

Dennis W. Organ • Philip M. Podsakoff • Scott B. MacKenzie

Organizational Citizenship Behavior

Its Nature, Antecedents, and Consequences



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Organizational Citizenship Behavior Its Nature Antecedents And Consequences

Neil M. Boyd



Organizational Citizenship Behavior Its Nature Antecedents And Consequences:

Organizational Citizenship Behavior Dennis W. Organ, Philip M. Podsakoff, Scott B. MacKenzie, 2005-06-15

Organizational Citizenship Behavior Its Nature Antecedents and Consequences examines the vast amount of work that has been done on organizational citizenship behavior OCB in recent years as it has increasingly evoked interest among researchers in organizational psychology No doubt some of this interest can be attributed to the long held intuitive sense that job satisfaction matters Authors Dennis W Organ Philip M Podsakoff and Scott B MacKenzie offer conceptual insight as they build upon the various works that have been done on the subject and seek to update the record about OCB Key Features Explores how OCB translates into objective measures of efficiency profitability customer satisfaction and other criteria of organizational functioning Examines how important OCB is in other societal cultures and correlates findings from North American studies Addresses the relative importance of individual personality as a factor in determining OCB OCB has become a foundation for concepts in Organizational Studies This book provides an all encompassing resource for students scholars and practitioners looking for a comprehensive understanding on this key topic It is an excellent textbook for advanced undergraduate and graduate students studying organizational behavior or organizational psychology in courses such as Strategic Human Resource Management Measurement of Work Performance Behavioral Organization Theory and Social Psychology of Organizations The Oxford Handbook of Organizational Citizenship Behavior Philip M.

Podsakoff, Scott B. MacKenzie, Nathan P. Podsakoff, 2018-06-27 The Oxford Handbook of Organizational Citizenship Behavior provides a broad and interdisciplinary review of state of the art research on organizational citizenship behaviors OCBs and related constructs such as contextual performance spontaneous organizational behavior prosocial behavior and proactive behavior in the workplace Contributors address the conceptualization and measurement of OCBs the antecedents correlates and consequences of these behaviors and the methodological issues that are common when studying OCBs In addition this handbook pushes future scholarship in this and related areas by identifying substantive questions methods and issues for future research The result is a single resource that will inform and inspire scholars students and practitioners of the origins of this construct the current state of research on this topic and potentially exciting avenues for future exploration This handbook is designed to meet the needs of a broad spectrum of researchers and advanced undergraduate and graduate students in a variety of disciplines including management organizational behavior human resources management and industrial and organizational psychology as well as those interested in studying citizenship behavior in a variety of organizational contexts including marketing nursing engineering sports and education *Der Einfluss von Reziprozität auf das Organizational Citizenship Behavior* Maximilian Pres, 2018-10-01 Studienarbeit aus dem Jahr 2017 im Fachbereich Führung und Personal Sonstiges Sprache Deutsch Abstract Der Anspruch dieser Arbeit liegt darin zu analysieren durch welche reziproken Austauschprozesse Anreize die Mitarbeiter untereinander sowie gegen ber Führungskr ften motiviert werden

Dabei wird die intrinsische Motivation eines Individuums als Ziel verfolgt welche in der späteren Analyse der extrinsischen Motivation gegenüber gestellt wird Das Ziel der Arbeit liegt unter anderem darin die Wechselseitigkeit zwischen Mitarbeitern und deren auswirkenden Folgen auf das Organizational Citizenship Behavior OCB zu erläutern aber ebenso welche bestimmenden Größen gegeben sein müssen damit Arbeitszufriedenheit und ein gutes Betriebsklima herrschen Hierzu widmet sich diese Arbeit zunächst den theoretischen Grundlagen in Form zweier Begriffsklärungen sowie einer Untersuchung und Ausarbeitung des mentalen Modells Abschließend werden die wichtigsten Erkenntnisse zusammengefasst und Implikationen für die Forschung und Praxis dargelegt

Organisational Psychology Niklas K. Steffens, Floor Rink, Michelle K.

