

Influence of Organization Citizenship Behavior and Its Dimension of Employees in Organization.

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ABSTRACT:- Nowadays, Influence of Organization citizenship Behavior and its dimension is one of the best practices of many organizations. Moreover, all organizations around the world they try their best in their systems to make sure that the employees will increase the performance and achieve organizational objectives. Organizational citizenship Behavior leads the efficiency and effectiveness in the workplace by knowing the characters of these behaviors Conscientiousness, Altruism, sportsmanship, civic virtue and courtesy, all of these create healthy workplace atmosphere by creating relationship between organization and employees.. The research aims to discover the result of OCB in the performance of the employees in organization.

This study was undertaken with the employees working in different organization. The main focus is related to the organizational citizenship behaviors and how its dimensions create an impact in the organization. The sample size for the study is 60 employees and the researcher used the descriptive research. Non-random sampling method was used and the data was collected through convenience sampling techniques. The primary data was collected from the respondents through the questionnaire.

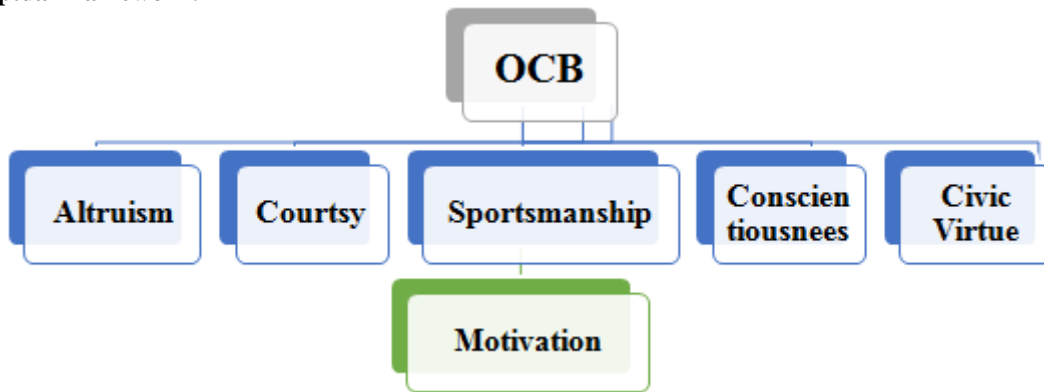
The outcomes revealed that OBC leads to increase the efficiency and effectiveness of employees on motivation in organization.

INTRODUCTION

Employee citizenship behavior a new terminology is mostly practiced by many employees in organizations, it's a type of voluntary behavior among employees. Moreover, the perceptions of employee citizenship behavior are connected with the workforce. Organization citizenship Behavior enhance motivation, especially in the Organization. The investigators want to benefits from this project by understanding and knowing how the job satisfaction and motivation are influencing the productivity of the employees. Through this research, the researchers understand that the job satisfaction and motivation has built the Organization with stronger citizenship among employees' behaviors. This will help the employees to understand and encourage the citizenship behaviors inside the organization, which bring more productivity and innovation in working in effective ways. Moreover, the researchers will know how to deal with the variety of employees without making conflict with other employees who have different category of dimensions which altruism, courtesy, sportsmanship, consciousness and civic virtue. And also the employee citizenship has negative impact on work or not, thereby it helps researches to find out if there any gap related to different view of author and who this gap can be analyzes and solved.

There are five important dimensions to Organization citizenship Behavior as Altruism, Courtesy, Sportsmanship, Conscientiousness and Civic virtue.

Conceptual framework:



Statement of the problem:

Nowadays, most of the organizations face some issues to deal with employee citizenship behavior in the place or in other practical area. Therefore, the major stander to follow when request to practical job is: the moral of the employee, the knowledge of the employee, how to behave with one another in the job, the attitude, and the responsibility to help others. In addition, the employees face difficulty as how to behave others when the head of company it's not equal to all of the employees and how will it affects the performance of each employee.

This study focus on the possible relationship between the citizenship behavior and employees in the organization.

Objectives of the study:

- To understand the importance of Organization Citizenship Behaviour on employees’ motivation.
- To examine the effect of Organization citizenship Behaviour on the employees’ motivation.
- To offer suggestions for improving motivation on employees through Organization citizenship Behaviour.

METHODOLOGY

The present study focused on different employees working in different organization. The proposed sample size is 60 employees the researcher will use the descriptive of exploratory research. Non-random sampling method was used for collecting the data’s and it was collected through convenience sampling techniques. The primary data was collected from respondents through questionnaire. Respondents of study will be employees from different organization. The major advantage of convenience sampling is that it allows data to be collected in a short duration of time because of its simplicity.

Statistical tools used for the study.

