

## The relationship between OCB and private components Cooperative Personnel Administration of Labor and Social Welfare of Yazd

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**Abstract:** There are many issues in the field of behavioral science, one of the most useful they can be noted OCB. The importance of organizational citizenship behavior is understood in all the angles. The present study investigated the relationship between OCB and organizational climate has been done with regard to demographic variables. The study population consisted of 200 employees of the Office of International Cooperation, Labor and Social Welfare was in Yazd province. According to Morgan, the sample size is 127, but 130 is used to ensure more. Demographic variables included age, gender, work experience and education are considered. The results showed between OCB and demographic variables except age of 51 years and under graduate and graduate education, there is a significant positive correlation.

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### Introduction:

Science is a key source in today's world. To enhance the public knowledge level is a leader task for success of the organizations. The traditional factors of production, land and capital are placed in the second rank from importance viewpoint. Despite of the traditional factors of production that are depreciated, knowledge is collected continuously and creates an eternal creature. To enhance the public knowledge won't be achieved with force and requires voluntary cooperation of the people (Zarey Matin, et al. 2007:33).

The organizations won't be able to progress the public wisdom effectiveness without voluntary tendency of the people. The difference of voluntary and obligatory cooperation is very important. In obligatory case, a person performs his/her duties according to the regulations, rules and standards of an organization only to observe the requirements. But in voluntary cooperation, a category behind the duty is propounded and the personnel manifest their effort, energy and insight to use their abilities for the organization interest. In this case, the personnel usually neglect from their personal interests and put the responsibility for others' interests in the first priority. For this reason, passing the path to reach the organization aims is facilitated. So, confidence and obligation are very important and in case of lack of it, voluntary cooperation will be occurred rarely (Rahmanseresht and Senobar, 55: 2000). Therefore, in today's world, the citizens are accounted as the very important sources of organization, their behavior are

very important for the managers and for this reason many researchers have analyzed the citizenship behavior (Zare, 153: 2005).

### Literature review:

#### Organizational citizenship behavior:

The concept of organizational citizenship behavior was presented to the science world first time by Batman, Organ and Bienstock in early 1980s.

Initial researches were done about organizational citizenship behavior, that mostly was for finding the responsibilities and/or the personnel's behaviors, but they were often neglected. Although these behaviors were evaluating incompletely in the traditional evaluating and/or even the occupational performance sometimes were neglecting, but they were effective on improvement of organization effectiveness (Binstok et al., 36: 2003).

In the initial definition of organizational citizenship behavior that has been propounded in 1983 by Batman and Organ involve the class of behaviors that are not obligatory, but they create some interests for the organization (WATS, 5: 2003).

Various definitions have been presented for organizational citizenship behavior, but the most complete definitions have been presented by Organ in 1988 that is organizational citizenship behavior. The individual and voluntary behaviors that are not propounded directly by reward system in an organization, so they enhance the effectiveness and performance efficiency of the organization. Organizational citizenship behavior is in relation with

important organizational variables such as: job satisfaction, to maintain the system and organizational using. The studies indicate that the managers can enhance organizational citizenship behavior improving work environment without resorting to the force and obligation. They can lean on employment or society acceptance leaning on the processes of choice (Markison and Turinpes, 46:1996).

The key elements of defining the Organizational citizenship behavior are including:

- It is the behavior beyond what is allocated officially for the staffs of an organization.
- It is the optional behavior based on the person's will.
- It is a behavior without direct reward and/or is not appreciated by organizational official structure.

It is behavior which is very important for performance and success of an organization (Kastro, et al. 29: 2004).

Marck C. Bolino, Rabert Murman and Organ Wandine introduced the following components as indexes of organizational citizenship behavior. These indexes are including: 1- Self sacrificial 2- Dutifulness, 3- respect, 4- Participation, (supporting, social, and duty, civil), 5- Loyalty 6- Tolerability.

Kelman and Borman (2000) emphasize on three types of citizenship behavior: citizenship behavior between individual, organizational and work relation.

Individual citizenship performance: as a behavior that assists, leads and develops the members of an organization.

Organizational citizenship performance: it is known as the behaviors that the involvement in an organization is defined as allegiance and loyalty with accepting the rules.

Efficient citizenship performance: it is defined as the additional attempts that more than what is requested for the job (Tabeli, 32: 2012).

Nimora (2011) in his research titles as relationship between the personnel's individual characteristics and organizational space and organizational citizenship behavior, his aim of this study was to investigate the relationship between individual characteristics and citizenship behavior such as relationship between organizational space and organizational citizenship behavior.

This research was done in a medicine company in Pasuran at south of Java that included 67 personnel of that company with highest value of organizational citizenship behavior between the personnel in civil partnership and the least value of organizational citizenship behavior was loyalty. Moreover, the test indicated that the relationship between individual characteristics and organizational citizenship behavior has been proved significant up to 87% that the relationship between individual characteristics and

organizational citizenship behavior is acceptable. The correlation between organizational space and organizational citizenship behavior is significant up to 66%. Also, a hypothesis explains that there is a strong and acceptable correlation between organizational citizenship behavior and organizational space.

Much interest in industrial and organizational psychology was excited of attention to organizational citizenship behavior, Smith et al (1983) emphasized that for successful performance of the organization, their staff must tend to do their duty other than the given technical aspects and least official aspects (Basir, 307: 2011).

Although the first time the world of organizational citizenship behavior has been used by Organ et al in 1983, but before he, some researchers considered this subject such as Katz and Kahn by distinguishing between role performance and Innovative and Spontaneous Behavior in 1970s and 1980s and before they, Chester Barnard by determining the concept of cooperation tendency in 1983 (Padsagof et al, 513:2000). The dimensions of innovative and Spontaneous Behavior which has been presented by Katz are including:

Cooperation with others, organization protection, voluntary creative, self education and to maintain the desire insight about the organization (Jakiulin and Sapiro, 92: 2002).

