Factors Influence Organizational Citizenship Behavior in Software Organization: An Empirical Analysis

J.N.G. Sreenivas¹, Kalpana koneru², P. Lakshmi Narayanamma³

¹Asst.Professor, Department of Management Studies, Vignan’s Foundation for Science, Technology & Research, Guntur, A.P.
²Associate Professor & HOD, Department of Management Studies, Vignan’s Foundation for Science, Technology & Research, Guntur, A.P.

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Abstract

Organizational citizenship is unrestricted behavior that is not part of an employee’s normal requirements from the employers but that nevertheless improves the effective functioning of the organization. The employees who are loyal to the organization and perform duties apart from their normal work duties are termed such behavior as organizational citizenship behavior. It is found from the literature that a significant support and evidences are found to elaborate a rational relational relationship between self-concept, human resource policies, and team commitment and with organizational citizenship behavior. Many institutions conduct various Green HR Practices programs for understanding its effect and influence on employee organization commitment strategically. Therefore the factors which are having more impact on the workplace readiness to employee organizational citizenship Behaviour (OCB) are Increased Saving and Change commitment. The relevant hypothesis have been developed and further tested on these relationships and conducted in order to investigate its impact on organizational citizenship behavior.

Keywords: Organizational citizenship behavior, Team commitment, self-concept, organizational effectiveness, Motivation, Job satisfaction.

I. Introduction

The happiness of all our work is so essential to OCB and the organization. It is even better to do this than those that need to be addressed for special reasons, when needed, and on one side and the other, true basketball in space and in the country, and the most dynamic. Good behavior often appears to OCB to specifically support the authority and had to be reported without a lion [II,X]. Yes, to date, no sense of inquiry has focused on the application of OCB behavior to find it, and a third is in the region.
II. Review of Literature

OCB is a free and non-binding performance obligation and it is a matter of choice, as stated in [I,X], in which OCB is defined as a role in which people motivate themselves and understand and recognize meanings. Some authors [XI, V] have further clarified that OCB reflects the involvement of an employee in the desire of the organization to stay in the organization and in activities that fall outside the scope of work. This is the behavior that every organization requires from its employees because it has been proven to improve the success of the organization.
II.i. Leader Support and Perceived Organizational support:

The relationship between experienced organizational support, management behavior, and satisfaction with trailers has been studied to a very limited extent. For employees, the concept of support raises questions about interpersonal and organizational support [V, VII, XII]. The way in which an organization expresses concern for the needs and interests of its employees is based on two important theories. namely organizational support (employee-organization exchange) and management exchange (employee-manager exchange).

II.ii. Motivation

Researchers have suggested that a person's motivation is closely linked to their civic behavior within the organization [XI, X, I, III]. The authors found a statistically significant relationship between performance motivation and organizational civic behavior. Penner and his colleagues (Finkelstein and Penner, Rioux and Penner) reported statistically significant relationships between organizational problems and prosaically values and CBOs. These studies revealed significant relationships between motivation sources and management influence, transformative leadership behavior, and relevance to followers. The magnitude of these studies ranged from 3% to 12% of the explained variance. The authors [VII, IX] reported that managers relied on their perceptions of followers' motives for assessing the organizational civic behavior of employees. Therefore, employee motivation sources should have meaningful relationships with their CBOs.

Source: (Barbuto et al., 2000)

II.iii. Objectives of the Study

1. To study about organizational citizenship behavior, such that the factors influence in organizational citizenship behavior in contemporary organizations.
2. To know the level of satisfaction with factor involved in organizational citizenship behavior.
III Research Methodology and Tools

The survey was descriptive. The data was collected using the questionnaire method of 104 employees in certain industries, such as TCS, HCL. Statistical tools were applied to the data collected. Appropriate tools are used to draw a meaningful conclusion. Assumptions are developed and tested using appropriate tools, such as Simple Percentage and ANOVA.