The sampling method of this research is simple random sampling, the investigators distributed the questionnaire to different department of different organization for collecting accurate information. The researchers collected the information through interview and questionnaire among 60 sample respondents of different organization. Various statistical tools like percentage analysis and weighted average methods were administered for deriving inference.

ANALYSIS

Table 1: Does the Conscientiousness enhance the employees’ motivation inside the organization?

SI No		No. of responses	Cumulative frequency	Percentage of respondents
1	Strongly disagree	2	2	3%
2	Disagree	3	5	5%
3	Neutral	12	17	20%
4	Agree	16	33	27%
5	Strongly agree	27	60	45%
Total		60		100%

Interpretation:

From the above table it is inferred that the Conscientiousness enhances the employees' motivation inside the organization. 27 out of 60 individuals or 45% of the workers strongly agreed Conscientiousness enhances the employees' motivation inside the organization. 27% of the employees remained agree on the statement, while 2 out of 60 employees stated the Conscientiousness don't enhances the employees' motivation inside the organization.

Table 2: Do you think sportsmanship help organization to create respectful atmosphere inside their organization?

NO	Likert scale	No of employees	Cumulative frequency	Percentage
1	Strongly disagree	4	4	6%
2	Disagree	4	8	6%
3	Not sure	10	18	16%
4	Agree	12	30	20%
5	Strongly agree	30	60	50%
	Total	60		100%

Interpretation:

The above table predicts, the sportsmanship behavior among the employees from different departments in the organization. (50%) of employee strongly agree that sportsmanship help organization to create respectful atmosphere inside their organization. While (20%) of the workers they are agree on this statement. Moreover, there are (16%) of employee were not sure and for disagree and strongly disagree the percentage were (6%) answered from employees.

Table 3: Do you think the courtesy is most important that help you to avoid work effect in the organization?

NO	Likert scale	No of employees	Cumulative frequency	Percentage
1	Strongly disagree	5	5	7%
2	Disagree	5	10	6%
3	Not sure	5	15	6%
4	Agree	10	25	25%
5	Strongly agree	35	60	56%
	Total	60		100%

Interpretation:

The above table depicts that, (56%) of employee strongly agree that courtesy is most important that help you to avoid work effect in the organization. While (25%) of the workers they are agree on this statement. Moreover, there are (7%) of employee were strongly disagree and for disagree and not sure the percentage were (6%) answered from employees.

Table 4: Does volunteering create a good work atmosphere environment in motivating workers toward performing?

NO	Likert scale	No of employees	Cumulative frequency	Percentage
1	Strongly disagree	15	15	25%
2	Disagree	2	17	3%
3	Not sure	3	20	5%
4	Agree	20	40	30%
5	Strongly agree	20	60	30%
	Total	60		100%

Interpretation:

The above table illustrates (30%) of employees strongly agreed and agree that volunteering create a good work atmosphere environment in motivating workers toward performing. While (5%) of employees not sure volunteering create a good work atmosphere environment in motivating workers toward performing. Moreover, just (3%) of employees were disagree that volunteering create a good work atmosphere environment in motivating workers toward performing.

Table 5: Factors to improve employee’s citizenship behavior into organization?

SI No	Factors	No. of responses	Cumulative frequency	Percentage of respondents
1	Work together	12	12	20%
2	Employee commitment	9	21	15%
3	Proactive behaviour	14	35	23%
4	Build good relation to get more knowledge	8	43	13%
5	communication	17	60	29%
Total		60		100%

Interpretation:

From the above table, it is understood that communication is an important factor for improving organizational citizenship behaviour followed by proactive behaviour, working together, employees commitment towards work and to build good relationship to get more knowledge.

Table 6: Which of these factor will lead high level of performing job due to have employees citizenship behaviour?

SI No	Factors	No. of responses	Cumulative frequency	Percentage of respondents
1	Increase gross salary	11	11	18.4%
2	Reward system	11	22	41.7%
3	Responsibilities	7	29	11.7%
4	Recognition	6	35	10%
5	Supervisory	25	60	18.7%
Total		60		100%

Interpretation:

From the above table it is inferred that reward system is an important factor for the high performance. Moreover, few employees think that recognition factor is the least for high level of performing job due to have employees citizenship behaviour. On the other hand the supervisory and salary also a factor will lead high level of performing job due to have employees citizenship behaviour.

Table 7: Which of these factors will lead high level of performing job due to have Employees Citizenship Behaviour?

