

# The Relationship between Demographic Characteristics and Organizational Citizenship Behavior in the National Company for Distribution of Electricity and Gas

**BERBAOUI Kamel**

Laboratory of Study Economics &  
Development Local  
In South west of Algeria  
Department of Management  
,University of Bechar, Algeria

**SLIMANI Ilyes**

Laboratory of Study Economics  
& Development Local  
In South west of Algeria  
Department of Management,  
University of Bechar, Algeria

**SADEK Zohra**

Laboratory of Study Economics &  
Development Local  
In South west of Algeria  
Department of Management  
,University of Bechar, Algeria

## ABSTRACT

This study aims to identify the relationship between demographic characteristics and organizational citizenship behavior in the National Company for distribution of electricity and gas, and also aims to identify the dimensions of organizational citizenship behavior from the theoretical side, the instrument of study was a questioner which implemented on a sample about(140) employee, through data entry in the computer and processed statistically using statistical software (SPSS).

## Keywords

demographic characteristics, organizational citizenship behavior(OCB) .

## 1. INTRODUCTION

Organizations have become looking for the right climate, which help her development and creativity, and be members of these organizations more loyalty and belonging, and contributes to the emergence of the so-called organizational citizenship behavior.

The organizational behavior of citizenship is considered as are of the created concepts by the contemporary administrative thought, this behavior is considered as one of many researchers, primary Preoccupations

given the positive effects of organizational citizenship behavior both at the corporate level, or the individual, or work groups, several private and government organizations working in the adoption of its members for this behavior, Organization on the existence of organizational citizenship behavior contributes to improving efficiency and effectiveness, through the use of resources and reduce costs level.

At the individual level contribute to organizational citizenship behavior in improving the performance and productivity of the individual and self-development.

At the level of working groups, the organizational citizenship behavior increases the productivity of managers and employees, and coordination of activities between team members and working groups.

## 1.1 Objectives of the study

- Knowledge of the relationship between demographic characteristics and organizational citizenship behavior.
- Know the dimensions of organizational citizenship behavior.
- Determine the level of organizational citizenship behavior so workers in the national company for the distribution of electricity, gas.

## 2. METHODOLOGY OF THE STUDY

### 2.1 Research Hypotheses

The study is based on the following hypotheses:

- There is a statistically significant difference in OCB is attributable to gender.
- There is a statistically significant difference in OCB is attributable to age .
- There is a statistically significant difference in OCB is attributable to marital status.
- There is a statistically significant difference in OCB is attributable to education level.
- There is a statistically significant difference in OCB is attributable to work experience.

### 2.2 The study population and Methodology

The study population consisted of workers National Company for the distribution of electricity and gas (sonelgaz) in the state of Bechar.

The study is an explorative analytical one which used the systematic data collection and analysis to conclude findings. 140 questionnaires have been distributed to all employees who are able to answer. 126 valid for analysis questionnaire were recovered. These forms represented the population and sample of the study.

### 2.3 Data Collection Method

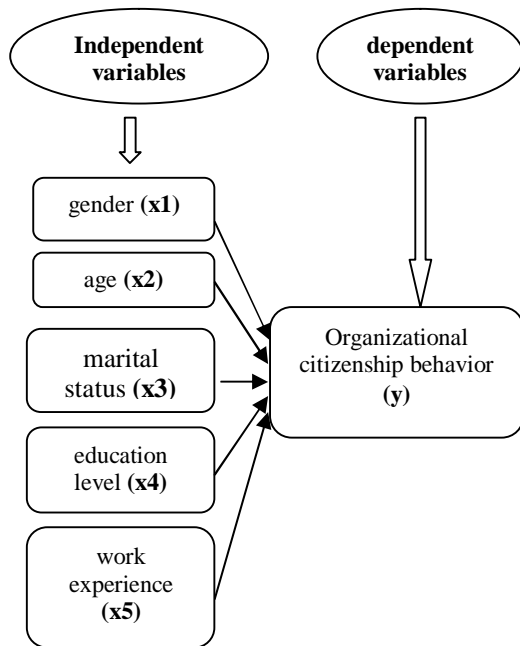
The study tool is a two-part questionnaire designed by the researcher, The first part consists of three questions containing demographic information of personnel, The Second part consist of 49 questions which used for analysis of hypotheses.

