Organizational Citizenship Behaviors and Employee Involvement in Organization Support: A Research on Employees

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Abstract: - Organizational citizenship behaviour means to be a study of human flourishing, and an applied approach to optimal functioning methodology of working an organization and are systematically and empathetically by their own will concerned with the informal duties which are for the welfare of society there work field & for the benefits of mother earth and do these duties with there full concentration and will they go beyond the required boundaries till which there job has restricted them.

Due to the presence of process and concept like organizational citizenship behaviour (OCB) has witnessed the increased the working efficiency of various organizations as it promotes positive working environment and increases productivity of work and increases efficiency of working employees and promotes harmony and positivity.

INTRODUCTION

Organizational citizenship behaviour has remarkably perceived to surround those kinds of behaviour s which facilitate the social mechanism and helping creating a strong psychological frame of the company's/organization. Therefore organizational citizenship behaviour is marked to be really very critical and most importantly it is beneficial for the betterment for the organization's.

Today's work environment focuses on efficiency, quality, innovation and organizational efficiency. The qualities that the best service provider offers are suitable for industries and various companies, and people strive to be successful in a highly competitive environment. HR recruiters these days are creating opportunities that enables all employees from all sectors of work fields to contribute their skills which they have been imparted through education to their high-level work areas. The unique activities presented in the work include a large number - individual, competitive, attractive people who know more than necessary and are ready to go a step further not only for themselves but also for others. The Organization of Citizens behaviour (OCB) was an integral part of the organization's operations in the 1980s, when the organization and its co-workers started the statement. The increasing number of publications and research on memory is of great interest to the industry.

The first body description in 1988, OcB was seen as "a behaviour that is not directly or indirectly determined by good pay performance and has one characteristic that contributes to performance. fully functional organization. " . OCBs include: volunteer behaviour , other formal or informal activities, and organizational successes that lead to ongoing communication.

Learning about the effect of organizational thinking is especially helpful when the following are taken into account: OCB can be seen as connected with a increase motivation and increase level of dedication. level of dedication. Moreover, there is a contact between components and workers performance which is recognized by line managers. Organizational behaviour does not affect the world because it can affect public perceptions from the outside.

According to officials, there are five practices related to OCB:

Altruism: The desire to help others or achieve their goals without expecting any compensations or rewards in return for that effort and hardwork A common model outside of a business setting would be someone who drives a neighbour to work when their vehicle has slowed down, while not expecting gas money or favours in compensation. In a business setting, magnanimous direct is ordinarily in relation to the work being done or undertaking that the business bundle is managing.

Courtesy: Polite behaviour with respect to others, caring, always wants to avoid work problems. Courtesy is described as direct which is respectful and obliging towards others. Affability outside of a workplace setting fuses direct, for instance, to inquire about like to ask about how was someone's morning has been or requesting after the administration help from a neighbour's youth.

Sportsmanship: One should be prepared to complain about difficult, insecure, stressful, or nervous situations, or refrain from negative behaviour when things go wrong being

a sportsman comes with a responsibility of showing no unethical conduct when the game being played does not go as per expectation of the team and viewers-and when there an emotion or feeling of irritating, troublesome, baffling and in any case bad conduct.

Conscientiousness: Adopt and apply laws, regulations, rules and regulations related to support, ethical governance and discipline. Conscientiousness is characterized as conduct that recommends a sensible degree of poise and order, which reaches out past the base necessities expected in that circumstance. With regards to a business setting, good faith is seen when a representative not just meets their manager's necessities,

Community Trait: A behaviour that reflects the interest of employees in maintaining and promoting the business beyond the job description and working hours outside formal work.

It is portrayed as direct which shows how well an individual address a relationship with which they are connected, and how well that singular support their relationship outside of an official cutoff.

Peace and **prosperiety** are in some cases some portion of this idea, yet cases show that altruism, opportunity of articulation and unrestrained choice are hard to separate among pioneers and are regularly connected to segments of 'strong conduct'. Directing our concentration toward the effect of this sort of experienced practices, we can recognize two levels – sway at singular level and at hierarchical level, with suggestions on inner procedures and outer direction.

