

## **An Empirical study On Organizational Citizenship Behavior And Occupational Performance**

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### **Abstract**

The organizational citizenship behavior was the group performance is narrowly connected with the behavior of the staffs. The organ placed the investigation on the organizational citizenship behavior back to the time 1938. According to Organ's definition of organizational citizenship behavior, Organizational citizenship behavior can overall improve organizational performance. The survey particular objects include public enterprises, private creativities, and foreign-funded enterprises. The random sampling survey method was used. The surveys were electronic and manual questionnaire method. The number of the questionnaires was 200. 100 valid forms were collected in the pre-test. We get organizational citizenship behavior performance and individual performance has to influence through percentage analysis.

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### **Introduction**

The organizational citizenship behavior was the group performance is narrowly connected with the behavior of the staffs, that how to lead the staff work behavior is a job wanted to be considered for the directors. Numerous literature studies have shown that organizational citizenship behaviors are obliging to that how to properly understand the staff works conduct. Western researchers Karambayya get the law in the way that investigative on the association staff job satisfaction. In their Staff working groups, organizational citizenship behavior and work collection performance good organizational citizenship behavior are diligently

and the high performance, organizational citizenship behavior is helpful to the organization's high presentation.

The organ placed the investigation on the organizational citizenship behavior back to the time 1938, in this year Barnard recommend the “willingness to cooperate” which is one of the three conditions for the being and growth of the society, Roethlisberger and Dicksinv (1964) did the investigation on the "informal group” in the Hawthorne experimental. He considered that the "Informal" and the "Cooperation" cover the spirit of the organizational citizenship behavior and the idea “Organizational Citizenship” Katz and Kahn future in the year 1966. in the year 1983, based on the being of the research on the person's aware behavior within the group, Organ formally future Organizational Citizenship Behavior, called OCB or small. In the year 1988, he officially gave the meaning to the OCB clear as "it's the sum of the performances, in the organization official salary system, it hasn't yet been clearly recognized or directly long-established, but on the whole it's helpful to the working efficiency of the group” But the Organ thought that this definition is not exact, Because, in his education, he found there are some conference parts amid the job difficult conduct and the organizational citizenship behavior. The organ also creates that the most job conduct did not receive the direct recompense, only a small part is straight linked to the payment. in the year 1997, Organ found a connection between the OCB and “Contextual performance "concept future by Borman and Motowidlo in the year 1993, Redefined the OCB as “it's the social and psychological conduct which is a help to uphold and improve the conclusion of supporting task recital. He further augmented and industrialized the suggestion of OCB.

### **Organizational citizenship behavior and organizational performance**

According to Organ's definition of organizational citizenship behavior, Organizational citizenship behavior can overall improve organizational performance. After that, a number of academics from dissimilar angles show the motives that organizational citizenship behavior can progress organizational performance. Podsakoff and others (2000) abridge organizational citizenship behavior's possessions on organizational performance into seven parts:

- a. to improve the effectiveness of generations and managers;

- b. release capitals for more productive activities and objects;
- c. reduce the scarce capitals needed for the upkeep of the normal process of the organization;
- d. assist in the organization between workgroups and collections within ;
- e. reinforce the ability of the group to attract and retain talented staffs;
- f. enhance the stability of society;
- g. make governments more responsive to change in the setting. Advanced, Bolino, and others further optional that OCB can also increase the government's social wealth.

## **Data and Research Methods**

### **Selection sample**

The survey particular objects include public enterprises, private creativities, and foreign-funded enterprises. State-owned Enterprises Company in the city of Chennai, the private one is a TCS, foreign-funded enterprises selected is a design company in Chennai. The reason that we select the initiatives in these kinds to do the study stand these three types companies occupy the mainstream, which would help to the variety of the sample, can reflect the degree that unlike organizational wildlife rely on the OCB. Second, there is a large assortment for the OCB; Pick out the different nature corporate can help us to appreciate the fertility of organizational citizenship behavior.

### **Data collection**

The survey usages random sampling survey method Uses surveys and electronic and manual questionnaire method. The number of the questionnaires detached was 350 questionnaires were returned, of which the number of the valid questionnaires is 320.

### **Explanation of the questionnaire design**

Based on the earlier research, a pre-test query was determined. the valid forms were collected in a pre-test. After item examination and factor analysis to each query item, based on the examination results, eliminate non-conforming items. After several recurrent changes, to establish an authorized questionnaire. The survey included organizational citizenship behavior, presentation, and employee demographic statistics.

### Data Percentage Analysis

| Dimensions                        | Male |      |         |      |      |      | Female |      |         |      |      |      |
|-----------------------------------|------|------|---------|------|------|------|--------|------|---------|------|------|------|
|                                   | Low  | %    | Average | %    | High | %    | Low    | %    | Average | %    | High | %    |
| a. help behavior                  | 32   | 20.0 | 83      | 51.9 | 45   | 28.1 | 23     | 14.4 | 122     | 76.3 | 15   | 9.4  |
| b. Organizational loyalty         | 21   | 13.1 | 116     | 72.5 | 23   | 14.4 | 21     | 13.1 | 116     | 72.5 | 23   | 14.4 |
| c. Individual initiative          | 28   | 17.5 | 105     | 65.6 | 27   | 16.9 | 19     | 11.9 | 113     | 70.6 | 28   | 17.5 |
| d. Self development               | 12   | 7.5  | 130     | 81.3 | 18   | 11.3 | 36     | 22.5 | 99      | 61.9 | 25   | 15.6 |
| e. Save resources                 | 10   | 6.3  | 132     | 82.5 | 18   | 11.3 | 17     | 10.6 | 133     | 83.1 | 10   | 6.3  |
| f. Maintain interpersonal harmony | 16   | 10.0 | 129     | 80.6 | 15   | 9.4  | 34     | 21.3 | 104     | 65.0 | 22   | 13.8 |
| g. Personalities                  | 12   | 7.5  | 124     | 77.5 | 24   | 15.0 | 37     | 23.1 | 103     | 64.4 | 20   | 12.5 |

It is inferred from the table that 20%, 51.9%, 28.1% of male have low, average and high level of help behavior respectively and 14.4%, 76.3%, 9.4% of female have low, average and high level of help behavior, 13.1%, 72.5%, 14.4% of male have low, average and high level of Organizational loyalty and 13.1%, 72.5%, 14.4% of female have low, average and high level of Organizational loyalty, 17.5%, 65.6%, 16.9% of male have low, average and high level of Individual initiative and 11.9%, 70.6%, 17.5% of female have low, average and high level of Individual initiative, 7.5%, 81.3%, 11.3% of male have low, average and high level of Self development and 22.5%, 61.9%, 15.6% of female have low, average and high level of Self development, 6.3%, 82.5%, 11.3% of male have low, average and high level of Save

resources and 10.6%, 83.1%, 6.3% of female have low, average and high level of Save resources, 10%, 80.6%, 9.4% of male have low, average and high level of Maintain interpersonal harmony and 21.3%, 65.0%, 13.8% of female have low, average and high level of Maintain interpersonal harmony, 7.5%, 77.5%, 15% of male have low, average and high level of Personalities and 23.1%, 64.4%, 12.5% of female have low, average and high level of Personalities respectively.

### **Conclusion**

The paper studied the organizational citizenship behaviors and enterprise performance by the method of sampling survey. We take organizational citizen behavior as explaining variables, and the enterprise performance and individual performance as explained variables. We get organizational citizenship behavior performance and individual performance has influence through percentage analysis.

### **References**

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