The initial researches that were done in field of organizational citizenship behavior to find the responsibilities and the behaviors of the staff which mostly were neglected, but they were effective on improvement of organizational effectiveness (Binstok 36:2003).

Many definitions of organizational citizenship behavior have been presented. But one of the most complete definitions of organizational citizenship behavior has been provided by Organ in 1988.

Individual and voluntary behavior which are not propounded directly by official reward systems, thus enhance the effectiveness and efficiency of the performance.

Organizational citizenship behavior that includes social rewards is considered. Therefore, when the staffs feel that they don't receive any things from social, their citizenship behavior will be increased (Eng et al, 564:2003).

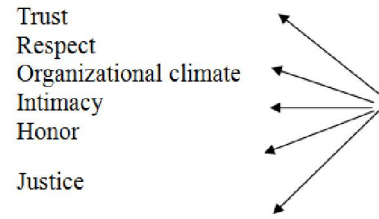
According to "Bolino and Torili", citizenship generally behaviors include two common states. From one side, they can't be straightening directly. From other side, there are some extra ordinary attempts that the organizations expect of their personnel (Bolino and Torili, 60:2003).

Peterson (2008) in a study entitled "climate" show factors such participatory decision making, support, openness of top-down, hearing a report from

the goal of high-level and high performance are strong institutional space Including influencing structural factors on the institutional space is the size of the organization.. The study showed that the education system in a smaller system, environment is more open and trusting and the atmosphere is friendly organization.

A study of the Enrique (2010): "The impact of organizational citizenship behavior on group performance" based on a simulation model conducted by the University of Akvala Italy. He is reviewed the impact of aid behavior on the members of a group that attempts to refuse activities,. When the band is trying

to avoid, reduce the effectiveness of organizational citizenship behavior on the contrary, when people made huge efforts to enhance group performance OCB working.



gender		Men			women	
Overall score OCB	Pearson's correlation coefficient	.914			.923	
	Significant level test (two-sided)	.000			.000	
	Count	130			130	
Age		20 to 30 years	31 to 40 years	41 to 50 years	51 years	
Overall score OCB	Pearson's correlation coefficient	.864	.948	.962	.820	
	Significant level test (two-sided)	.000	.000	.000	.388	
	Count	47	63	17	3	
Experience		1 to 5 years	5 to 10 years	10 to 15 years	15 to 20 years	20 years
Overall score OCB	Pearson's correlation coefficient	.879	.928	.906	.967	.924
	Significant level test (two-sided)	.000	.000	.000	.000	.000
	Count	38	47	24	13	8
Level of education		School	Diploma	Associate Degree	MA	Master's Degree or Higher
Overall score OCB	Pearson's correlation coefficient	0	.673	.924	.933	.847
	Significant level test (two-sided)	-	.53	.000	.000	.000
	Count	1	3	10	92	24

**Research methods**

The survey is part of applied research. The study of methods for collecting and analyzing data is descriptive and correlational. The sample consisted of all employees of the Department of Cooperatives, Labour and Social Welfare of Yazd.

In this study, to calculate the sample standard tables used Morgan. The sample size of this study was 200, according to Morgan, the sample size is 127, but 130 is used to ensure more. The strategy based on stratified random sampling with appropriate attribution.

In this study, a questionnaire to collect data needed for organizational citizenship behavior and organizational climate is changing. OCB scale,

according to a team of scientists has been prepared including Padsakf, organs and Smith.

Dimensions include: (1) civil partnership, 2 tolerance, 3- Conscientiousness, 4-sacrifice, 5-honor 6- loyalty. The questionnaire consists of 23 questions. According to the organizational climate questionnaire Abolalae and Babayee are: 1. Credit 2. Respect, 3 Justice, 4 Honor 5. friendliness. The research model is as follows.

**Analysis of the data**

To evaluate the results of the data obtained from the questionnaires was used spss software. To analyze hypotheses, correlation (Pearson Correlation) and testing the population mean (One-Sample Test).

according to the following table Pearson correlation test was performed and between organizational citizenship behavior and demographic variables such as age, gender, work experience and education, the sig (P-test) were obtained in all cases except in the age range of 51 years to high school and high school level of education, is smaller than 05/0 and statistically significant at the 95% confidence level test of the null hypothesis (no relation) reject and the assumption of a 1 (relationship) is accepted. There is the significant relationship between OCB and moderating variables such as age, gender, work experience and education, except in the Department of Cooperatives, Labor and Social Welfare province, which is a positive sign indicates that this relationship is positive.

#### Conclusion:

According to the following table and Pearson correlation test was performed and between organizational citizenship behavior and demographic variables such as age, gender, work experience and education, All except the 51 and older age range and education level below high school diploma or less than 05/0 skins, And statistically significant at the 95% confidence level test of the null hypothesis (no relation) reject and the assumption of 1 (relationship) is accepted. The relationship between OCB and changing demographic variables of age, gender, work experience and education, except as specified in the General Directorate of Cooperatives, Labor and Social Welfare of the province, which is a positive sign indicates a positive relationship. What can be deduced from this study is that the subjects ranged in age from 30 to 50 years show more OCB. Also, the duration of working more voluntary and spontaneous behavior in the most happening. Pearson has determined that education is directly related to organizational citizenship behavior. Administrators can set up shop in their organizations. And the promotion of knowledge contribution, which increases the performance and productivity of your organization. Therefore, managers need to develop organizational citizenship behavior efforts in staff training.

#### Recommendations:

- To promote organizational citizenship behavior of directors recommended that the tests to increase employment and highly educated people choose.
- The directors recommended the organization of in-service courses and workshops are held.

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