The Effect Of Organizational Citizenship Behavior On

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organizational citizenship behavior its nature antecedents and consequences examines the vast amount of work that has been done on organizational citizenship behavior ocb in recent years as it has increasingly evoked interest among researchers in organizational psychology no doubt some of this interest can be attributed to the long held intuitive sense that job satisfaction matters authors dennis w organ philip m podsakoff and scott b mackenzie offer conceptual insight as they build upon the various works that have been done on the subject and seek to update the record about ocb key features explores how ocb translates into objective measures of efficiency profitability customer satisfaction and other criteria of organizational functioning examines how important ocb is in other societal cultures and correlates findings from north american studies addresses the relative importance of individual personality as a factor in determining ocb ocb has become a foundation for concepts in organizational studies this book provides an all encompassing resource for students scholars and practitioners looking for a comprehensive understanding on this key topic it is an excellent textbook for advanced undergraduate and graduate students studying organizational behavior or organizational psychology in courses such as strategic human resource management measurement of work performance behavioral organization theory and social psychology of organizations

the oxford handbook of organizational citizenship behavior provides a broad and interdisciplinary review of state of the art research on organizational citizenship behaviors ocbs and related constructs such as contextual performance spontaneous organizational behavior prosocial behavior and proactive behavior in the workplace contributors address the conceptualization and measurement of ocbs the antecedents correlates and consequences of these behaviors and the methodological issues that are common when studying ocbs in addition this handbook pushes future scholarship in this and related areas by identifying substantive questions methods and issues for future research the result is a single resource that will inform and inspire scholars students and practitioners of the origins of this construct the current state of research on this topic and potentially exciting avenues for future exploration this handbook is designed to meet the needs of a broad spectrum of researchers and advanced undergraduate and graduate students in a variety of disciplines including management organizational behavior human resources management and industrial and organizational psychology as well as those interested in studying citizenship behavior in a variety of organizational contexts including marketing nursing engineering sports and education

these articles describe ideas about contextual performance organizational citizenship behavior ocb and similar patterns of behavior that have been developed by scholars working from very different research traditions it seems that the different research traditions are converging on the same notion that besides formal job requirements other patterns of behavior are also critical for organizational effectiveness and survival these other patterns of behavior have been relatively ignored until recently but now scholars are trying to define them determine exactly why and how they are important for organizations and identify their antecedents the results of these research efforts described by articles in this issue will help to make it possible to develop new conceptual and practical tools for managing these important behaviors and in that way promote human performance and organizational effectiveness

this is the first book on this topic since 1988 it contains 20 timely chapters providing a wealth of information on ocb in its traditional conceptualisation as well as new ideas suggesting the future of the construct this multidisciplinary construct which includes management marketing industrial psychology public administration healthcare education tourism and hospitality and related fields

provides significant benefits to employees managers and the organisation consequently it is of great interest to academicians the book is divided into four sections the first conceptualisations contains five chapters that propose new ways of conceptualising ocb and point to the future of ocb research the second section measurement and level of analysis contains three chapters that address measurement of ocb and consider the individual group and organisational levels of analysis antecedents of ocb comprise the third section which includes social exchange networks role identity autonomy and empowerment motivational traits rewards and punishments context and ocb as social dilemmas ocb effectiveness link the impact of ocb on turnover ocb and burnout and customers as good soldiers

this book is about organizational citizenship behaviour in human service organizations organizational citizenship behavior is a relatively new construct that has generated interest not only among the researchers but also policy makers and it is considered to be a strong predictor of organizational effectiveness one of the main objectives of this book is to explain organizational citizenship behaviour from a psychometric viewpoint in context of human service organizations considering the recommendations put forth by various authors of books written on organizational citizenship behaviour there is an urgent need for a book that explains organizational citizenship behaviour from the perspective of human service organizations it is hoped that the book will serve as a foundational resource for researchers working for the welfare of human service organizations especially those functioning in the asian region

how does organizational citizenship behavior integrate with other business initiatives what is the total cost related to deploying organizational citizenship behavior including any consulting or professional services are assumptions made in organizational citizenship behavior stated explicitly why are organizational citizenship behavior skills important can we do organizational citizenship behavior without complex expensive analysis defining designing creating and implementing a process to solve a challenge or meet an objective is the most valuable role in every group company organization and department unless you are talking a one time single use project there should be a process whether that process is managed and implemented by humans ai or a combination of the two it needs to be designed by someone with a complex enough perspective to ask the right questions someone capable of asking the right questions and step back and say what are we really trying to accomplish here and is there a different way to look at it this self assessment