CHAPTER 2
Literature Review

The topic of my research study means how we represent that is deliberately and purposefully showcased and shown by the employees working in an organization. It is a non standard behaviour that affects well being of workers with in the organization. The terminology of organizational citizenship behaviour was coined in the year 1980 and its basic meaning is the behaviour processed by the employees that is beyond the spectrum of there professional commitment towards the organization yet at the same time they do such initiatives at there own will which positively affects the working of the organization.

Various key variable for the purpose of my report are:

How does organizational citizenship contribute to employee engagement in job?

Employee engagement is an approach adopted by the employees working in organizations in which they try to give there best everyday at work and they stay focused towards there organization values and goals and they are always highly focussed for giving their contribution towards success of organization employees working at superior level are expected to work at a high level with full dedication and are also expected to get themselves actively involved beyond formal job requirements. In a company an employee working in an organization participating in such organizational activities to achieve efficient results an employee's needs should be taken care off and employees should be supported by management of the organization.

How is employee engagement related to organizational effectiveness?

Organizational effectiveness is really very essential for achieving success in any sector of organization the major shift in the economy of the world have made organization to find news ways for advancement in technology. Due to such advancement and changes organizations require highly skilled employees for there growth and survival in market. Employees who are highly motivated dedicated towards there work such workers highly engrossed and engaged in their work process is related to achievement factor of an institution where the employee is working and is commited to.

How does organizational citizenship behaviour benefits company/organization?

The importance of organizational citizenship behaviour is required for organizational success and is really very crucial for the survival of organization and its survival in todays competitive business strategies adopted by other companies. Through this research we have seen that the basic meaning of organizational citizenship behaviour is to go an extra mile for work and betterment of society and nation which does not have any matter with your formal job. Organizational citizenship behaviour is beneficial for the organization or company as through adoption of such practise's employees can stay happy and motivated and concentrate better on there jobs with utmost dedication.

Business life in OCB

Employee life from home is an important aspect of employee engagement Work-life balance, in its full meaning, is also known as a degree of inclusion or contrast between the different jobs in an individual's life work life balance main logic is to maintain a balance between job and employee life that to how he manages his life along with his regular or part-time job. while joining in an organization several orientation programs are held so as to brief employees as to how to manage both job and life and in between job also several seminars are held so at keep employees motivated.

Job satisfaction in organizational citizenship behaviour

Job satisfaction refers to degree of satisfaction which is that how much an employee working in an organization as to which extent he/she is happy with his/her organization and

work mainly the success of an organization depends as to how much satisfied are employees with their working profile and the organization they are currently working in. The level of how much an employee is satisfied decides their profitability at job and their eagerness remain with association furthermore satisfied employees care more about their association and work to contribute towards its success.

CHAPTER 3
Objective:

- Motive of the research was to check the effects of covid19 pandemic on organizational companies in general as well as effect on daily life of employees working in organization.
- To understand the need of its employees benefits and welfare along with the business benefits.

CHAPTER 4
Research Methodology

- Random sampling method was used for this study as questionnaire was distributed among people through social media so as to keep myself safe and follow the precautionary orders of district administration regarding social distancing.
- Questionnaire: Questionnaire was prepared which consisted of 27 questions related to topic which was distributed among people for getting responses of the queries we had put in and analyse the results for the study
- All the results were highlighted in the form of pie charts. Questionnaire was followed by random sampling so questions had different responses to be filled in.
- Total 20 companies from 4 nations participated in the research.

CHAPTER 5
Data Analysis and Interpretation

The analysis and interpretation of various questions of the questionnaire directed towards achieving the objective of the study is divided into two parts. First part aimed at demographic analysis while second part focused on identifying statements of organizational citizenship behaviour.

5.1 Demographic Analysis:
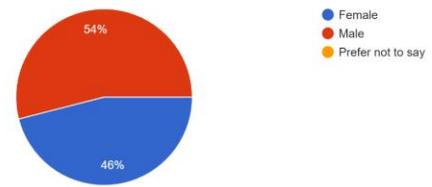### 5.1.1 Demographic Profile: Age Group
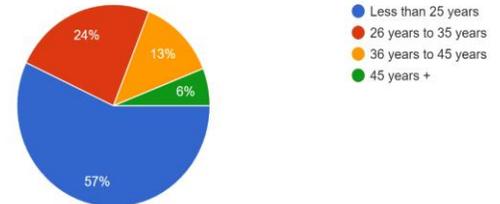
Interpretation:57% of the respondents belonged to less than 25 years. 24% of the people belonged to 26-35 years. 13% of the people belonged to 36-45 years. 6% of the people belonged to the age group of 45 years and above.

