Assess Organizational Citizenship Behavior, Physical Education Offices in Zanjan Province

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ABSTRACT: In the present study of organizational citizenship behavior and its components in the physical education department staff has been Zanjan Province. The research method was descriptive survey. Statistical community, the employees of all the departments of Physical province in 2011, according to statistics, the number is about 140. Sample size, the population size was assumed that the number of usable questionnaires was 115. Questionnaire to collect information on organizational citizenship behavior Podsakoff and colleagues (1997) were used. For statistical analysis, such as T and F tests and Tukey test were used for analytical data. Based on the research findings: 1) Above Average Physical Education Teacher organizational citizenship behavior assumed equal to 4.47 is. 2) «T» is calculated at α=0.05 indicate the existence of significant differences in the means of organizational citizenship behavior in terms of gender. 3) «F» is calculated at α=0.05 indicate the existence of significant differences in terms of organizational citizenship behavior change tools in education (more than diploma MA), respectively. The results of this study show that the average office worker Physical province of organizational citizenship behavior is good.

Keywords: Organizational citizenship behavior, Organizational citizenship behavior components, physical education offices, Zanjan province.

INTRODUCTION

In the past, researchers conduct studies to determine the relationship between job and organizational effectiveness, often had to act within the role. The behavior of its employees’ behavior is defined in the organization of official duties by the official system is evaluated and rewarded (Van Dyne et al., 1994). What is an obvious need in the management literature is that organizations need employees who tend to establish beyond for action goes beyond job requirements to "organizational citizenship behavior" refers, in recent years has been the focus of many researchers (Morrison, 1994). The “body” OCB behavior is spontaneous and voluntary behavior or explicitly by the formal reward system is unpredictable, affecting the overall performance improves (quoting Alicia, 2008). Dimensions of organizational citizenship behavior: Oregon is counting on five factors for organizational citizenship behavior, these components include: fairness, altruism, social customs, work ethics and propriety (George and Reno, 1992). Another study that aims to "examine the relationship between organizational performance and organizational citizenship behavior was performed and showed that there is a correlation between organizational citizenship behavior and organizational performance (Zarei Matin et al., 2006). The overall goal of the research, organizational citizenship behavior measure physical education departments in this province that the research questions were posed:

1) Physical bureaucracy tends to province and its components citizenship behavior (altruism, generosity, courtesy, work ethics, socially, at work, how much?  
2) Between gender and orientation of physical education bureaucracy Zanjan organizational citizenship behaviors in the workplace, there is a significant difference?  
3) Education level and trend of physical education bureaucracy Zanjan organizational citizenship behaviors in the workplace, there is a significant difference?.

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METHODOLOGY

The research method was descriptive survey. Statistical community, the employees of all the departments of physical education in the province in 2011, according to number about 140 people. Due to the limited number of statistical samples, the population size was assumed that the number of usable questionnaires was 115. For data collection questionnaire to measure organizational citizenship behavior Podsakoff and colleagues (1990) were used. Podsakoff (1997), a measure based on a model of the organ quintet (1988), namely, altruism, consciousness, fairness, decency, and social mores have created. The instrument consists of 24 questions with a Likert scale. This paper describes examples of descriptive statistical parameters such as mean, variance, standard deviation, and inferential statistical tests used to test the research questions to come. In this regard, T and F tests and Tukey test were used for analytical data.

RESULTS

The major findings include the following fields are:
1) The amount of altruism province above average physical education department officials assumed equal to 5.20 is.
2) Chivalry incidence office staff Physical of zanjan province above average physical education teachers assumed equal to 4.38 is.
3) The amount of social customs office employees higher than average Physical Education Teacher Physical province assumed equal to 4.26 is.
4) The amount of work ethics office staff, physical education teachers, physical education of zanjan province and given out to 4.40 is.
5) The amount of staff courtesy Office province Physical Education Physical education teachers above average and assumed equal to 4.35 is.
6) Physical Education teachers above average organizational citizenship behavior assumed equal to 4.47 is (Table 1).

Table 1. To assess trends in the Zanjan Province of organizational citizenship behavior in the physical education department staff.

<table>
<thead>
<tr>
<th>Variable</th>
<th>SD</th>
<th>Average</th>
<th>Abundance</th>
<th>t</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>Altruism</td>
<td>819.0</td>
<td>20.5</td>
<td>115</td>
<td>370.21</td>
<td>0.000</td>
</tr>
<tr>
<td>Chivalry</td>
<td>12.1</td>
<td>38.4</td>
<td>115</td>
<td>948.7</td>
<td>0.000</td>
</tr>
<tr>
<td>Social rituals</td>
<td>897.0</td>
<td>26.4</td>
<td>115</td>
<td>974.5</td>
<td>0.000</td>
</tr>
<tr>
<td>Working conscience</td>
<td>976.0</td>
<td>40.4</td>
<td>115</td>
<td>576.8</td>
<td>0.000</td>
</tr>
<tr>
<td>Propriety</td>
<td>996.0</td>
<td>35.4</td>
<td>115</td>
<td>773.8</td>
<td>0.000</td>
</tr>
<tr>
<td>Organizational citizenship behavior</td>
<td>842.0</td>
<td>47.4</td>
<td>115</td>
<td>339.10</td>
<td>0.000</td>
</tr>
</tbody>
</table>

«T», calculated at α = 0.05 indicate the existence of significant differences in the means of organizational citizenship behavior in terms of gender. «F», is calculated at α = 0.05 indicates the existence of significant differences in terms of organizational citizenship behavior change tools in education (MA more than diploma) has been.

DISCUSSION AND CONCLUSION

In the present study, the incidence rate of organizational citizenship behavior in the physical education department employees were paid in Zanjan province. The analytical analysis of a research tool, reveals significant differences in outcomes based education is a tool. So that people with higher education are more inclined to show organizational citizenship behavior. These findings Studies Brehm and Rahn (1997) and Coleman (1998) indirectly supports.

Organizational citizenship behavior features that are most important include voluntariness, lack of predictability in their job description, there was no official reward for it, and not be punished, if not doing. Organizational citizenship behavior requires a priori variables that provide the context for the occurrence of this behavior. The former major variables including job satisfaction, organizational justice, personality characteristics, leadership behaviors, perceptions of, and commitment to their organization.

After they came basis for organizational citizenship behavior, organizational behavior course, there will be consequences to follow, most of them increase productivity, performance and effectiveness, promote positive relationships between staff, greater efficiency in resource allocation, reduce maintenance costs, provide flexibility for innovation, improved customer service, effective use of resources are scarce. Other consequences of organizational citizenship behavior can improve customer satisfaction, service quality and customer loyalty, increasing quantity of work, job satisfaction, increase the positive self-concept, high-quality improvement organization for recruiting, promoting positive relationships among staff to share the responsibilities of supervisors and the organization's internal balance.
REFERENCES


