The Relationship between Organizational Citizenship Behavior and Performance of the Staff of Qazvin University of Medical Sciences and Health Services

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Abstract:

More than two decades, the first organ and colleagues of OCB have been expressed through the words. The aim of this study was to investigate the relationship between organizational citizenship behavior and performance of employees of Qazvin University of Medical Sciences and Health Services.

The population in this study has included some units to the Qazvin University of Medical Sciences. This study is a descriptive research method will be correlated. In analyzing the data, both descriptive and inferential statistics were used. Descriptive statistics including frequency tables is the mean level of analytic structural equation modeling, confirmatory factor analysis (CFA) and path analysis (Path Analysis) is used. Software used for data analysis software package SPSS version 18 software package LISREL 8.54 version of Windows are.

The results show that, in general purpose, due to the OCB altruism, work ethics, sportsmanship and civic behavior has increased the performance. So after, polite and considerate of OCB on employee performance was not affected. So over all research hypothesis is accepted.

Keywords: Organizational Citizenship Behavior, Employee Performance

Introduction:

OCB voluntary is set of behaviors that are not part of the person's official duties.
Yet by the duties and functions of the organization are carried out effectively and improve the known (Applebaum et al, 2004).

Organs that organizational citizenship behavior is voluntary individual behavior directly by formal reward systems in organizations are not designed. However, this has been improved the efficiency and effectiveness of the organization (Cohen & Cole, 2004).

The main features of OCB:
Being inconclusive (other than being prescriptive)
Behaviors that are the result of individual initiative and independent employees' † (Bytener, Bumes and Tetryalt, 1990)
  OCB is benefit for organizations (Mc†Ulster, 1991)
One of the major problems of organizations in today's changing world, identifying the factors that can contribute to organizational citizenship behaviors a new phenomenon in the field of organizational behavior affect.
Planning to increase organizational performance has always been one of the issues facing senior management.
Overall OCB performance and organizational effectiveness through resource development, innovation and adaptation will help and is responsible for the organization and management of work-related behavior and to determine their value in the practice. (Morhd / Griffin, 1375, 132).
Io models for evaluation and performance analysis by Heresy and Gold smith, in order to help managers in determining the cause of the difficulties and strategies to create a change in order to solve the problems of planning. The purpose of this study was to identify and examine the factors that affect employee behaviors and organizational citizenship behavior cause and whether this behavior in organizations of interest to the Organization's managers and experts?
In this research the strengths and weaknesses of trying to be employees in the Organization be investigated because several jobs in any organization is therefore a prerequisite for any available jobs and job security having ramen to organizational citizenship behavior of the employee the right to be able to update the existing vacuum in the organization. Identifying the factors that prevent the occurrence of such actions is perceived.

- ❖ OCB behavior is a voluntary organization of the employee's behavior can show your heart desires.
- ❖ Organ (1997) defined organizational citizenship behavior as a function of the social environment and mental (psychological) to the performance of a task†† occurring in that environment will be protected.
- ❖ The necessity of doing this research to identify the vacuum (organizational citizenship behavior, care) in the Organization and the reasons for the occurrence or non-occurrence of such behavior in order to get the optimum organization and this applies to the Organization and attention to this would help provide the appropriate solutions because I thought in the Organization to which little attention and so have been affected in terms of functional as well. Potential benefits this study can provide guidelines to enhance employee productivity and thus increase performance and promotion work and conscience and Task Manager and people pay attention to the studies of altruism and courtesy and consideration behaviors in the organization.

Research purposes:

The main objective of this research is: The relationship between OCB and Employee Performance Qazvin University of Medical Sciences and Health Services.

Secondary objectives:

1 - Identify the relationship between altruism and practice of Qazvin University of Medical Sciences.

2. Identify the relationship between work ethic and practice of Qazvin University of Medical Sciences

3. Identify the relationship between the staff and the generosity of Qazvin University of Medical Sciences

4 - Identify the relationship between citizenship behavior and performance of staff Qazvin University of Medical Sciences.

