

Organizational Citizenship Behavior and its Relationship with Personnel Organizational Performance of Customs in the West Azerbaijan Province

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Abstract

This research has been done with the purpose of analyzing the organizational citizenship behavior and its relationship with personnel organizational performance of customs in the west Azerbaijan Province. To achieve this goal, 254 employees were selected by simple random sampling method. This paper has descriptive and correlational based on data's collection and through questionnaire on organizational citizenship behavior and organizational performance data was collected. Results showed that there is a significant relation between organizational citizenship behavior and organizational performance. So that the dimensions of respect, dignity, altruism, civic virtue, conscientiousness and sportsmanship and there is a significant positive relationship and be able to 6/24 percentage explain organizational performance. Also, the relation between altruism and conscientiousness were observed more degrees of organizational performance. So, with the exception of chivalry component, all components of organizational citizenship behavior, especially altruism and conscientiousness has significant role in the predicting organizational performance of customs in the Western Azerbaijan province.

Keywords: Altruism, Work Ethic, Civic Virtue, Sportsmanship, Civility, Organizational Performance, Customs Staff.

1. Introduction

Nowadays, Human resources and investment in it, is an essential pillar of development. Customs Organization in terms of the extent of human resources is one of the basic socio-economic institutions that contributed most to the development of economic, social and cultural acts. Furthermore, human resources are one of the main issues of economic and administrative system in each country. So, we can improve the organizational performance if we pay attention to its capabilities. According to research findings, OCB including the features that can lead to enhancing the skills and capabilities of human resources and better performance (Norman & et al, 2010; Matthew & Brass, 2006). The concept of organizational citizenship behavior was introduced in the early 1980s by Batman and the Organ. The primary researches were conducted on the organizational citizenship behavior more responsibility for identifying behaviors or behaviors that were employees in the organizations. These Behaviors are involved in the job performance evaluations and they were effective in the improving of organizational effectiveness (Bienstock & et al, 2003). Appelbaum & et al (2004) are defined organizational citizenship behaviors as below:

Set of voluntarily behaviors that they aren't an important part of formed official's duties; however, it is formed by him or her and caused to improve the effectiveness of their organizational responsibilities and roles. Organ (1998) was believed that organizational citizenship behavior is an individual behavior that it isn't designed according to formal reward systems directly but however, it will improve the efficiency and effectiveness of the organization's performance. According to this definition, Cohen and Cole (2004) are believed that man by OCB, serving the objectives of the organization's activities the expected of exceed requirements of their roles beyond official duties. In other words, the structure of organizational citizenships behavior is trying to identify, manage and evaluate the learning behavior of employees in the organization's activities and in the effect of their behavior improves the organizational effectiveness (Bienstock & et al, 2003). Background check shows that there are two dominant approaches in the definition of organizational citizenship behavior concept. Some of experts have been seen this kind of behaviors as an extra role behavior, so that behavior of peoples in the workplace beyond the requirements of the role that has been assigned to them. Graham suggests that organizational citizenship behavior must be considered separately from the operating performance and organizational citizenship behavior should be considered as global concept that includes all the positive behavior of individuals within the organization (Castro & Ruiz, 2004).

According to Organ, organizational citizenship behavior is classified in the five dimensions: Altruism, courtesy, conscientiousness, sportsmanship and social customs (Organ, 1988). Studies

in this field indicates on this fact that the existence of this type of behavior in the economic organizations, manufacturing, services and it will leave a significant positive impact on organizational performance and effectiveness. In fact, there are two types of personal effects and organizational citizenship behavior in the light of the relevant organization. The following are examples of this type of work are pointed out. Karambayya (1989) is mentioned in result of his studies that employees who work in departments with high-performance employees, who are working in low-performing units, more focused organizational citizenship behaviors. Podsakoff & Mackenzie (1997) in a study assumes that behaviors of employees' consciousness that they cause more serious attempt to engage in problem solving and customer problems. In addition, employees from shall not accepting lower shirk responsibility and refuse the accepted solutions of low interest. Organizational citizenship behavior, improve service quality through high levels of supportive behaviors, in addition, such attitudes lead to more pressing need for collaboration in the sales environments, Citizenship behaviors such as conscientiousness, self-sacrifice and civic participation, reduce variability and fluctuations in Interactive, in such a way that these components are causing more information and support for colleagues and staff also provide direct interaction with customers. Podsakoff and Mackenzie (1997) have pointed out that organizational citizenship behavior can employee productivity and enterprise groups to the promote efficient operations. Therefore, OCB caused to increases the mobile service delivery speed belonging improve their quality.

On the other hand, Civic participation is leads to improve and increase the interaction between managers and employees and if there are makes some problem's, they will be solved very quickly. Also, it will improve the levels of behavior, respect and sportsmanship, team spirit among colleagues and instead of controversial subjects with colleagues and managers; they may spend more time on the efficiency targets of organizations or groups. In addition, supportive and friendly relations among colleagues' work environments that promote deals may lead to high levels and maintaining employee relations. In addition, it can promote supportive and friendly relationships among colleagues in the workplace and it can lead to high levels of maintenance and employee relations. Chen (2000) in a research to investigate the relationship between organizational citizenship behaviors and design a program for continuous development through formal and informal systems achieved to this results that there is a positive relationship between organizational citizenship behavior and individual and organizational performance. Also, create a positive working atmosphere has a significant relation with peoples cultural and mental health. Shifel & Hasssan (2005) in a research entitle "analysis the effects of organizational citizenship behavior on deviant behavior" indicated that OCB has a negative and reverse relationship with deviant behavior and tolerance and civic participation are most negatively correlated with deviant behavior. In this regard, conscientiousness has a negatively correlated with absenteeism and delays of employees. Schepman & Zarate (2008) in a study on the 32 services institutes aimed at studying the relationship between burnout and negative performance and organizational