III.i Hypothesis
H1: Salary factor of the employees with Organization citizenship Behaviour

| Demographic Description | Total sample n=756 | Very much Unlikely | Unlikely | Neutral | Likely | Very much Likely | ChiSquare |
|-------------------------|--------------------|--------------------|----------|---------|--------|-----------------|-----------|
| Age                     |                    |                    |          |         |        |                 |           |
| 20-30 Years             | 466(61.64)         | 0(0)               | 21(4.51) | 41(8.8) | 319(68.45) | 85(18.24)      | 12.25, df8, <0.05 |
| 31-40 Years             | 252(33.33)         | 6(2.38)            | 12(4.76) | 21(8.33) | 152(60.32) | 61(24.21)      | 24(63.16), 7(18.42) |
| 41-50 Years             | 38(5.03)           | 0(0)               | 0(0)     | 7(18.42) | 24        | 7(18.42)       | 34.90, df12, <0.05 |
| Monthly Income          |                    |                    |          |         |        |                 |           |
| Rs 20,000-30,000        | 346(45.77)         | 2(0.58)            | 11(3.18) | 26(7.51) | 238(68.79) | 69(19.94)      | 47.84, df12, <0.05 |
| Rs 30,000-40,000        | 244(32.28)         | 0(0)               | 12(4.92) | 29(11.89) | 155(63.52) | 48(19.67)      | 34.90, df12, <0.05 |
| Rs 40,000-50,000        | 120(15.87)         | 4(3.33)            | 10(8.33) | 10(8.33) | 70(58.33)  | 26(21.67)      | 47.84, df12, <0.05 |
| >Rs 50,000              | 46(6.08)           | 0(0)               | 0(0)     | 4(8.7)  | 32(69.57)  | 10(21.74)      | 11.25, df8, <0.05 |
| Work Experience in Orga |                    |                    |          |         |        |                 |           |
| 0-2 Years               | 278(36.77)         | 0(0)               | 8(2.88)  | 28(10.07) | 200(71.94) | 42(15.11)      |           |
| 2-5 Years               | 346(45.77)         | 6(1.73)            | 19(5.49) | 31(8.96) | 217(62.72) | 73(21.1)       |           |
| 5-10 Years              | 62(8.2)            | 0(0)               | 4(6.45)  | 2(3.23)  | 34(54.84)  | 22(35.48)      |           |
| > 10 Years              | 70(9.26)           | 0(0)               | 2(2.86)  | 8(11.43) | 44(62.86)  | 16(22.86)      |           |

Table 1: Salary factor of the employees with Organization citizenship Behaviour

III.i.ii Analysis

The cross-tabulation results for employees perception on Collaborative networks in organization / company positive significantly influence on organization citizenship Behaviour with the Age of the employees has revealed that (12.25,df8, <0.05) there is a significantly association between them. The cross-tabulation results for employees perception on Collaborative networks in organization / company positive significantly influence on organization citizenship Behavior with the monthly income revealed that (34.90,df12, <0.05) there is a significantly association between them. The cross-tabulation results for employees perception on Collaborative networks in organization / company positive significantly influence on organization citizenship Behaviour with the years of Work Experience with the
question asked revealed that (47.84,df12,<0.05) there is a significantly association between them.

H2: Opportunity for promotion with Organization citizenship Behaviour

| Demographic Description | Total sample n=756 | Very much | Unlikely | Neutral | Likely | Very much Likely | ChiSquare |
|-------------------------|-------------------|-----------|----------|---------|--------|-----------------|-----------|
| Age                     |                   |           |          |         |        |                 |           |
| 20-30 Years             | 466(61.64)        | 4(0.86)   | 15(3.22) | 57(12.23)| 311(66.74)| 79(16.95)      | 17.88,df8,>0.05 |
| 31-40 Years             | 252(33.33)        | 2(0.79)   | 8(3.17)  | 25(9.92)| 157(62.3)| 60(23.81)      |           |
| 41-50 Years             | 38(5.03)          | 0(0)      | 0(0)     | 5(13.16)| 24(63.16)| 9(23.68)       |           |
| Monthly Income          |                   |           |          |         |        |                 |           |
| Rs. 20,000-30,000       | 346(45.77)        | 0(0)      | 13(3.76) | 34(9.83)| 234(67.63)| 65(18.79)      | 22.62,df12,>0.05 |
| Rs 30,000-40,000        | 244(32.28)        | 4(1.64)   | 6(2.46)  | 31(12.7)| 154(63.11)| 49(20.08)      |           |
| Rs 40,000-50,000        | 120(15.87)        | 2(1.67)   | 4(3.33)  | 18(15)  | 72(60)   | 24(20)         |           |
| >Rs 50,000              | 46(6.08)          | 0(0)      | 0(0)     | 4(8.7)  | 32(69.57)| 10(21.74)      |           |
| Work Experience in Organiz |               |           |          |         |        |                 |           |
| 0-2 Years               | 278(36.77)        | 0(0)      | 6(2.16)  | 40(14.39)| 193(69.42)| 39(14.03)      | 35.61,12df,<0.05 |
| 2-5 Years               | 346(45.77)        | 6(1.73)   | 13(3.76) | 39(11.27)| 211(60.98)| 77(22.25)      |           |
| 5-10 Years              | 62(8.2)           | 0(0)      | 2(3.23)  | 2(3.23) | 46(74.19)| 12(19.35)      |           |
| > 10 Years              | 70(9.26)          | 0(0)      | 2(2.86)  | 6(8.57) | 42(60)   | 20(28.57)      |           |