Research hypotheses:

Between OCB and Employee Performance Qazvin University of Medical Sciences and Health Services are related.

• Alternative Hypothesis

There is a significant relationship between philanthropy and employee performance.

There is a significant relationship between work ethic and practice.

There is a significant relationship between chivalry and staff performance.

There is a significant relationship between citizenship behavior and performance of employees.

The literature, there is a significant correlation between observed and employee performance.

Population and research sample:

The statistical population of the research staff of Qazvin University of Medical Sciences and Health Services are units.

Sampling: stratified random sampling

The sample size for this study was estimated using Morgan table as a result of the 2,700 employees, 338 of the study sample size was determined.

Finally, 400 questionnaires were distributed, of which 338 questionnaire surveys of healthy and analysis is obtained.

Data Analysis:

OCB is composed of five structures. The model is implemented in software and show its relations were drawn. The initial model is implemented in LISREL software was not fitted with the appropriate parameters and the initial phase of this model should be modified. Mainly in the modified model, omitting the less important or markers free relations implemented in the model and fitting it would be a remarkable help. Indeed, at times operating model to study the significance of all approaches has strong credentials. Based on the results of the initial model of the markers in related structures next to each other with respect to the desired structure were

properly approved by the researcher because the present model using the method of factor analysis has been carried out correctly and Tandy interference is not considerable.
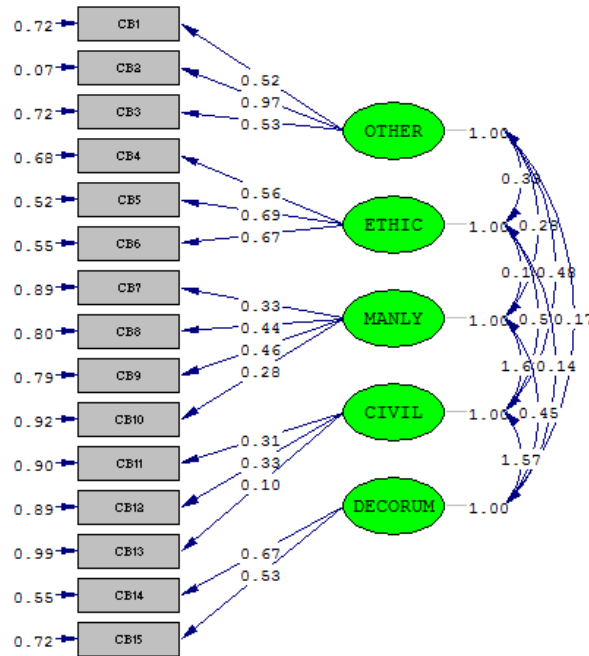
Chi-Square=434.53, df=80, P-value=0.00000, RMSEA=0.115