empowers people to do just that whether their title is entrepreneur manager consultant vice president cxo etc they are the people who rule the future they are the person who asks the right questions to make organizational citizenship behavior investments work better this organizational citizenship behavior all inclusive self assessment enables you to be that person all the tools you need to an in depth organizational citizenship behavior self assessment featuring 711 new and updated case based questions organized into seven core areas of process design this self assessment will help you identify areas in which organizational citizenship behavior improvements can be made in using the questions you will be better able to diagnose organizational citizenship behavior projects initiatives organizations businesses and processes using accepted diagnostic standards and practices implement evidence based best practice strategies aligned with overall goals integrate recent advances in organizational citizenship behavior and process design strategies into practice according to best practice guidelines using a self assessment tool known as the organizational citizenship behavior scorecard you will develop a clear picture of which organizational citizenship behavior areas need attention your purchase includes access details to the organizational citizenship behavior self assessment dashboard download which gives you your dynamically prioritized projects ready tool and shows your organization exactly what to do next your exclusive instant access details can be found in your book

this book extends our understanding of the attitudes and behaviors of teachers who improve their schools consistently and considerably it sets out to critically analyze and examine organizational citizenship behaviors ocb in schools from a contextual perspective and to display the uniqueness of the concept in the context of school its dimensions boundaries antecedents and consequences from a multi level perspective chapters consider understandings of teachers ocb its nature components and salience in schools personal organizational and cultural factors which might facilitate or inhibit teachers ocb contributions and the drawbacks of ocb for the improvement of educational systems schools and educators a new conceptualization of teachers ocb based on the unique characteristics of school and the teaching profession and consequences for theory and practice practical tools for guiding educational policy makers principals and teacher educators on how to assimilate and enhance teachers ocb organizational citizenship behavior in schools will appeal to scholars and researchers in educational administration educational policy school leadership and teacher education it will also be of interest to supervisors policy makers and postgraduate students in the field of education

first published in 1997 routledge is an imprint of taylor francis an informa company

a study of the organizational citizenship behaviour ocb of employees at a medium sized university and the relationship between such behavior and percieved procedural justice and employee job satisfaction

studienarbeit aus dem jahr 2005 im fachbereich psychologie arbeit betrieb organisation und wirtschaft ludwig maximilians universität münchen institut für psychologie sprache deutsch abstract this research shows some interesting suggestions for personnel work in a company or organization and broadens our view while doing job analysis

master s thesis from the year 2019 in the subject art arts management grade very good arba minch university arba minch university language english abstract this research aims to investigate the effect of perceived organizational support on employee organizational citizenship behavior in the case of academic staffs of arba minch university for the sake of achieving the objectives of this study the information gathered through questionnaire from 282 respondents were analyzed using statistical analysis the respondents were selected using stratified sampling followed by a simple random sampling technique the most important findings of this study is that perceived organizational support has a positive and significant effect on organizational citizenship behavior results revealed that there is a significant difference between male and female academic staffs towards exhibiting organizational citizenship behavior and insignificance difference found on dimensions of perceived organizational support moreover there is a significant difference in the perception of supervisory support procedural justice career development opportunities decision making involvement and exhibition of organizational citizenship behavior based on education level the result of the pearson correlation coefficient analysis showed that perceived organizational support dimensions have a significant and positive relationship with organizational citizenship behavior the results of multiple linear regression showed that the best predictor of organizational citizenship behavior had been supervisory support based on findings recommendations to arba minch university management and suggestions for other researchers are forwarded keywords perceived organizational support organizational citizenship behavior

this paper examines the relationship of organizational citizenship behavior ocb with emotional intelligence ei of the followers organizational citizenship behavior can be defined as voluntary and spontaneous behaviors that extend beyond employees normal job duties in other word organizational citizenship behaviors ocb describe actions in which employees are willing to go above and beyond their prescribed role requirements a sample of 57 dyads of managers and their supervisors i e 114 respondents participated in this study the reliabilities of the scales were 83 organizational citizenship behaviors and 86 emotional intelligence emotional intelligence was significantly correlated to conscientiousness civic virtue and altruistic behaviors of followers the method suggested by barron and kenny 1986 was used to test mediation of organizational citizenship behavior between emotional intelligence but nothing significant was found the results indicated that emotional intelligence of the organizational citizenship behavior of followers

organizational citizenship behavior ocb has been studied since the late 1970s in western countries over the past three decades interest in these behaviors has increased substantially ocb has been linked to overall organizational effectiveness thus these types of employee behaviors have important consequences in the workplace the construct is generally ignored in developing countries like india for research and practice both the present work is an effort in this regard there are several factors which influence the employees ocb examination of such factors might be a fruitful effort as through managing those factors organization individual can improve the ocb in work place in present book author examine the role of demographical individual family and organizational variables in ocb the work is based on front level managers of public private organizations the findings of the present study may be utilized in selection and hiring of executives to improve the social environment of organization and grounding and implementing work family policies in organization the book will be a helping hand for organizational behavior scholar and management practitioners

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