Table 2: Opportunity for promotion with Organization citizenship Behaviour

Analysis: The cross-tabulation results for Feasible Organizational Support positive significantly influence on organization citizenship Behaviour with the Age of the employees has revealed that (17.88,df8,>0.05) there is no significantly association between them. The cross-tabulation results for Feasible Organizational Support positive significantly influence on organization citizenship Behaviour with the monthly income revealed that (22.62,df12,>0.05) there is no significantly association between them. The cross-tabulation results for Feasible Organizational Support positive significantly influence on organization citizenship Behaviour with the years of Work Experience with the question asked revealed that (35.61,12df,<0.05) there is a significantly association between them.
H3: Benefit for health schemes with Organization citizenship Behaviour

| Demographic Description | Total sample n=756 | Very much | Unlikely | Neutral | Likely | Very much Likely | ChiSquare |
|-------------------------|--------------------|-----------|----------|---------|--------|-----------------|-----------|
| Age                     |                    |           |          |         |        |                 |           |
| 20-30 Years             | 466(61.64)         | 2(0.43)   | 6(1.29)  | 49(10.52) | 348(74.68) | 61(13.09) | 4.42(df8, >0.05) |
| 31-40 Years             | 252(33.33)         | 0(0)      | 4(1.59)  | 25(9.92) | 187(74.21) | 36(14.29) |               |
| 41-50 Years             | 38(5.03)           | 0(0)      | 0(0)     | 7(18.42) | 25(65.79)  | 6(15.79)  |               |
| Monthly Income          |                    |           |          |         |        |                 |           |
| Rs. 20,000-30,000       | 346(45.77)         | 0(0)      | 2(0.58)  | 38(10.98) | 261(75.43) | 45(13.01) |               |
| Rs 30,000-40,000        | 244(32.28)         | 2(0.82)   | 6(2.46)  | 25(10.25) | 177(72.54) | 34(13.93) |               |
| Rs 40,000-50,000        | 120(15.87)         | 0(0)      | 2(1.67)  | 12(10)   | 90(75)    | 16(13.33) |               |
| >Rs 50,000              | 46(6.08)           | 0(0)      | 0(0)     | 6(13.04) | 32(69.57)  | 8(17.39)  |               |
| Work Experience in Organizati on |        |           |          |         |        |                 |           |
| 0-2 Years               | 278(36.77)         | 0(0)      | 2(0.72)  | 34(12.23) | 215(77.34) | 27(9.71)  | 9.197(df8, <0.05) |
| 2-5 Years               | 346(45.77)         | 2(0.58)   | 6(1.73)  | 37(10.69) | 247(71.39) | 54(15.61) |               |
| 5-10 Years              | 62(8.2)            | 0(0)      | 2(3.23)  | 2(3.23)  | 48(77.42)  | 10(16.13) |               |
| >10 Years               | 70(9.26)           | 0(0)      | 0(0)     | 8(11.43) | 50(71.43)  | 12(17.14) |               |
| Table 3: Benefit for health schemes with Organization citizenship Behaviour

Analysis: The cross-tabulation results for Professional training positive significantly influence on organization citizenship Behaviour has revealed that (4.42, df8, >0.05) there is no significantly association between them. The cross-tabulation results for Professional training positive significantly influence on organization citizenship Behaviour with the monthly income revealed that (10.13, df12, >0.05) there is no significantly association between them. The cross-tabulation results for Professional training positive significantly influence on organization citizenship Behaviour with the years of Work Experience with the question asked revealed that (16.15, df12, <0.05) there is no significantly association between them.

