26th statement, p value (0.245) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding following company's regulations and procedures.

For the 27th statement, p value (0.588) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding employee turn in budget, sales, projections, expenses reports etc. earlier than required.

For the 28th statement, p value (0.444) > 0.05, This implies that null hypothesis is accepted which shows that there is no significant difference in the OCB regarding that an employee return phone calls and respond to other messages and requests for information promptly.

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