Staff Academic Job Behavior in Malaysian Public University

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Abstract

The purpose of this study is to exam the behavior of Organizational Citizenship Behaviour (OCB) among academic staff. The respondents of this study consist of 1704 people academic staff in public university selected by simple random. A set of questionnaires was used based on Organizational Behavior Scale containing 22 items with five dimensions that is Altruism, Conscientiousness, Sportsmanship, Courtesy and Civic virtue were used as the main research instrument. Overall, this study shows that the dimensions of Civic virtue is higher relative from other dimensions. The findings of this study also found that only dimensions of Conscientiousness differ between male with female staff. The implications of this study clearly showed the academic staff in higher education exceeded its duties from official duties specified
Keywords: Organizational Behavior Citizenship, Academic Staff, Public University

Introduction

Higher education system evolving needs of academic staff working and entrepreneurial skills (Malaysia Education Blueprint 2015–2025 - Higher Education, 2015) in order to compete and maintain viability. Each academic staff need to make a change because of global changing from time to time in specific industry sectors and technologies (Idris, 2015) to ensure a high level of excellence is achieved. In fact, the Ministry of Education (MOE) to ensure that factors that can contribute to the educational excellence that is a peer-led culture (Madinah, 2014) and multitasking should be enhanced and streamlined.

Following the recommendations of every employee of the university is fully committed to understanding and deepen the changes and environmental challenges for the future of higher education system of the country (Idris, 2015), the role of academic staff not only carry out a formal and even outside of official duty without expecting any remuneration other to ensure the success of any organization, and also current demands. Therefore excellence and advancement of civil organizations actually require employees in an organization to work more in-role behavior in addition to increasing the capacity and skills of employees (Basim, 2014).

This study aims to identify variations in the behavior of academic staff working in some public university in Malaysia. In particular, this study aims to identify variations in the score dimensions of Behavior Employment Organization (OCB) and comparisons based on gender.

Work Behavior And Related Study

Behavior Employment Organization (OCB) was first popularized by Organ (1988), and later expanded by other leading figures with consider the needs of theories and models of OCB. OCB theory was developed by Organ (1977.1988) which clarifies that an employee's work behaviour in the organization, which has as its voluntary work outside the terms of reference set by the employer, with the aim of improving job performance and organizational effectiveness. Even Podsakoff, MacKenzie, Paine and Bachrach (2000) also stated OCB as individual behaviour which is free (discretionary), without expecting reward and overall organizational effectiveness push functions or elements within the organization. Is free and voluntary behavioural cause was not made a condition of responsibility or area of the main tasks clearly.

Other figures such as Smith, Organ and Near (1983) also concluded OCB is employee contributions "above and more" of the major tasks that have been assigned. It involves a number of behaviours, including behaviours help others, willing to volunteer for additional tasks or outside the field of employment, subject to the rules and procedures in the workplace. OCB also refers to the individual contributions that exceed role or task as described in the file table (Nabilah, Sarah & Muhammad Hafiz, 2014). OCB is very important to today's organizations particularly when organizations respond to economic pressures and make the decision-making and multidisciplinary (Van Dyne, Graham and Richard, 1994).

The literature review shows that there are at least five models commonly used in studying the OCB in an organization. Table 1 shows the OCB model and dimensions.

Table 1:
OCB model and dimensions

Organ (1977)	Graham (1989)	Farh et al (1997)	Podsakoff et al (2000)	Lambert (2000)
Conscientiousness Altruism Civic virtue Magnanimity Respect and reverence	Interpersonal helping faithfully support individual effort individual ardency	Social etiquettes Altruism working conscience protecting organizational benefits	Helping behaviours Sportsmanship Organizational loyalty Organizational obedience Individual initiatives Civic virtue Self-growth	Obedience Loyalty and activities development Collaboration and responsibility

Source: Zahra, Mostafa, Moslem (2013)

This behaviour is described as a condition of employment or the employee's work list that is not specified by the employer clear and formal. Accordingly Amir Ahmad concludes OCB is a basic service consisting of (i) the loyalty of employees considered as representative of the organization to improve the image of the organization to outside parties, (ii) delivery of services to customers of quality, and (iii) the involvement of employees taking specific initiatives to improve services. Thus the willingness of employees to assist and perform additional tasks other than those enumerated in the list of tasks at the individual, group, or organization.

Organ (1988), OCB is built from five dimensions, each of which is unique and distinctive, ie:

1. Altruism i.e. the willingness to help others to do their job.
2. Conscientiousness i.e. employee performs or perform work and responsibility without expecting any reward.
3. Civic virtue is behaviour doing by regulation or order of an administrative nature within the organization.
4. Sportsmanship is shown a willingness to compromise and be positive in the organization.
5. Courtesy i.e. behavioural help reduce the problem of employment among colleagues or lighten the workload of colleagues.

Research methodology

This study is to identify variations in the behavior of employees in public university in Malaysia. Researchers use quantitative methods approach based review approach which requires a set of questionnaires are available to be answered by the staff of public university in Malaysia.

This study is a survey conducted by descriptive report on the information gathered through questionnaires sent to each Center of Responsibility (PTJ) at the universities involved in the study. This survey methods or approaches can provide important input for the information obtained to determine the current trend and problem faced. The study was conducted at the public university of Malaysia the North and the East Coast of Peninsular Malaysia. The place selected for this study that there are public university in the North and the East Coast of Peninsular Malaysia has the same features with other institutions such as the same organizational structure, the various fields of study, academic staff and also facilitate conducting a variety of studies that get respondents and collecting data. It coincided with the views Sabitha Marican (2005) who said the selection of a location study because the population is eligible and research purposes. Among other reasons the location studies have been based on distance, time and costs.

