

العنوان باللغة العربية

تقييم سلوك المواطنة التنظيمية للعاملين الصحيين في إحدى المؤسسات الصحية بمدينة مكة المكرمة

العنوان باللغة الانجليزية

**Assessing the organizational Citizenship behavior of healthcare workers in
healthcare institution at Makkah City**

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العام الدراسي :

الفصل الدراسي الثاني لعام 2023

Introduction

Based on work requirements and signed job description, workers are expected to perform certain roles and responsibilities. However sometimes individuals perform certain tasks or exhibits certain behavior above and beyond his call of duty. There is large number of instances in organizations when employees assist their fellow employees which are not part of their job duties. This assistance is spontaneous and does not result in any formal reward. Such 'extra role behavior' is termed as organizational citizenship behavior.

Organizational citizenship behavior was derived by Organ (1988) and defined it as "individuals' behavior that is discretionary, not directly or explicitly recognized by the formal reward system, and in the aggregate promotes the efficient and effective functioning of the organization." According to Tuliao, Chen, & WU (2020) Organizational citizenship behavior considered as positive work indicator that partially departs from norms since it is voluntarily done to facilitate organizational performance but not regularly exhibited by employees.

The importance of the research:

Organizational Citizenship behavior is of great importance to managers because they can use the concepts and the findings in OCB studies to help them better manage employees. As a result, if a manager could inspire employees to exhibit OCBs, it could lead to improving the job performance of the employee, the effectiveness of the group the employee belongs to, as well as the overall effectiveness of the organization. Studies have shown that employees who exhibit OCBs are more likely to have higher productivity and receive higher performance appraisals (Noble, 2006). Studies have also shown that employees who have a better relationship with their supervisor are more likely to exhibit OCBs and as a result, are more likely to have a higher work performance (Kernodle, 2007).

Research question:

What is the degree of employee engagement in organizational citizenship behavior?

Literature review:

Organizational citizenship behavior (OCB) refers to employee behavior that is relatively discretionary and contributes to the effective functioning of organizations (Organ, Podsakoff, & MacKenzie, 2006). Organ (1988) identified five key types of OCB, including conscientiousness (e.g., working hard), sportsmanship (e.g., being positive at work even when times are tough), civic virtue (e.g., engaging in the life of the organization), courtesy (e.g., respecting the rights of coworkers), and altruism (e.g., helping others).

In fact, according to N. P. Podsakoff, Podsakoff, MacKenzie, Maynes, and Spoelma (2014), more than 2,100 articles on OCB have been published, with over half appearing since 2010, making it one of the most widely investigated variables in the organizational sciences.

Researchers conceptualize and operationalize OCB in different ways. In some studies, researchers measure all of the dimensions in a given OCB scale and examine each one independently while In other studies, researchers focus on one specific type of OCB.

While OCB is generally an individual behavior, it does have an impact on other factors. OCB could be incorporated into various group factors as well. Two of the more important group factors are teamwork and leadership. Individual behaviors could be aggregated to the group level. If two members of a team exhibit different amounts of OCBs, the cohesiveness, as well as the overall group performance could be affected. Although individuals are leaders, the topic of leadership is often a group factor because a leader needs followers. Studies have shown a positive relationship between Leader-Member Exchange (LMX), which is the relationship a leader has with his or her subordinate, and the amount of OCBs that subordinate exhibits (Kernodle, 2007). This is an important concept for business students who plan to become managers. If they can be aware and focus on developing and maintaining a strong, positive relationship with their subordinates, there is a greater chance of the subordinates exhibiting OCBs.

Research methodology:

The present study is quantitative descriptive research using cross sectional design through a questionnaire as a data collection tool. Simple random sampling will be used so everyone is chosen entirely by chance and each member of the population has an equal chance of being included in the sample. Questionnaire (OCB Scale) will be used as data collection methods to assess the organizational Citizenship behavior of healthcare workers in healthcare institution at Makkah City

Data Analysis:

Data will be manually transferring, as the responses from the questionnaires into a spreadsheet. Putting each question number as a column heading, and then using one row for each person's answers. Then assign each possible answer a number or 'code'. Then by going through each respondent's questionnaire in turn and adding in the codes. Entering this data into a spreadsheet. Data will be coded and transferred into specially designed formats for data entry then data will be analyzed and computed by using Statistical Package for Social Sciences (SPSS) program version 18.0. Descriptive analysis method used to present Data which the researcher frequencies and percentage of variables.

Ethical consideration:

Ethical codes of research conduct will strictly adhered to at all stages of the study. The research proposal will presented to the ethical committee at for MOH approval. The principle of **voluntary participation** regarding research ethics requires that people not be forced into participating in research by obtaining an **informed consent**. Confidentiality is important when collecting information and observing people. It is an ethical responsibility of the researcher to ensure that this information will be used for the purpose of the study.

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