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All the items were measured using five-point Likert scale ,five points for “Strongly agree”, four points for “Agree”, three points for “Undecided”, two points for “Disagree”, and one point for “Strongly disagree”.

### Data Analysis Methods:

- Descriptive statistical techniques to describe the characteristics of the study sample using percentages and frequencies.
- "Five - Point-Likert Scale" .
- The statistical package (SPSS) is used for analyzing data and general information.
- Simple linear regression, and multiple regression, and correlation coefficient and interpretation.



**Figure 1. The Conceptual Framework of the Research.**

Figure 1 shows the search form for this study. Framework is supposed to five demographic characteristics is " gender, age , marital status , education level,, and work experience. In fact, the main objective of this study is to identify the relationship these demographic characteristics of organizational citizenship behavior.

### 3. THEORETICAL BACKGROUND

#### 3.1 Concept of Organizational Citizenship Behaviors (OCB)

Organizational Citizenship Behaviors (OCB) is defined as those extra work-related behaviors which go above and beyond the routine duties prescribed by their job descriptions or measured in formal evaluations (Bateman and Organ, 1983). Since these efforts are made beyond the requirements specified in the job description, their presence cannot be enforced (Organ, 1988),Turnipseed & Rassuli (2005) define OCB as defending the

organization when it is criticized or urging peers to invest in the organization; which means that OCB is ‘going beyond the call of duty’. Theoretically, OCB typically refers to behaviors that positively impact the organization or its members (Poncheri, 2006), and can also be defined as per Joirman et al, (2006) a behavior that exceeds the routine expectations. This behavior may be different for different people as every employee in an organization perceives job requirements differently i.e. for some employees, helping others (Altruism) may be a routine, yet still, some will count it as beyond the scope of job requisites. A person who engages in OCB might receive appreciation and recognition that includes positive emotion and a greater likelihood of repeating the OCB (Miles et al, 2002).

#### 3.2 Dimensions of OCB

Organ (1988) identified five major types (dimensions) of OCB; Altruism, conscientiousness, sportsmanship, courtesy, civic virtue (Podsakoff et al, 1990).

- Altruism can be called simply helping or helpfulness (Organ, 1997). Altruism consists of voluntarily actions that help others with an organizationally relevant task such as voluntarily helping orientation of a new employee, sharing sales strategies, teaching employees useful knowledge or skills, showing employees how to accomplish difficult tasks (Borman et al., 2001).
- Conscientiousness is a discretionary behavior that goes well beyond the minimum role requirement level of the organization, such as obeying rules and regulations, not taking extra breaks, working extra:long days (MacKenzie et al, 1993). More conscientiousness for an employee means more responsibility and less supervision
- Sportsmanship is demonstrations of willingness to tolerate minor and temporary personnel inconveniences and impositions of work without grievances, complaints, appeals, accusations, or protest, thus conserving organizational energies for task accomplishment and lightening the loads of managers (Organ and Ryan, 1995).
- Courtesy or gestures are demonstrated in the interest of preventing creations of problems for co:workers (Organ, 1997). A courteous employee avoiding creating problems for co:workers reduces intergroup conflict so managers do not fall into a pattern of crisis management (Podsakoff and MacKenzie, 1997).
- Civic virtue is a behavior on the part of an individual that indicates that employee responsibly participate in, is involved in, or concerned about the life of the company (Podsakoff et al, 1990). This dimension represents a macro level interest in, or commitment to, to the organization. This behavior shows willingness to participate actively in managerial events, to monitor organization’s environment for threats and opportunities, to look out

for organization's best interest. These behaviors reflect an employee's recognition of being a part organization (Podsakoff et al, 2000).