Ryan, 2022-11-25 This book introduces 14 foundational studies in organisational psychology inviting you to consider the limitations and lasting impact of these studies on both theory and practice

Der Zusammenhang zwischen Mitarbeiterzufriedenheit und Mitarbeiterbindung Isolde Menig, 2015-02-01 Forschungsergebnisse des Instituts Arbeit und Qualifikation der Universität Duisburg Essen aus dem Jahr 2011 kamen zu dem Ergebnis dass die Mitarbeiterzufriedenheit in Deutschland auf längere Sicht gesehen kontinuierlich sinkt Auch im europäischen Vergleich gesehen liegen wir auf dem fünfletzten Platz Diese Feststellung könnte zu einem ernstzunehmenden Problem in deutschen Unternehmen werden Denn Welcher Unternehmer kennt in der heutigen Zeit nicht das aufkommende Problem des War for Talents Sollte man nicht annehmen dass Unternehmen das Bestmögliche tun damit ihre Mitarbeiter zufrieden sind und gerne in ihrem Unternehmen arbeiten Das Thema Mitarbeiterzufriedenheit wird ein immer wichtigeres Thema nicht nur für die Unternehmen selber sondern auch für die Mitarbeiter Wenn die Mitarbeiter feststellen wie viel für die Zufriedenheit und das Wohlergehen in anderen Unternehmen getan wird kommen sie zum Nachdenken was im schlimmsten Fall bis zur Kündigung des aktuellen Arbeitsplatzes führen könnte Darum ist in diesem Zusammenhang auch die Bindung der Mitarbeiter ein Thema das von den Unternehmen nicht mehr länger verdrängt werden kann Die aktuelle Gallup Studie zum Engagement der deutschen Arbeitnehmer kam hierbei auf ein erschreckendes Ergebnis Im Jahr 2012 wiesen nur 15% der befragten Beschäftigten in Deutschland eine hohe Mitarbeiterbindung auf 61% fühlen sich nur gering und die restlichen 24% überhaupt nicht emotional an ihr Unternehmen gebunden Die vorliegende Arbeit soll in diesem genannten Kontext einen Überblick über die Konstrukte Mitarbeiterzufriedenheit und Mitarbeiterbindung verschaffen und aufzeigen wie diese zwei Konzepte zusammenhängen Innerhalb des zweiten Kapitels wird das Konstrukt der Mitarbeiterzufriedenheit behandelt Es werden Theorien dieser beschrieben und es wird aufgezeigt welche Faktoren die Mitarbeiterzufriedenheit beeinflussen können und wie sich die Mitarbeiterzufriedenheit auf Unternehmen und Individuum auswirkt Im Anschluss daran wird beschrieben wie sich eine fehlende Mitarbeiterzufriedenheit auswirkt Im dritten Kapitel wird die Mitarbeiterbindung näher betrachtet Es wird beschrieben was dieses Konzept für das Unternehmen und die Mitarbeiter bedeutet und was man unter Organisationalem Commitment versteht Abschließend werden Maßnahmen aufgegriffen die die Mitarbeiterbindung fördern können Im vierten

Kapitel soll der Zusammenhang zwischen den beiden Konstrukten Mitarbeiterzufriedenheit **Präsentismus als Selbstgefährdung** Corinna Steidelmüller, 2020-06-05 Corinna Steidelmüller untersucht zum einen den Einfluss von Präsentismus auf die Gesundheit und die Arbeitsleistung und vergleicht zum anderen verschiedene Arten der Messung von Präsentismus. Die Ergebnisse zweier Längsschnittstudien deuten darauf hin, dass Präsentismus als Strategie zur Aufrechterhaltung der Leistung (performance protection strategy) genutzt werden kann, was allerdings zulasten der eigenen Gesundheit geht. Basierend auf den Ergebnissen gibt die Autorin Empfehlungen für die Messung von Präsentismus.

Organizational Citizenship Behavior in Schools Anit Somech, Izhar Oplatka, 2014-10-10 This book extends our understanding of the attitudes and behaviors of teachers who improve their schools consistently and considerably. It sets out to critically analyze and examine organizational citizenship behaviors (OCB) in schools from a contextual perspective and to display the uniqueness of the concept in the context of school, its dimensions, boundaries, antecedents, and consequences from a multi-level perspective. Chapters consider understandings of teachers' OCB, its nature, components, and salience in schools; personal, organizational, and cultural factors which might facilitate or inhibit teachers' OCB; contributions and the drawbacks of OCB for the improvement of educational systems; schools and educators; a new conceptualization of teachers' OCB based on the unique characteristics of school and the teaching profession; and consequences for theory and practice. Practical tools for guiding educational policy makers, principals, and teacher educators on how to assimilate and enhance teachers' OCB. *Organizational Citizenship Behavior in Schools* will appeal to scholars and researchers in educational administration, educational policy, school leadership, and teacher education. It will also be of interest to supervisors, policy makers, and postgraduate students in the field of education.