Model 1 - Model of OCB measure

The correct operation of the release of the covariance between the signals is done to achieve the best covariance matrix in the ninth model has been discontinued.
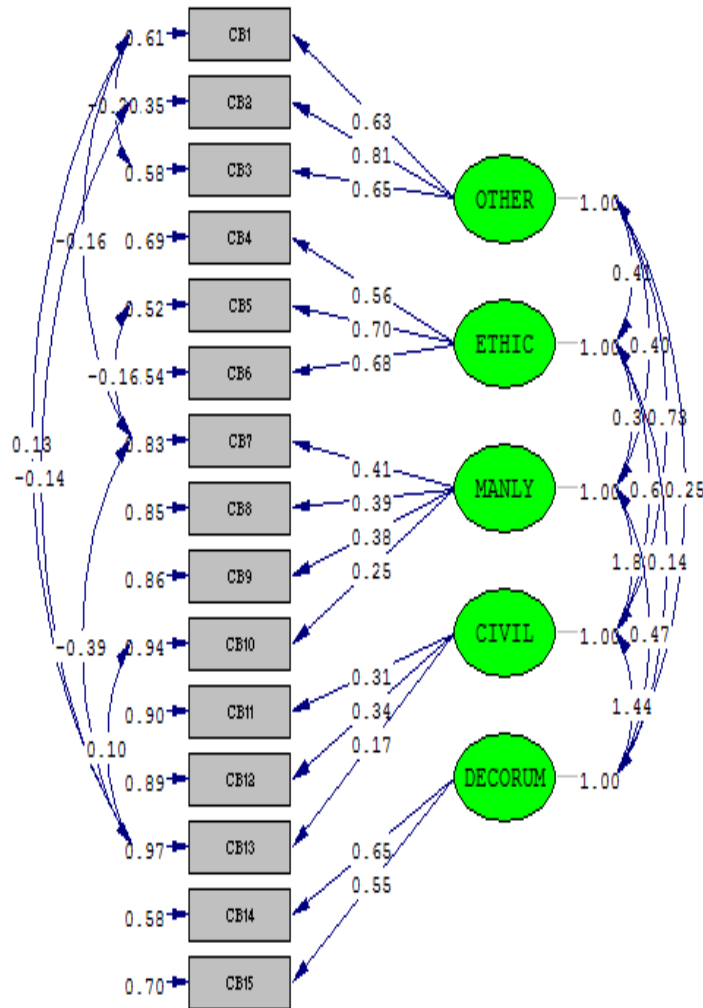
Chi-Square=286.19, df=73, P-value=0.00000, RMSEA=0.083

0.2 Model OCB saturated measurement model

Table 1 - Results of the measurement model, citizenship behavior variables

p-value	t	Loadings in the model	Model's mark	Structural Research
./01	9/62	./63	CE1	
./01	12/66	./81	CE2	Altruism
./01	10/13	./65	CE3	
./01	9.24	./56	CE4	
./01	11.32	./70	CE5	Conscience
./01	11.11	./68	CE6	

p-value	t	Loadings in the model	Model's mark	Structural Research
./01	6.56	./41	CE7	
./01	6.16	./39	CE8	Chivalry
./01	5.98	./38	CE9	
./01	3.90	./25	CE10	
./01	4/31	./31	CE11	
./01	4.44	./34	CE12	Civil behavior
./01	3.33	./17	CE13	
./01	9.44	./65	CE14	Courteous and considerate
./01	8.45	./55	CE15	

Discussion and Results:

1. Significant positive relationship between "altruism" and "performance" are observed. Thus, by increasing the "altruism", "performance" also increases with decreasing the yield decreases.

2. Significant positive relationship between "conscience" and "performance" are observed. Thus, by increasing the "conscience", "performance", it also increases and decreases, the performance is decreased.

3. Significant positive relationship between the "generosity" and "performance" are observed. Thus, by increasing the "generosity" and "performance" was increased and decreased, the yield decreases.

4. Significant positive relationship between "civil behaviors" with "performance" is observed. Thus, by increasing the "civil behavior", "performance", it also increases and decreases, the performance is decreased.

Positive correlation between "polite and considerate" and "performance" is found.

The results suggest that the tested hypotheses are presented.

A policy to encourage citizenship behavior has a huge impact on the strengthening of organizational citizenship behavior. Strengthening citizenship behavior, like any other behavior that comes from the people, there is a need to encourage. One of the things that can influence the actions of the organization is its policies. Managers should set appropriate policies and strategies, in order to become prosperous citizenship behavior in work organizations.

1. Organizational processes should be designed to attract and hire your power to attract the people who are progressive citizenship behavior. Test personality is a test as one of the selection criteria, the expert review and the result is placed occurs.

2. Training programs and classes and workshops in the field of organizational citizenship behavior adequate for your current staff in order to boost morale and make a valuable contribution to be useful and productive citizenship behaviors.

3. Organizations can establish systems to provide regular and reasonable compensation to employees greatly facilitate citizenship behavior.
4. Development of informal mechanisms such as participatory culture, a pivotal element for strengthening citizenship behavior in the workplace.

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