H4: Job security Factor with Organization citizenship Behaviour

| Demographic Description | Total sample n=756 | Very much | Unlikely | Neutral | Likely | Very much Likely | ChiSquare |
|-------------------------|--------------------|-----------|----------|---------|--------|-----------------|-----------|
| Age                     |                    |           |          |         |        |                 |           |
| 20-30 Years             | 466(61.64)         | 2(0.43)   | 19(4.08) | 51(10.94) | 323(69.31) | 71(15.24) | 9.197(df8, 8,<0.05) |
| 31-40 Years             | 252(33.33)         | 0(0)      | 3(8.17)  | 25(9.92) | 165(65.48) | 52(20.63) |               |
| 41-50 Years             | 38(5.03)           | 0(0)      | 0(0)     | 8(21.05) | 23(60.53)  | 7(18.42)  |               |
| Monthly Income          |                    |           |          |         |        |                 |           |
| Rs. 20,000-30,000       | 346(45.77)         | 0(0)      | 13(3.76) | 37(10.69) | 243(70.23) | 53(15.32) | 10.393(df12, <0.05) |
Table 4: Job security Factor with Organization citizenship Behaviour

| Income           | Rs 30,000-40,000 | Rs 40,000-50,000 | >Rs 50,000 | Work Experience in Organization |
|------------------|------------------|------------------|------------|---------------------------------|
|                  | 244(32.28)       | 120(15.87)       | 46(6.08)   | 0-2 Years 278(36.77) 0(0) 10(3.6) 32(11.51) 202(72.66) 34(12.23) |
|                  | 2(0.82)          | 2(1.67)          | 0(0)       | 2-5 Years 346(45.77) 4(1.16) 15(4.34) 38(10.98) 221(63.87) 68(19.65) |
|                  | 8(3.28)          | 6(5)             | 0(0)       | 5-10 Years 62(8.2) 0(0) 0(0) 4(6.45) 44(70.97) 14(22.58) |
|                  | 29(11.89)        | 12(10)           | 6(13.04)   | > 10 Years 70(9.26) 0(0) 2(2.86) 10(14.29) 44(62.86) 14(20) |
|                  | 158(64.75)       | 78(65)           | 32(69.57)  |                                 |
|                  | 47(19.26)        | 22(18.33)        | 8(17.39)   |                                 |

Analysis: The cross-tabulation results for Professional standards positive significantly influence on organization citizenship behavior with the age of the employees has revealed that (9.197, df8, <0.05) there is no significantly association between them. The cross-tabulation results for employees Professional standards positive significantly influence on organization citizenship Behaviour with the monthly income revealed that (10.293, df12, <0.05) there is no significantly association between them. The cross-tabulation results for Professional standards positive significantly influence on organization citizenship Behaviour with the years of Work Experience with the question asked revealed that (18.380, df12, <0.05) there is no significantly association between them.

We asked to write overall experience and perception towards the study. Further, suggested them to mention any of their views in the implementation of the above-mentioned topic. Many companies and institutions consider employability as their key performance indicator to measure their performance; these indicators are called as employment indicators. According to the employees, they are considering these sorts of skills as a measurement of choosing their career. They are looking more to come up with the requirements of the present job market.

IV. Conclusion

The organization can make the needs and desires and needs of the workers described below. And it shows that there are companies that employ workers, superior others. For this reason, some cities are focused on organization and their own pursuits and introduce a dependent variable. It often happens that the rule of morality that can be the kind of citizenship and customs of today's society, and it came to pass that I wanted to be implemented. Employees may submit CBOs for a variety of reasons for a variety of reasons. Much remains to be done to confirm the ideas expressed in this article. Optimistic individuals, organizations and leaders have shown a significant improvement in organizational citizenship behavior.
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