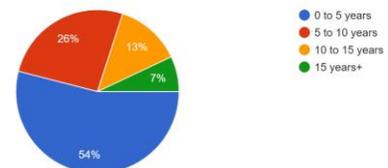### 5.1.2 Demographic Profile: What is your Gender?

Interpretation:In the above table gender of Respondents analyzed. In total respondents 100 there are 46 females and 54 respondants are male.

5.1.3 Demographic Profile: Years of work experience?

Interpretation: In the above table it is given the year of work experience of all respondents. In which 54(54%) respondents have 0 to 5 years experience, 13(13%) have 10 to 15 years of experience, 26(26%) have 5 to 10 years of experience and 7 (7%) have more then 15 years of work experience.

5.1.4 Demographic Profile: Sector of Organization?

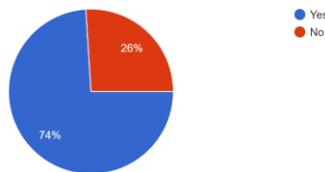Sector of organization
100 responses
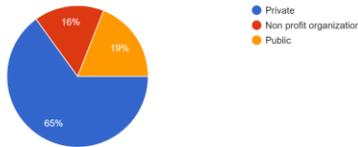
Interpretation:The above table shows the Sector of organization in which respondents work. 16 (16%) work in Non Profit organization, 65(65%) work in Private Organization, 19(19%) work in Public Organization.

5.2 Statements of Organizational Citizenship Behaviour

5.2.1 Do You know the meaning of organizational citizenship behaviour ?


Do You know the meaning of organizational citizenship behaviour?
100 responses

Interpretation: In the above table it is shown that the whether the respondents know the meaning of organizational citizen behaviour or not in which 26(26%) don't the meaning and 74(74%) knows the meaning.

5.2.2 Can Economic citizenship be utilized for both the financial commitments that can impact their privileges as a resident of a nation.

Can Economic citizenship be utilized for both the financial commitments that can impact their privileges as a resident of a nation.
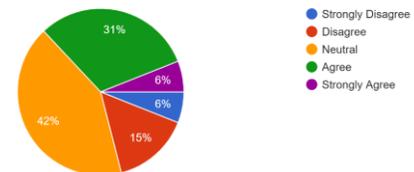100 responses
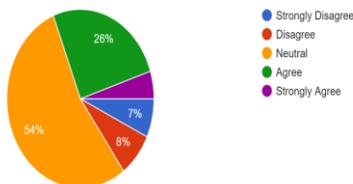
Interpretation: The above table shows the responses of respondents on the statement "Can Economic citizenship be utilized for both the financial commitments that can impact their privileges as a resident of a nation". In which 26(26%) agree with the statement, 8(8%) disagree with the statement,

54(54%) are neutral with the statement, 5(5%) strongly agree with the statement and 7(7%) strongly disagree with the statement.

5.2.3 Economic citizenship empowers people to secure an extra citizenship by making financial commitment to another nation.
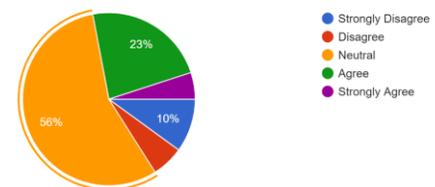

Eonomic citizenship empowers people to secure an extra citizenship by making financial commitment to another nation.
100 responses

Interpretation: The above table shows the responses of respondents on the statement "Economic citizenship empowers people to secure an extra citizenship by making financial commitment to another nation". In which 31(31%) agree the statement, 6(6%) strongly agree the statement, 15(15%) disagree the statement, 6(6%) strongly disagree the statement and 42(42%) are neutral.

5.2.4.Economic Citizenship should be effectively finishing a citizenship-by-speculation program additionally alluded to as worker speculator programs.

