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STUDIES



**A STUDY ON THE PRACTICE OF ORGANIZATIONAL
CITIZENSHIP BEHAVIOUR (OCB) IN LOCAL
GOVERNMENT:
CASE STUDY IN LOCAL AUTHORITIES IN KUCHING AND
SAMARAHAN DIVISION**

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Abstract

Organizations, whether in public sector or private sector, are now demanding employees who have the traits of "good citizens"-individuals willing to push themselves to assist co-workers and employers at their workplace. In order for these organizations to keep their competitive edge, they need to ensure that their employees are empathic, efficient, and thoughtful of others when executing their functions. By increasing the ability of employees, motivating intrinsically, extending resources and creating favorable environments, Organizational Citizenship Behaviour (OCB) can influence organizational performance. Executing job functions and at the same time performing beyond what is required without expecting to be rewarded is what we refer to in this study as "Organizational Citizenship Behavior" (OCB) (Organ, 1988).

In this study, we will try to analyse the level of awareness of OCB among the staff of local authorities in Kuching and Kota Samarahan. With the questions from the questionnaire, we will try to see if they are aware of OCB, what are the factor that influence the OCB and what is the level of practice of OCB. After a thorough analysis of correlation, we will see if there is any significant relationship between these two variables. With the five dimensions of OCB, we are going to measure the level of practice of OCB. The respondents will be asked on how much they have practiced each of the five dimensions.

It is hoped that this study will further adds to the volume of study on OCB, since there is a lack of study in this field that focuses on local authorities. By adding more work of research in this field, it is hoped that the literary collection on this work will mature and the society will have deeper understanding on OCB and able to appreciate the knowledge of OCB.

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CHAPTER 1

1.1 Introduction

In this study is mainly about practices of organizational citizenship behaviour (OCB) among the staffs in local authorities at Kuching and Samarahan's division. This research generally covers the factors that influence the level of OCB in the local authorities. It is also cover the aspect of the level of awareness about the importance of OCB in the organization.

Organ (1988) under his first definition on OCB in 1977 explained that OCB are behaviours of a discretionary nature that are not part of employees' formal role requirements, but nevertheless contribute to the effective functioning of an organization. He also explained that OCB consist of five categories that include altruism, courtesy, conscientiousness, sportsmanship and civic virtue.

For further knowledge, before conducted this study we must make a research from various books, journals and any material resources of information to be used as the main sources to identify which factors that relevant as the guidelines on this study. In addition, in order to overcome a systematic process of researching in this study, there are various method that are being use to conduct this study.

Nowadays, OCB is important to agency in achieving efficiency of the organization. It is proven through the research conducted by Bateman & Organ, 1983; Smith, Organ, Near, 1983 which explained that OCB is important to enhance organizational performance because they lubricate the social machinery of the organization, reduce friction, and increase efficiency.

CHAPTER 2

2.1 Literature review

This chapter provides a review of the literature on Organizational Citizenship Behaviour (OCB) in local government. Section 2.1 this study will discuss on the background of OCB that includes the definition of OCB, how the OCB implement at Local government and the relationship of OCB between operational efficiency. Under section 2.2, this study discuss on the elements of OCB. In the section 2.3 it will discuss the factors that influence on the OCB in the local authorities. The section 2.4 is focus on the hypothesis and section 2.5 is discussed on the conceptual framework.

The Government of Malaysia consists of 3 main components namely the Federal Government, State Government and local government. Local Government is the third level of Government that is the lowest level after the Federal Government and the State Government. It has the power to impose limited taxes such as door tax and assessment tax in addition government agencies can enforce the by-law to the residents who are in the administration area. Typically the highest officials in the local Government called the Mayor for the city, while the Yang di-Pertua Majlis or the President of the municipality and District Councils. In accordance with article 4 and 5 of the Ninth Schedule of the Federal Constitution, local government outside the Federal territory of Kuala Lumpur, Labuan and Putrajaya (booking) is regulated under the State list. all local authorities outside the Federal territory directly under the exclusive jurisdiction of the State Government. This means that the local State Government have extensive powers to control the local authorities and to ensure its effectiveness and efficiency.