#### 4. Results of the study data analysis and hypothesis testing

##### Data Analysis

Table 1: Demographic Data of Samples

Variables	Levels	N°	%
Gender	Male	78	61,9
	Female	48	38.1
Age	Less than 25 years	6	4.76
	25 to less than 30 years	36	28.5
	30 to less than 40 years	48	38
	40 to less than 50 years	21	16.6
	50 years and over	15	11.9
Marital status	Single	39	31
	Married	87	69
Education level	Secondary	27	21.4
	Diploma	33	26.1
	Bachelor Degree	60	47.6
	Graduate Studies	6	4.76
Work Experience	Less than 5 years	48	38.1
	5 to less than 15 years	45	35.7
	10 to less than 25 years	18	14.3
	25 years and over	15	11.9

##### Reliability

Table 2: Reliability

Cronbach's alpha"	variables
55.2%	The dependent variable Organizational citizenship behavior (y)
90.3%	all variables a rate

Note from Table (2) alpha coefficient greater than the minimum acceptable and is 60% to overall reliability coefficient 90.3%, indicating a high reliability.

#### 4.1 Hypothesis Testing

Table 3: Test result and the first hypothesis is: There is no a statistically significant difference in OCB is attributable to gender.

Test	T table	T calculated	sig	Result
Independent Samples Test	1.979	0.235	0.526	accepted

Notes from Table (3) that There is no a statistically significant difference in OCB is attributable to gender and based on the base test the hypothesis, which states accept H0 where sig = 0.526 and is more than the significance level (0.05).

Table 4: A test result and the second hypothesis, which states: There is no a statistically significant difference in OCB is attributable to age.

Test	F table	F calculated	sig	Result
ANOVA	2.446	0.228	0.541	accepted

Notes from Table (4) that There is no a statistically significant difference in OCB is attributable to age and based on the hypothesis testing and which provides for the accept H0 where sig = 0.541, and is more than the significance level alpha (0.05).

Table 5: A test result and the third hypothesis, which states: There is no a statistically significant difference in OCB is attributable to marital status.

Test	F table	F calculated	sig	Result
ANOVA	3.917	1.157	0.778	accepted

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Notes from Table (5) that There is no a statistically significant difference in OCB is attributable to marital status based on the hypothesis testing and which provides for the accept H0 where sig = 0.778, and is more than the significance level alpha (0.05).

**Table 6: A test result and the Fourth hypothesis, which states: There is no a statistically significant difference in OCB is attributable to education level.**

Test	F table	F calculated	sig	Result
ANOVA	2.678	0.334	0.778	accepted

Notes from Table (6) that There is no a statistically significant difference in OCB is attributable to education level and based on the hypothesis testing and which provides for the accept H0 where sig = 0.778, and is more than the significance level alpha (0.05).

**Table 7: A test result and the Fifth hypothesis, which states: There is no a statistically significant difference in OCB is attributable to work experience.**

Test	F table	F calculated	sig	Result
ANOVA	2.678	0.368	0.913	accepted

Notes from Table (7) that There is no a statistically significant difference in OCB is attributable to work experience and based on the hypothesis testing and which provides for the accept H0 where sig = 0.913, and is more than the significance level alpha (0.05).

**4.2 Results of the study**

The study found the following results:

1. There is no a statistically significant difference in OCB is attributable to gender.
2. There is no a statistically significant difference in OCB is attributable to age.
3. There is no a statistically significant difference in OCB is attributable to marital status.
4. There is no a statistically significant difference in OCB is attributable to education level.
5. There is no a statistically significant difference in OCB is attributable to work experience.

**4.3 The study recommends the following:**

1. Clarify the concept of the workers and the dimensions of organizational citizenship behavior.

2. Measure the strength of the correlation between organizational citizenship behavior and personal variables of the behavior of leaders.
3. Measuring the extent of organizational citizenship behaviors among workers in the National Company for distribution of electricity and gas, These behaviors and compared with workers in other companies.

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