How Groups Encourage Misbehavior Kevin Murphy, 2021-05-26 *How Groups Encourage Misbehavior* explores the psychological and social processes by which groups develop a tolerance for and even encourage misbehavior. Drawing from decades of research on social cognitive and organizational psychology, as well as a deep well of historical research, this book shows how commitment to groups, organizations, and movements can turn moral individuals into amoral agents. Pulling together what have been traditionally distinct areas of study, *How Groups Encourage Misbehavior* provides a detailed and unified account of how good organizations go bad and how groups of all types can push otherwise honest and upright individuals to behave in ways that violate laws and social norms. This text describes how social norms, rationalization, the characteristics of formal and informal groups, attachment to groups and organizations, and the structure of organizational life can all contribute to misbehavior. Each chapter includes one or more sidebar discussions of relevant and interesting examples to illustrate the ways groups and organizations encourage and support misbehavior. The final two chapters discuss how many of these same attributes and processes can be used to encourage positive behaviors and foster recovery from dysfunctional and corrupt cultures and modes of behavior. A valuable text for a broad range of psychology courses, *How Groups Encourage Misbehavior* will especially appeal to practitioners, scholars, and students.

interested in ethics in organizations and the intersection between social psychology and organizational behavior

Corporate Citizenship and Family Business Claire Seaman, 2022-04-07 Current models of corporate citizenship largely consider business as one coherent entity This view of business as a corporate force overlooks the growing evidence that most businesses are run by families Family businesses are the most common form of business in existence across countries continents and geopolitical divides and yet we know remarkably little about their approach to corporate citizenship Where families run businesses they create a concentration of family values that for good or ill influence the way business practices and behaviours develop The role of the family in business has therefore an influence on the development of society that is partially mediated through corporate citizenship This book pulls together current thinking from several diverse research fields that intersect with family business research to offer insight into current research and examples of practice for those studying and researching in the fields of family business business values and corporate practice The book will also explore the fact that family businesses tend to take a longer term approach to business and that this is reflected in their behaviour towards the environment community engagement employee development and innovation Bringing together contributions from researchers in the diverse fields of family business philanthropy community engagement corporate social responsibility innovation and policy this book explores the many ways in which family businesses contribute to the corporate citizenship agenda

Interne Markenführung Rico Piehler, 2011-03-19 Rico Piehler entwickelt ein integratives Modell der internen Markenführung das theoretisch fundiert ganzheitlich praktisch anwendbar und hinsichtlich zentraler Zielgr en Markenwissen Brand Commitment Brand Citizenship Behavior sowie ausgew hlte Determinanten in einem ersten Schritt empirisch validiert ist

Fallibility at Work Øyvind Kvalnes, 2017-10-09 This book is published open access under a CC BY 4.0 license This book addresses how organizations can deal with human fallibility in order to create space for excellence at work Some mistakes in work settings put lives at risk while others create openings for innovative breakthroughs In order to deal constructively with fallibility an organization needs a communication climate where it is normal to voice opinions admit mistakes and ask for help in critical situations The book builds on interviews with practitioners in healthcare aviation IT public governance and industry It connects narratives from these fields with theories from organizational psychology and philosophy as well as from positive organizational scholarship In the final chapter an overall ethics of fallibility at work is outlined Fallibility at Work contributes to research in multiple academic disciplines but also reaches out to practitioners who are interested in the connections between error and excellence in organizations

Discretionary Behavior and Performance in Educational Organizations Ibrahim Duyar, Anthony H. Normore, 2012-02-10 Examines discretionary behavior performance phenomenon for educational organizations to be effective in responding to the complex expectations of the 21st century This title refers to the employee behavior that is not directly or explicitly recognized by the formal reward system and in the aggregate promotes the functioning of the organization

Research Handbook on Organizational

Resilience Edward H. Powley, Brianna Barker Caza, Arran Caza, 2020-08-28 This Research Handbook identifies how resilience has evolved as a critical theoretical concept in the organizational sciences International resilience scholars conceptualize and explore the various ways resilience can be embedded in theory and practice offering new and updated perspectives on the importance of resilience in multiple contexts **Journal of Education Culture and Society 2011_1** ,

Organizational Behaviour - Verhalten in Organisationen Albert Martin, 2017-02-01 Im angels chsischen Raum geh rt das Organizational Behaviour ganz selbstverst ndlich zum Grundstock von sozial und wirtschaftswissenschaftlichen Studieng ngen Im deutschsprachigen Bereich wird an diese Tradition in zunehmendem Ma e angekn pft Die vierzehn Beitr ge dieses Buches stellen die wichtigsten Ergebnisse der Forschung zum Organizational Behaviour dar Behandelt werden die Themen Arbeitszufriedenheit Motivationale Orientierungen Psychologischer Vertrag und Sozialisation Commitment Rollenverhalten und Extra Rollenverhalten Vertrauen Macht Gruppendynamik Gruppenidentit t Teamentwicklung Pers nlichkeit und Arbeitsverhalten Betriebsklima Organisationskultur und Tausch Autor en Herausgeber Author s Editor s Prof Dr Albert Martin lehrt Personal und F hrung an der Universit t L neburg Zielgruppen Target groups Studenten der Wirtschaftswissenschaften sowie Fach und F hrungskr fte **Handbook of Research on Human Factors in**