Selection of participants is based on the study and question the appropriateness of the title, but the main feature of their selection based on willingness and eagerness to engage in this study. Fraenkel and Wallen (2006) said that agreeing with the main requirement is the selection of study participants volunteered their participation in the study.

The population in this study is all academic staff whether the status of permanent, contract or part-time. The population consisted of 5843 academic staff at five public university for research (Higher Education Statistics, Ministry of Education, 2013). Based on the formula proposed by Krejcie and Morgan (1970), the number of samples selected is 381. But to get a sufficient number of researchers have provided 1880 sets of questionnaires were distributed to the participants of the study and 1704 questionnaires were successfully are returned.

A set of questionnaire was used based on the Organizational Behaviour Scale (Organ et al, 2006). This questionnaire consists of 22 items with five dimensions of OCB. The dimension is Altruism (3 items), Conscientiousness (5 items), sportsmanship (5 items), Courtesy (5 items) and civic virtue (4 items). Likert scale used is 4 points with 1 = strongly disagree to 4 = strongly agree. Syed Arabi (2001), the validity of the face can be judged based on the study of the concept to be measured and judgment based on whether the device is able to reach a full concept or not. In this study, researchers gave questionnaires to the lecturer for evaluation and ensuring that fulfills the face validity.

Findings and Discussion

Respondents in this study consisted of 1704 which consists of five public university. Table 2 shows the number of respondents by public university. From table 2 show the public university number one is answer the most questionnaire which earned a total of 395 or 23.2% from total respondents. While public university number three is a little answer the questionnaire that 259 respondents or 15.2%. This reflects the number of respondents who answered depending on the number of population in the study..

Table 2
The distribution of respondents based on public university and Gender

IPTA	Number of distributed	Number of answered	Percent
1	430	395	23.2
2	400	363	21.3
3	300	259	15.2
4	350	313	18.4
5	400	374	21.9
Total	1880	1704	100.0

Table 3 shows the distribution of respondents by gender. From total 1704 respondents surveyed, found a total of 884 (51.9%) of the respondents is male respondents and female respondents totaled 820 (48.1%) respondents.

Table 3
Gender Of Respondents

Gender	n	Percent
Male	884	51.9
Female	820	48.1
Total	1704	100.0

Table 4 shows the level of respondents' perceptions of the dimensions of altruism behavior in public university employees. The findings from this study found a mean score of respondents as a whole stands at 3.76 with a standard deviation of 0.36 agree on the dimensions of altruism. Looking at the other perception after deepened that most of the respondents indicated a positive perception of the dimension of altruism.

In terms of Conscientiousness implementing the tasks in a job, the analysis showed that their perception is at a high mean score of 3.86 with a standard deviation of 0.32. Likewise Courtesy

given by the respondents, the mean score obtained was 3.84 (standard deviation 0.31). In terms of sportsmanship, this study also found that the mean score high at 3.87 with a standard deviation of 0.311. The results showed that the mean score of 3.88 (standard deviation 0.30) are expressed at high levels in the behavior of civic virtue.

Table 4
Mean and Standard Deviation perception of OCB Dimensions

OCB Deminsions	Mean	Standard Deviation
Altruism	3.76	.36
Conscientiousness	3.86	.32
Courtesy	3.84	.31
Sportsmanship	3.87	.31
Civic virtue	3.88	.30

Table 5 that shows only dimension Conscientiousness showed significant differences between male and female respondents t (1702) = 2.160, $p >$ .05. While the other dimensions are not show significant differences.

Table 5
Result $t-test$ Based Gender

	Gender							
	Male			Female				
	Mean	SD	n	Mean	SD	n	t	df
Altruism	3.75	.37	884	3.77	.35	820	-1.476	1702
Conscientiousness	3.88	.30	884	3.85	.34	820	2.160*	1702
Courtesy	3.84	.31	884	3.85	.31	820	-.221	1702
Sportsmanship	3.85	.32	884	3.87	.29	820	-.525	1702
Civic virtue	3.87	.31	884	3.88	.29	820	-.550	1702
OCB	3.84	.24	884	3.84	.24	820	-.195	1702

* $p <$ .05

Conclusion

The studies related to the behavior of employees in an organization is often associated with a tendency to go beyond the duties that have been set. This means other than duties, workers also have certain behaviors in working life.

OCB is the employee contribution "above and beyond" job description has been set. It involves a number of behaviours that often do though not areas of their responsibility as including the behaviour of helping others or colleagues, willing volunteer to carry out additional tasks or outside the field of employment, adherence to the rules and procedures in the workplace, tolerance and presence to work extraordinary.

This behaviour reflects the "value-added workers" a unique and necessary in an organization and is one of prosocial behaviour, the social behaviour in a positive, constructive and meaningful help. Organ (1988) concluded that OCB as a behaviour that is a choice and individual initiative, are not related to the organizational reward system but as a whole and improve organizational effectiveness. This means that the behaviour is are not included in the terms of employment or job descriptions of employees until otherwise specified by the employer.

As behaviour outside the role that should be played, in fact OCB can't be separated from behaviour which demanded employment or work in accordance with the role it plays. Based on the above discussion, OCB has a significant effect on the performance and effectiveness of the organization and success of the organization to achieve its objectives established. Organizations can encourage workers goes positive, such as helping employees support each other and work in teams. More important from all of that, organizations can establish a conducive environment to encourage the OCB in the various activities of the organization.

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