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Behavior in Work Groups A Motivational Model of Organizational Citizenship Behavior
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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 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

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

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

this paper examines how a group member s individual targeted citizenship behavior ocbi and organization targeted citizenship behavior ocbo interact with a salient group level contextual variable group cohesiveness to foster positive change for that group member starting with job self efficacy and organizational commitment followed by job performance for this we proposed a theoretical framework contending that ocbi and ocbo increase organizational commitment and self efficacy among the employees and this would increase their job performance we also contend that group cohesiveness moderates the effect of both ocb on their outcomes in a way that higher cohesiveness would strengthen the effect of ocbi and ocbo on self efficacy and commitment the target population for this survey was employees of public listed banks in pakistan who are working at a different level a total of 204 self administered questionnaires were distributed the questionnaire questions are adopted from an established instrument previously used in another research for measuring each variable we found that ocbi and ocbo both seem to have a significant and positive effect on self efficacy ocbi also seems to positively affect organizational commitment that in turn increases job performance ocbi also seems to directly and positively impact job performance hence establishing partial mediation of organizational commitment however the moderation of group cohesiveness remains inconclusive managers should try to foster ocb among employees which can strengthen both team cohesion and the team s confidence in task performance

the oxford handbook of organizational citizenship behavior provides a broad and interdisciplinary review of state of the art research on organizational citizenship behaviors and related constructs the overarching goal is to offer a single resource that will inform and inspire scholars and practitioners of the origins of this construct the current state of research on this topic and potentially exciting avenues for future exploration

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 how a group member s individual targeted citizenship behavior ocbi and organization targeted citizenship behavior ocbo foster positive change for that group member starting with job self efficacy change followed by changes in group member s empowerment and engagement empirical validity was established by conducting a survey using a close ended questionnaire data was collected from 300 respondents and analyzed ocbi seems to have a significant positive impact on job self efficacy change which in turn affects both empowerment and engagement change positively in individual employees this research will be beneficial for the organizations in

enhancing employee engagement and offer them the opportunity to be empowered in the organization by understanding its importance and will be able to embrace organizational citizenship behavior among the employees moreover the organization will also get to know more about the self efficacy of the employees which will help the organizations in formulating the organizational policies and procedures to retain their employees for the long run

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