citizenship behavior which it is conducted in the Washington showed that burnout, lack of efficiency and organizational citizenship behavior have a significant negative relationship with each other's. Similarly, in another research, Hanam & Milson (2010) have founded that OCB with components of burnout and job stress have negative relationship. Therefore, Nowadays, Economic organizations are requiring to improvements a major leap in the increasing of efficiency and performance. Therefore, it is necessary to provide the conditions so that met the prime factors for increasing the efficiency of service organizations and human resources can be able applied the experiences and its competences to promote the organizational goals subsequently. So, in current research our goal is examine the relationship between organizational citizenship behavior and organizational performance components and the proportion of each component of organizational citizenship behavior in predicting the performance of West Azerbaijan Province customs organization.

2. Material & Methods

Applied methodology in this study is based on practical purpose and method of data's collection is descriptive and correlational. The statistical population of this research was chosen according to Cochran formula and we have chosen 254 persons as sample society which it is was chosen through random sampling method. To collect information's, we have used of package containing standard questionnaires of organizational citizenship behavior (Podsakoff et al, 1990) and organizational performance questionnaire (Hersey and Goldsmith, 1998). For test the homogeneity of variances and screening values and outliers were used of Levin test and distance strategy for all variables. According the results, it was confirmed the default homogeneity of variances and normality and Pearson correlation and regression analysis.

3. Findings

According to obtained results, of the total 384 completed questionnaires about (4.89%) 227 persons were man and (6.10%) 27 persons were women's. The age ranges of respondents were 25 to 57 years. The correlation matrix components mean and standard deviation is provided to the organizational citizenship behavior and organizational performance in the West Azerbaijan Province Customs.

Table (1) The correlation coefficient subscales of organizational citizenship behavior

6	5	4	3	2	1	SDV	Med	Subscales
					1	0.70	2.94	Respect and honor
				1	0.33**	0.47	3.10	altruism
			1	0.42**	0.38**	0.52	3.14	Chivalry
		1	0.26**	0.45**	0.40**	0.53	3.26	virtue of citizenship
	1	0.41**	0.22**	0.31**	0.27**	0.48	3.3	Conscientious
1	0.60**	0.45**	0.37**	0.63**	0.54**	0.84	3.21	Organization al Performance

0.01 P<**

According to above correlation matrix, all components of the correlation between organizational citizenship behavior and organizational performance are significant; in other wisp, components of organizational performance are significant predictors of organizational citizenship behavior. Also among the components of altruism and conscientiousness highest correlation with organizational performance and all the relations at the level of $01/0 = \alpha$ are significant. It was used of simultaneous regression method to test the relationship and share prediction of organizational citizenship behavior and organizational performance. Thus, organizational performances were calculated based on organizational citizenship behavior in the real-time components coefficients which they are specified in Table 2.

Table (2) OCB components indexes based on regression analysis

R ²	sig	T	Beta	Std. error	B	Components	
	0.001	20.07	-	2.90	38.28	fixed	
	0.001	3.75	0.20	0.03	0.22	honor	
0.246	0.001	5.83	0.24	0.03	0.19	Altruism	Organizational performance
	0.47	0.71	0.03	0.12	0.08	Chivalry	
	0.001	4.04	0.21	0.11	0.53	Citizenship Virtue	
	0.001	6.80	0.27	0.01	0.6	loyalty	

The results of Table 2 shows that with regard to the relationship between organizational citizenship behavior and organizational performance is positive and significant total of 6/24 percent (246/0) explain organizational performance. In the meantime, share of each parameter are as altruism ($\beta= 01.0$, $t=0.24$, $p <, 83/5$) and conscientiousness ($\beta=01.0$, $t=0.27$, $p <80.6$) is significant in explaining the criterion variables than other components. Also, results indicated that the relationship between chivalry and organizational performance is not significant ($\beta=0.3$, $t=0.71$, $p <0.47$). Thus, all components of organizational citizenship behavior except the chivalry, have large share in the organizational performance explaining.

4. Conclusion

According to research findings, OCB including the features that can be lead to enhancing the skills and capabilities of human resources and better performance (Norman & et al, 2010; Matthew & Brass, 2006). The concept of organizational citizenship behavior was introduced in the early 1980s by Batman and the Organ. The primary researches were conducted on the organizational citizenship behavior more responsibility for identifying behaviors or behaviors that were employees in the organizations. Background check shows that there are two dominant approaches in the definition of organizational citizenship behavior concept. Some of experts have been seen this kind of behaviors as an extra role behavior, so that behavior of peoples in the workplace beyond the requirements of the role that has been assigned to them. Graham suggests that organizational citizenship behavior must be considered separately from the operating performance and organizational citizenship behavior should be considered as global concept that includes all the positive behavior of individuals within the organization. So, in current research our goal is examine the relationship between organizational citizenship behavior and organizational performance components and the proportion of each component of organizational citizenship behavior in predicting the performance of West Azerbaijan Province customs organization. The results show that with regard to the relationship between organizational citizenship behavior and organizational performance is positive and significant total of 6/24 percent (246/0) explain organizational performance. In the meantime, share of each parameter are as altruism ($\beta= 01.0$, $t=0.24$, $p <, 83/5$) and conscientiousness ($\beta=01.0$, $t=0.27$, $p <80.6$) is significant in explaining the criterion variables than other components.

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