

A Study on Organizational Citizenship Behaviour in Textile Industry (Tirupur)

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Abstract: My research topic briefs about the Organizational citizenship behavior. OCB is a term that encompasses anything positive and constructive that employees do, of their own volition, which supports co-workers and benefits the company. The performance of an employee in organization other than his job is known, as organizational citizenship behavior, which is discretionary, not directly recognized by the formal reward system. It also aims in finding the benefits gained by the organization and the employees by practicing the Organizational citizenship behaviour. In this exploratory study the primary data is collected through structured questionnaires and the secondary data has been collected through various sources such as Internet, journals, etc. The result of the study reveals that employees and organization are benefited from Organizational citizenship behavior.

Keywords: organizational citizenship, textile industry

1. Introduction

Organizational citizenship behaviour (OCB) is eluded as set of optional work environment practices that surpass one's essential activity necessities. They are frequently depicted as practices that go past the obligation at hand. Research of OCB has been broad since its presentation almost twenty years back. Most by far of OCB research has concentrated on the impacts of OCB on individual and authoritative execution. There is agreement in this specific field that OCB tends to quiet practices for hierarchical undertakings. Effective associations have workers that go past their formal employment obligations and unreservedly give of their time and vitality to prevail at the allotted work. Such benevolence is neither endorsed nor required; yet it adds to the smooth working of the association. Typically, employees who frequently engage in OCB may not always be the top, but they are the ones who are known to 'go the extra mile' or 'go above and beyond' the minimum efforts required to do a merely satisfactory job. The employees perform all the activities as required by the job but as per his emotional and spiritual intelligence to give something more to his organizational he perform some extra things which are not included in reward but still give full satisfaction to him and his organization and influence the organizational growth. The organization will benefit from encouraging employees to engage in OCB, because it has been shown to increase productivity, efficiency and customer satisfaction, and reduce costs and rates of turnover and absenteeism.

A. Objective of the study

- To analyze how the organization and employees benefit from OCB.

B. Scope of the study

This research is been prepared with an intention to make one realize and understand the significance of organizational citizenship behaviour. A survey has been done to understand the approaches of OCB.

C. Statement of the problem

All the employees in the organization do not do organizational citizenship behavior. The employees who involve in organizational citizenship behavior are not given any motivational factors to continue the same. This study focuses on the problems faced by the company and the employees in carrying out OCB.

D. Research methodology

The study has been carried out by questionnaire-based data. Random sampling has been adopted in the selection of samples.

E. Limitations of the study

- The sample size is restricted to 100 respondents
- The time consistency was limited to 2 months
- The information provided by the respondents is up to their knowledge.

2. Review of the literature

Asiwome Biekro (2014) the topic is an assessment of organizational citizenship behaviour among frontline staff in three hotels in the greater Accra region. The study found out that while all three hotels were aware of the important role of OCB to job performance and it indeed affected their assessment of a staff in one way or another. It was also found that given the level of positive response employees offered to the model, some hotels are more likely to record high incidents of OCB while others may record much less. Among the three elements examined, job satisfaction was particularly found to impact employee's OCB more and therefore attention should be paid to promotion of job satisfaction across all levels of the hotels. Uzonwanne, Francis C. PhD (Aug 2014) Organizational Citizenship Behaviour and Demographic Factors among Oil Workers in Nigeria. The study set out to determine a significant

difference in the organizational citizenship behaviour exhibited by these oil workers based on demographic variables, gender, educational level, and marital status. Findings showed that none of these demographic variables were a determinant factor on the display of organizational citizenship behavior of the oil workers, which were actually consistent with existing literature. Mohd Anwar Mohd Yusoff (2017) Organizational citizenship behaviour in manufacturing organizations: the influence of commitment, leadership, and teamwork on altruism. The purpose of this paper is to understand altruism behavior in manufacturing sector in Malaysia. "Further analyses have shown positive significant effects between" Teamwork, Leadership style, and Organisational Commitment towards Altruism behaviour. Generally, the results derived from this study have shown that the proposed model concisely explained the Altruism behaviour within the context of employees in manufacturing sectors in "Malaysia.