Contemporary Workforce Development Christiansen, Bryan, Chandan, Harish C., 2017-03-24 The development of any organization is deeply connected with the influences of its employees By implementing new competencies in the workforce both the employees and the business overall can thrive The Handbook of Research on Human Factors in Contemporary Workforce Development is a pivotal source for the latest scholarly perspectives on social aspects and employee influences on modern business environments Including a range of topics such as gender diversity performance appraisal and job satisfaction this publication is an ideal reference for academics professionals students and practitioners seeking content on optimizing development in contemporary organizations *Business Education and Ethics: Concepts, Methodologies, Tools, and Applications* Management Association, Information Resources, 2017-07-13 In the increasingly competitive corporate

sector organizational leaders must examine their current practices to ensure business success This can be accomplished by implementing effective educational initiatives and upholding proper ethical behavior Business Education and Ethics Concepts Methodologies Tools and Applications is a comprehensive source of academic knowledge that contains coverage on the latest learning and educational strategies for corporate environments as well as the role of ethics and integrity in day to day business endeavors Including a broad range of perspectives on topics such as globalization organizational justice and cyber ethics this multi volume book is ideally designed for managers practitioners students professionals and researchers actively involved in the corporate sector **New Clues for Analysing the HRM Black Box** Alvaro López-Cabrales, Ramon Valle-Cabrera, 2015-09-04 This book serves to illustrate the difficulty in explaining the role of human resources and the complexities implicit in the management of people working together in various kinds of organisations and more specifically

the existing links between the management of human capital and the functioning of the organisation Several chapters provide an accurate picture of topics and issues that are relevant today in the area of human resource management by bringing together different approaches and levels of analysis that undoubtedly enrich one another The opening chapters are theoretical reviews and approaches of differing degrees of abstraction that explain the connections between human resources management and the performance of the organization including such topics as the importance of correctly implementing the processes of human resources management and the role that the Human Resources Department can play in this the importance of these management practices being interiorised and embedded in the whole organisation and the debate on the effects that management systems based on both control and commitment have on the behaviours of individuals Delving into the relationship between human resources management and organisational performance the second part of the book investigates the effect that social networks and work groups have on an organisation s results the effect of job satisfaction on the differences and disagreements between an organisation and employee with respect to the behaviours expected and finally the measurement of happiness at work with regards to three dimensions engagement job satisfaction and affective organisational commitment These eight chapters were considered the best papers presented at the 9th International Workshop on Human Resources Management held on October 30th 31st 2014 at Pablo de Olavide University Seville Spain

Public Service Motivation Neil M. Boyd, 2023-12-05 This book evaluates public service motivation PSM within the milieu of a broader conceptual and theoretical landscape beyond public management with a primary focus in management and the social sciences As the literature around public management has evolved scholars have suggested that PSM can direct applicants toward public service oriented careers and once hired many have posited that PSM is linked to psychological outcomes and behavioral activity within public service oriented organizations Although some scholars have attempted to characterize and study PSM in relation to concepts outside of public management the vast majority of scholarship has been grounded specifically in the public management literature This is true when characterizing PSM as a factor that relates to career choice as well as a predictor of motivated states once one occupies a role within an organization Given its continued vigor and its legitimacy it could be argued that in recent decades PSM has indeed become one of the most prominent concepts in public management This book will be of interest to researchers and students in the fields of public management and public administration as well as to policy makers and public service managers The chapters in this book were originally published in Public Management Review

Handbuch Karriere und Laufbahnmanagement Simone Kauffeld, Daniel Spurk, 2018-08-14 Dieses Handbuch bietet einen interdisziplinären Einblick in verschiedene Forschungs- und Anwendungsfelder des Laufbahnmanagements sowie der Karriereplanung Die thematische Bandbreite der einzelnen Beiträge reicht von der Berufswahl über die Laufbahnentwicklung Laufbahnphasen Laufbahnerfolg Laufbahnberatung Karriereentwicklung in Organisationen bis hin zu Austritt aus dem Erwerbsleben Karriere Coaching und

weiteren Themen Jedes Thema wird einheitlich gegliedert vorgestellt Auf ein verst ndliches Fallbeispiel folgen Hinweise zur aktuellen Relevanz des Themas ein berblick ber den aktuellen Forschungsstand sowie ein Fazit f r die Praxis Damit liegt ein gleichzeitig fundiertes wie praxisnahes Handbuch f r Personaler Laufbahnberater Wissenschaftler und Studierende vor

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