UNIVERSITI TEKNOLOGI MARA

FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI

ORGANIZATION CITIZENSHIP BEHAVIOR IN PUBLIC SECTOR

NAZIA BINTI MARIN

2011425394

ROSNI ABDUL

2011494332

JUNE 2013

THE ABSTRACT

Abstract

The Organization Citizenship Behavior (OCB) has brought important matter to the organization where it can ensure the loyalty of public servants toward their organization. The objectives of the study are to determine the level of Organization Citizenship Behavior (OCB) among the public servant and also to analyze the association between the factors and Organization Citizenship Behavior (OCB). The study demonstrates the association of the individual-factors of job satisfaction, job involvement, organization commitment and public service motivation with the level of Organization Citizenship Behavior possessed by civil servants of the public sector organization

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CHAPTER 1

INTRODUCTION

1.1 General Introduction

Give more and expect less was a rare attitude yet it contributes to the smooth functioning of the organization. This was supported by Kartz (1964) that the willingness of the employee will contribute to extra effort for the attainment of the organization outcome. Therefore, the creation of a great and successful organization lies on the employees that go beyond their limit, the willingness of giving up time and energy without expecting any rewards on the efforts, in term of ability and formal job responsibilities. The representation of the Organizational Citizenship Behavior (OCB) in an organization was an idea of explaining how OCB can assists the public sector to be more effective and efficient in term of their service delivery. Nemeth and Staw (1989) found that OCB can help the organizations to develop the performance and also to increase the competitiveness among the employee as it encourages them to perform beyond the job requirement. However, Organ (1988) Organizational Citizenship Behavior (OCB) is being presumed as a set of desirable behaviors that contributes to the organizational effectiveness and efficiency thus helps in maximizing the organizational performance (Podsakoff, 2000). Therefore, OCB as it acts as a backbone of organizational performance. Even though Organizational Citizenship Behavior (OCB) was a backbone to organization, the OCB depend on each of member or individual. An organization would not long last without their members behaving

as good citizens. Good citizens here mean members are engaging in all sorts of positive behavior.

Hence, this was essential for all the organization to take such initiative to promote the performance of organization citizenship behavior by all the member of the organization. On the other hand, not all the organization will be able to manage the development of organization citizenship behavior among the members within its. This was due to the some effort taken by the organization may form a horrible feeling in which experienced by the employee itself where such effort does not fit with their interest. A study by Mark (2009) had proved that the both job stress and organization citizenship behavior own by the employee were closely linked. Therefore, this can be referred as the employee within the organization may feel uncomfortable with the strategies taken by the organization in which this could lead to the dissatisfaction and lower in motivation of work. Thus, such problem only occurs when the particular organization may use forces toward their employee with the aims to form and creates the organization citizenship behavior for the sake of the organization benefits. Therefore, the manager should realize that the existences of dissatisfaction among the employee may give a significant impact toward the performance and image of the organization. Proper management and strategies used was necessary in managing the performance of the organization citizenship behavior among the employee.