3. Analysis and interpretation

A. Percentage method

Percentage analysis is a statistical tool, which used to identify the percentage from the respondent's response to a single question, which is accounted samples. It is used to compare the relative terms and distributions of two or more data.

$$\text{Percentage} = \frac{\text{Number of responses}}{\text{Total number of respondents}} \times 100$$

B. Chi-square test

Chi-square test enables the researchers to find out whether the divergence between the expected and actual frequencies is significant or not.

$$\text{CHI - SQUARE} = \frac{(O_{ij} - E_{ij})^2}{E_{ij}}$$

Where,

O_{ij} – observed value

E_{ij} – expected value

E_{ij} = Row total x Column total / Grand total

Degree of freedom = (C-1) X (R-1)

Where C = No. of column

R = No. of row

C. Percentage analysis

Table 1
Table showing gender of the respondents

Particulars	No. of respondents	Percentage (%)
Male	59	59
Female	41	41
Total	100	100

Source: primary data

Analysis:

From the table we come to know that 59% are males and 41% are females.

Table 2
Table showing age of the respondents

Particulars	No. of respondents	Percentage (%)
18-29 Years	36	36
30-40 Years	35	35
41-50 Years	16	16
51 Years and above	13	13
Total	100	100

Source: primary data

Analysis:

The above table shows that 36% respondents belongs to the age group of 18-29, 35% of respondents belong to the age group of 30-40, 16% of respondents belong to the age group of 41-50 and 13% of respondents belong to the age group of 51 and above.

D. Chi-square analysis

Relationship between the gender of respondents and the benefits of employees

H0: There is no significant relationship between the gender of respondents and the benefits of employees.

H1: There is significant relationship between the gender of respondents and the benefits of employees.

Table 3
Chi-Square table

Degree of freedom	Calculated value	Table value	Level of significance	Accepted/Not accepted
9	11.374	16.919	5%	Accepted

Interpretation:

The table value (16.919) is higher than the calculated value (11.374). Therefore, the null hypothesis is accepted and there is a significant difference between the gender of the respondents and the benefits of the employees.

Relationship between the gender of respondents and the benefits of organization.

H0: There is no significant relationship between the gender of respondents and benefits of the organization.

H1: There is significant relationship between the gender of respondents and benefits of the organization.

Table 4
Chi-Square table

Degree of freedom	Calculated value	Table value	Level of significance	Accepted/Not accepted
9	16.919	12.639	5%	Accepted

Interpretation:

The table value (16.919) is higher than the calculated value (12.639). Therefore, the null hypothesis is accepted and there is a significant difference between the gender of the respondents and the benefits of organization.

4. Findings and suggestions

A. Findings

- Majority of respondents that is 87% perform organizational citizenship behavior.
- Majority of respondents that is 36% of them are

benefited from increase in job satisfaction by practicing OCB in the organization.

- Majority of respondents that is 38% says that organization benefits from high turnover from Organizational Citizenship Behavior.

B. Suggestion

Representative's sure association with their chief is emphatically identified with authoritative citizenship conduct. It will be to the advantage of the association if its managers know that their backings will make solid positive associations with their representatives. As managers work more enthusiastically to make great associations with their subordinates, they can hope to see progressively hierarchical citizenship conduct. The outcomes that help a positive connection between a worker's activity conduct and authoritative citizenship conduct additionally have vital ramifications. This is critical on the grounds that it proposes that, while by and large authoritative citizenship conduct is related with having positive results on the execution of the association, it can likewise cause expanded worry in the representative showing the conduct. Supervisors ought to know about the way that additional job conduct will add more worry to their worker's work life, and endeavor to lighten any extra pressure their representatives may feel.

5. Conclusion

From this research I would say that Citizenship Behaviors come in numerous unmistakable shapes and structures. Generally thought of as the specialist who 'goes well beyond' the base necessities, it can likewise be the worker who steps up and dependably offers to assist; the learned, accommodating and agreeable partner; the ranking staff part who can move with the punches; or the cordial, receptive supervisor who demonstrates the new representatives around the workplace and acquaints them with other staff. These sorts of OCB ought to be effectively empowered – workers bolster the association through improving each other's execution and prosperity, and this is reflected in decreased expenses and expanded gainfulness at the authoritative dimension.

References

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