S NO	Factors	5	4	3	2	1	Total	Weighted Rank
1	Altruism	3	2	1	2	1	9	V
2	Courtesy	4	1	1	2	3	11	III
3	Sportsmanship	1	6	3	2	2	14	II
4	Conscientiousness	1	2	1	1	1	6	IV
5	Civic Virtue	6	1	4	6	3	20	I

Interpretation:

The table illustrates highest Weighted Rank of employees were ranked Civic Virtue who will lead high level of performing job due to have employees citizenship behavior. While the second Weighted Rank of employees were ranked Sportsmanship will lead high level of performing job due to have employee's citizenship behavior. In addition, the middle Weighted Rank of employees were ranked Courtesy will lead high level of performing job due to have employees citizenship behavior. Moreover, few employees were ranked Altruism will lead high level of performing job due to have employees citizenship behavior which is forth Weighted Rank. On the other hand, the last Weighted Rank of employees were ranked Conscientiousness will lead high level of performing job due to have employees citizenship behavior.

Table 8: Which important factors improve Employees Citizenship Behavior that Motivate Employees?

S NO	Factors	5	4	3	2	1	Total	Weighted Rank
1	Job security	7	3	6	1	3	20	I
2	Good working condition	2	1	3	5	2	13	II
3	Loyalty from management	2	1	1	2	1	7	IV
4	Career advancement opportunities	4	2	3	1	1	11	III
5	Positive atmosphere relationship	2	1	2	1	3	9	V

Interpretation:

The above table shows that highest Weighted Rank of employees were ranked Job security who improve employees citizenship behaviour that motivate employees. While the second Weighted Rank of employees were ranked Good working condition who improve employees citizenship behaviour that motivate employees. Moreover, the third Weighted Rank of employees were ranked Career advancement opportunities who improve employees citizenship behaviour that motivate employees. On the other hand, few employees were ranked Positive atmosphere relationship who improve employees citizenship behaviour that motivate employees which is Forth Weighted Rank and last Weighted Rank of employees were ranked Loyalty from management who improve employees citizenship behaviour that motivate employees.

Table 9: Which factor will motivate the employees for better performance?

SI NO	Factors	5	4	3	2	1	Total	Weighted Rank
1	Job security	2	3	1	2	2	10	III
2	Reward system	3	1	1	1	1	7	VI
3	Responsibility	7	1	3	4	1	16	II
4	Organization climate	1	2	2	1	2	8	V
5	Personal growth	4	3	5	5	2	19	I

Interpretation:

The overhead table displays the dissimilar Weighted Rank opinions in employee's factors will inspire them for best performance. In first Weighted Rank or employees were ranked Personal growth tractors will stimulate them for best performance? However, in the second Weighted Rank of employees were ranked Responsibility factor will inspire them for best performance. Some employees believe the Job security factor is best ranked will inspire them for best performance which is third Weighted Rank. Moreover, the forth Weighted Rank of employees were ranked organization climate factor will inspire them for best performance. Finally, few employees were ranked Reward system factor will inspire them for good performance which is last Weighted Rank.

Thus the findings portrays the consequences of the exploration that was directed in a different employees working in different organizations with the assistance of meeting with the HR director, while the organizations representatives were exposed to a poll, in regards to the strategies utilized for their of Employee's citizenship conduct, the connection between the of Employee's citizenship conduct and their presentation.

SUGGESTIONS

This study provides a positive link between organizational citizenship behavior with employees at organization, so we recommend paying attention to this link between them and more exploring new things for creating a dimensional design program in employee organizational citizenship behavior and benefiting them all. The managers should evaluate their employees in organization equally without discrimination by organizational citizenship behavior that make fair treatment.

Organizational citizenship behavior should sometimes offer performance appraisal for workers in organization by feedback around their responsibilities attained to make sure all workers know their statement and commands particular to them.

Organizational citizenship behavior obligation ineffectively achieves in the work, because it has a through influence on worker performance.

The organization should follow some rules and regulations for employee's citizenship behavior into workplace to increase the reputation of organization through someone who come from outside country to work in the organization.

The management should focus provide different workshop for employees in organization so that help the growth income of the organization.

Jobholders should develop all dimensions related to OCB in order for facilitate work for employees and motivation them for working hard.

The management should got result in the end of year for each citizen employees to know if this employee if need to more training.

CONCLUSION

In conclusion the researchers get useful and significant information from different employees working in different organization. For this statement, the researchers understand the influence of employees' citizenship behavior in workplace has positive impact on employee's performance which can be led to more creativity and innovation due to the differences which to grate the mix of knowledge and experience. Regarding to our finding, the potential role of job satisfaction and OCB care to lead of justice of job performance. Furthermore, we also found that different employees working in different organization context, its realized that organization has perception of justice, job satisfaction, and OCB are positively related to employee performance. We additionally found that OCB goes about as a noteworthy indicator of occupation execution. These finding are in arrangement with past investigations. High employment fulfillment and OCB have additionally been shown to be related with person's presentation. The management should pay more attention to indicators from OCB such as giving opportunity to employees to help each other employment opportunities, give employees the opportunity to do extra workplace activities, avoid conflicts among employees, protect organizational property, organizational rules, with providing challenging work types, maintaining good relationships among employees, and engaging in good social relationships in the workplace.

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