Economic Citizenship should be effectively finishing a citizenship-by-speculation program additionally alluded to as worker speculator programs.
100 responses

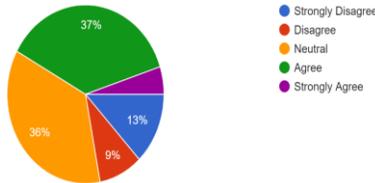**Interpretation**: The above table shows the responses of respondents on the statement "Economic Citizenship should be effectively finishing a citizenship-by-speculation program additionally alluded to as worker speculator programs". In which 23(23%) agree with the statement, 5(5%) disagree with the statement, 56(56%) are neutral with the statement, 4(4%) strongly agree with the statement and 10(10%) strongly disagree with the statement.

5.2.5 Economic Citizenship is more frequently about creation a financial commitment than only an investment

Economic Citizenship is more frequently about creation a financial commitment than only an investment
100 responses

Interpretation: The above table shows the responses of respondents on the statement "Economic Citizenship is more frequently about creation a financial commitment than only an investment". In which 37(37%) agree with the statement, 9(9%) disagree with the statement, 36(36%) are neutral with the statement, 5(5%) strongly agree with the statement and 13(13%) strongly disagree with the statement.

5.2.6 Legal Citizenship is the status of each and every person bounded under the custom or law of the country.

Legal Citizenship is the status of each and every person bounded under the custom or law of the country.
100 responses
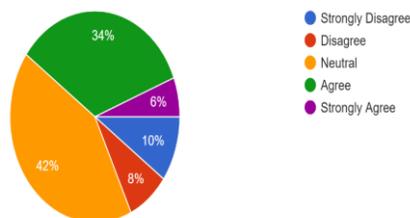
Interpretation: The above table shows the responses of respondents on the statement "Legal Citizenship is the status of each and every person bounded under the custom or law of the country." In which 34 (34%) agree with the statement, 8 (8%) disagree with the statement, 42(42%) are neutral with the statement, 6(6%) strongly agree with the statement and 10(10%) strongly disagree with the statement.

5.2.7 Legal citizenship states the possibility of citizenship which has been characterized as the limit of people to safeguard their privileges.

Legal citizenship states the possibility of citizenship which has been characterized as the limit of people to safeguard their privileges.
100 responses
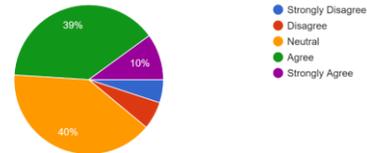
Interpretation: The above table shows the responses of respondents on the statement "Legal citizenship states the possibility of citizenship which has been characterized as the limit of people to safeguard their privileges.". In which 39 (39%) agree with the statement, 6(6%) disagree with the statement, 40(40%) are neutral with the statement, 10 (10%) strongly agree with the statement and 5(5%) strongly disagree with the statement.

5.2.8 In ethical citizenship there is a general battle for places and in which the sound person should be inspired without anyone else and is allowed to act inside a set of rules which protects harmony.

In ethical citizenship there is a general battle for places and in which the sound person should be inspired without anyone else and is allowed to act inside a set of rules which protects harmony.
99 responses
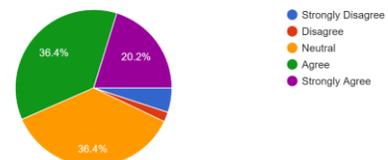
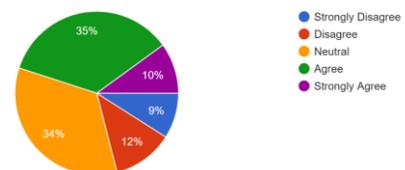**Interpretation**: The above table shows the responses of respondents on the statement "In ethical citizenship there is a general battle for places and in which the sound person should be inspired without anyone else and is allowed to act inside a set of rules which protects harmony". In which 36 (34%) agree with the statement, 2(2%) disagree with the statement, 39 (37%) are neutral with the statement, 21 (20%) strongly agree with the statement and 6 (6%) strongly disagree with the statement.

5.2.9 Discretionary citizenship is the legal demonstration or procedure by which a non-resident of a nation may gain citizenship or nationality of that country.

