

ABSTRACT

Some aspects of job performance go beyond the formal job description or job specification. They do not fall within the formal role requirement but have significant contributions to the overall organizational effectiveness. Researchers term these extra-role behaviours as Organizational Citizenship Behaviour (OCB). Examples include helping other employees, volunteering for tasks over the usual job, making innovative suggestions (beyond the suggestion scheme), accepting temporary mal-adjustments without complaints etc. these behaviours are argued to be discretionary and are beyond the purview of organizational action or sanction. In the present study, an attempt is made to assess the effect of some of the important antecedents such as job satisfaction, organizational fairness, extroversion, neuroticism, need for affiliation, need for achievement, need for autonomy and organizational culture on organizational citizenship behaviour as a whole as well as its individual dimensions. Special thrust is given to assess the influence of components of organizational culture on organizational citizenship behaviour as a whole as well as its dimensions. An attempt is also made to make a comparative analysis to assess the effect of the above mentioned antecedents on organizational citizenship behaviour in a public and a private sector.

Key words:- Job satisfaction, extroversion, neuroticism, organizational culture, organizational citizenship behaviour, altruism, conscientiousness, sportsmanship, courtesy, civic virtue.