ANTECEDENTS OF ORGANIZATIONAL CITIZENSHIP BEHAVIOUR

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by

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ABSTRACT

The purpose of this study was to explore organizational citizenship behaviour (OCB) practices among nurses in health care institution, and to determine the relationship between demographic factors and ethical climate to OCB. Moreover, this study also tried to determine whether job satisfaction and organizational commitment moderate the relationship between ethical climate and OCB. Data were collected from 255 nurses by using stratified random sampling to ensure that every department was represented in this study. A questionnaire consisting of five measures was administered to the respondents. Two OCB instruments were used in this study to differentiate the results from using the western instrument, an instrument developed based on the context of our society. The study showed that nurses do display OCB, with high conscientiousness and sportsmanship behaviours but low helping behaviour. Demographic factors were not found to be related to OCB. The findings also revealed that job satisfaction, organizational commitment, and ethical climate were correlated to OCB. Job satisfaction and organizational commitment were shown to moderate the relationship between ethical climate and OCB.

ABSTRACT

Objektif kajian ini ialah untuk mengenalpasti amalan tingkahlaku kewarganegaraan organisasi (organizational citizenship behaviour - OCB) di kalangan jururawat di institusi kesihatan, dan melihat sama ada terdapatnya hubungan di antara faktor demografi dan OCB. Kajian ini juga bertujuan mengenalpasti sama ada kepuasan kerja dan komitmen organisasi mempengaruhi hubungan di antara persekitaran etika dan OCB. Seramai 255 jururawat digunakan sebagai sampel di dalam kajian ini. Kaedah persampelan rawak berstrata digunakan untuk memastikan setiap jabatan diwakili. Soalselidik yang mengandungi lima alat telah diedarkan kepada respondens. Dua alat OCB digunakan untuk melihat perbezaan dalam dapatan dengan menggunakan alat dari Barat dan alat yang dibina bersama penyelia berdasarkan konteks masyarakat negara ini. Hasil kajian menunjukkan jururawat mengamalkan OCB, di mana mereka menonjolkan sikap hemat dan semangat kesukanan yang tinggi tetapi tingkahlaku membantu yang rendah. Faktor demografi didapati tidak mempunyai sebarang hubungan dengan OCB. Kajian juga menunjukkan kepuasan kerja, komitmen organisasi, dan persekitaran etika mempunyai hubungan dengan OCB. Kepuasan kerja dan komitmen organisasi mempengaruhi hubungan antara persekitaran etika dan OCB.

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TABLE OF CONTENT

LIST OF TABLES

LIST OF FIGURES

ABBREVIATIONS

LMX	Leader-Member Exchange
OCB	Organizational Citizenship Behaviour
OCBA	OCB instrument developed by Podsakoff and MacKenzie (1989)
OCBB	OCB instrument developed together with supervisor (2002)
OCBI	Organizational Citizenship Behaviour (Individual)
OCBO	Organizational Citizenship Behaviour (Organization)
MoH	Ministry of Health
POS	Perceived Organizational Support

CHAPTER ONE

INTRODUCTION

1.0 INTRODUCTION

Since independence in 1957, Malaysia has built an enviable healthcare system. Malaysian healthcare has developed both rapidly and relatively cheaply, raising health indicators at limited cost to the state. However, the epidemiological transition from communicable to chronic diseases as the leading cause of mortality and morbidity has begun, and Malaysia is facing increasingly heavy demands on the public sector healthcare system. Malaysia faces many challenges in its health management, these include integrating private providers further into the system of healthcare provision; training and retaining more doctors and nurses; and exploring new funding mechanisms for an increasingly expensive system of healthcare.

According to Malaysian Ministry of Health (MoH) (2002) statistics, there were 23,672 registered nurses in 1998 or one per 1,000 people. From this number, 18,134 nurses, or 77% of the total, worked in the public sector, while 5,538 in the private sector (23%).

Working conditions for Malaysia's healthcare personnel are difficult. The government has found it hard to break a vicious circle of overwork and low pay leading to doctors and nurses leaving the public sector. Medical personnel working in the private sector often enjoy better working conditions if not in pay. Nonetheless, the Asian economic crisis of the late 1990s saw many private healthcare institutions facing

1

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