Discretionary citizenship is the legal demonstration or procedure by which a non-resident of a nation may gain citizenship or nationality of that country.
100 responses

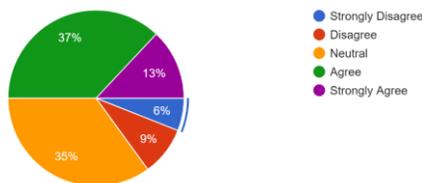**Interpretation**:The above table shows the responses of respondents on the statement "Discretionary citizenship is the legal demonstration or procedure by which a non-resident of a nation may gain citizenship or nationality of that country". In which 36 (34%) agree with the statement, 12(11%) disagree with the statement, 37 (35%) are neutral with the statement, 10 (10%) strongly agree with the statement and 10 (10%) strongly disagree with the statement.

5.2.10 The principles of Discretionary Citizenship shift from nation to nation yet normally guarantee to obey and maintain nation's laws

The principles of Discretionary Citizenship shift from nation to nation yet normally guarante obey and maintain nation's laws
100 responses

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

Interpretation:The above table shows the responses of respondents on the statement "The principles of Discretionary Citizenship shift from nation to nation yet normally guarantee to obey and maintain nation's laws". In which 37 (35%) agree with the statement, 9(8%) disagree with the statement, 39 (37%) are neutral with the statement, 13 (12%) strongly agree with the statement and 7 (7%) strongly disagree with the statement.

CHAPTER 6
Findings

- There were a total number of 105 respondents who were interviewed and were choose for the survey.
- In the total number of employees respondents male employees were more in number than female employee respondents.
- In the survey it was founded that majority of employees work in private sector and least in non profit organizations a total of 70 in private 16 in non profit organization and 16 in public sector
- The majority respondents that were interviewed belonged to the age category below 25 years of age
- Majority of employees working in organizations have a work experience of 0-5 years having a percentage of 56.2%, 05-10 years 24.8 percent 10-15 years 12.4 percent,15 years and above 6.007 percentage.

CHAPTER 7
Limitations of Study

Survey is related to responses and the suggestions received from the employed of two organization and the number is limited to 100. However, the study may conducted by increasing the base of number of organization and the number of employee for establishing further more reliability.Despite best efforts, in each case there are several problems or limitations associated with the statistical survey, which cannot be excluded, but can be limited, so to speak. There may be a real error at this time due to these variables.

- Small Sample Size - Your approximate size will be small compared to the absolute customer base, implying that the size of our example will be relatively small in a universe that is large enough.
- Non-response error: Since this study will be based on customer reactions, non-reactions and some minor reactions may be part of the error.
- Sampling: Expecting to reach each individual client is beyond imagination, so you will try to cover all areas of the client by passing an agent test, somewhat limiting the exam. These restrictions can affect job opening, but not to a great extent, and therefore do not have a fundamental impact on job opening.

CHAPTER 8
Conclusion

Since, the idea of nourishing organization citizenship behaviour is longitudinal affair it may reap the immediate fruits . Moreover , these practices will strength the employees psychological contract with the company . It is very much sure that if the employees cultivate this positive behaviour , the organization can achieve its business objectives at long run . The phrase "Passion at work" being widely used in the corporate corridors the organization citizenship behaviour traits inculcate that passion in every employee to work and contribute towards the organization success.

CHAPTER 9
Future scope of the research

In any event, during this time, organizations must endeavour to stay in contact with gifted experts. Regardless of whether they are not growing their workforce now, this technique readies the organization's ability pool for future recruiting endeavours by ensuring these discussions have just begun and associations are built up. Computerized instruments are a significant component of this inquiry. For instance, organizations can depend on their ability systems to look for help while scanning for a contender to fill an explicit opening. By contacting the current ability network in the association - the individuals who have just applied for opportunities or joined to get work cautions and friends

refreshes - HR groups can lessen recruiting time and discover up-and-comers put resources into the vision and qualities of your organization. furthermore, objectives. organizations must refresh and erase their occupations on the Internet, new posts will acquire prominence, and messages posted even a month prior will be considered conceivably immaterial. When this is cultivated, it is essential to live the new "remote expansion" process, which incorporates selecting, enlisting, enrolling, recruiting, preparing, and creating routine work for every single new representative remotely.

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