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Relationship between job stress and organizational citizenship behaviour

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Abstract

Organizational Citizenship Behaviour (OCB) is of utmost importance for the benefit of individual employee (OCBI) as well as for the organization (OCBO). Keeping in view the above facts a study was conducted to examine the effect of work place stress on employee's perceived stress. The sample of the study consisted of 100 high stressed employees selected from public sector organizations. Results indicated negative correlation between feeling of Job Stress and the organizational citizenship behaviour. Findings of the study can be utilized to enhance the wellbeing of the employee and to benefit the organization.

Keywords: job, stress, organizational citizenship behaviour

Introduction

The subject of occupation fulfillment, work pressure, and hierarchical citizenship conduct has been concentrated by numerous researchers in the fields of authoritative conduct, authoritative brain science and human asset the executives because of their effects on work related practices. Employment fulfillment (JS) is an as often as possible considered subject in work and authoritative writing and the premium has been driven by the way that specialists accept that the patterns of occupation fulfillment can influence work showcase conduct. Occupation fulfillment has been generally detailed as an incredible inspiration that impacts representatives' demeanor comparable to their employments. It likewise applies tremendous impact on execution, maintenance, representative turnover, just as work truancy. Being connected to the enthusiastic sentiment of representatives and their work, contends that activity fulfillment could be envisioned as one of the key components that lead to the accomplishment of any association. Along these lines, if workers are not happy with their occupations or with work circumstance, stress may prone to set in and potentially they probably won't have any enthusiasm for hierarchical citizenship conduct.

Probably the most significant activity fulfillment features found by in their investigation of cataloger administrators incorporate advantages bundle, associations with colleagues, chances to learn new abilities, reasonable treatment, regarded suppositions regarded and wish to be upheld by the organization.

Then again, stress is a procedure wherein ecological occasions or powers appear to undermine the prosperity of a person in the general public. Employment or word related pressure has pulled in many exploration interests and guarantee that it is considered as a significant worry in the word related security and wellbeing perspective just as in authoritative prosperity. There are levels of employment stress and as have been contended by Jex, 1998, unpleasant occupation stress is broken and diminishes duty and profitability and expands truancy. The expense of job related stress is assessed at 20 billion Euros for the European people group and 300 billion dollars for the United States, as indicated by. In view of these, fights that the negative ramifications of occupation stress are difficulties to the two bosses and laborers.

Techno-stress is another power which has likewise been distinguished as one of the activity stressors for workplace. As indicated by Harper, (2000), there are two types of techno-stress influencing bookkeepers, to be specific, the physical and the mental structures. The physical types of techno-stress come in the types of cerebral pain, back strain, eye strain, dull strain wounds, for example, carpal passage disorder, and strong brokenness, data over-burden, over identification with innovation, under work, unnecessary routine employments, and sentiments of occupation uncertainty. Kupersmith 2003 contend that the utilization of PC incorporated framework, CD-ROMs and numerous databases, the Internet and World Wide

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Web, and the quick difference in data innovation have welcomed a lot of measure of weight on public sector. The BBC News of January 2006 reports that working in a work place is the most distressing activity of all. As indicated by clinician Saqib Saddiq on the BBC news, custodians are discontent with their working environment as their employments are tedious and unchallenging. Curators additionally whined about their physical condition, noticing that they were tired of being stuck between shelves throughout the day; that their aptitudes were not utilized, and that they had little command over their profession.

As per, very few examinations on stress have been done in the people. In any case, looked on the circumstances and end results of employment related worry among Polytechnic administrators in discovered that pressure from the board/supervisors, helpless workplace, abundance outstanding task at hand, deficient emotionally supportive network, challenges in adapting to new innovation and absence of management were reasons for work pressure. In his examination, recognized unacceptable workplace brought about by helpless ergonomics, helpless occupation motivating forces or rewards and helpless collaboration with other staff as wellsprings of business related worry among custodians and data experts. Caputo (1991) checked on seven examinations from the 1980's on bookkeeper burnout. Stressors distinguished were visit mechanical changes, overwhelming remaining tasks at hand, and the steady requirement for speed led a study of curators and stress and the discoveries were that 77% of the respondents expressed that they felt worried at work.

At long last, hierarchical citizenship conduct (OCB) has been depicted by as a few components of work movement not completely indicated by the conventional idea of employment execution, which, as indicated by improve authoritative adequacy. This conduct is optional, not straightforwardly or unequivocally perceived by the proper prize framework. A few analysts, for example, have set that the investigation of citizenship conduct is relied on social trade hypothesis which contends that individuals respond the points of interest they get from their association. Be that as it may, for, citizenship conduct is a part of employment execution while alludes it to a few components of work movement not completely signified by the customary idea of occupation execution. They are practices that emerge rather from individual decisions and deliberate endeavors of workers to such an extent that its oversight isn't commonly comprehended as culpable.

As has been clarified by, association citizenship practices (OCBs) have an assortment of features which have been distinguished as philanthropy, graciousness, sportsmanship, reliability and community righteousness. Selflessness implies that representatives help other people with authoritatively important errands. Politeness has to do with approaching others with deference while sportsmanship infers that workers have an inspirational mentality and are happy to endure not exactly perfect conditions without griping. Scruples is a discrete conduct, for example, obeying rules and guidelines, not taking additional breaks, and working extra-long days. At long last, community ethicalness implies that representatives mindfully take an interest in, and are worried about, the government assistance of the organization.

Methodology

This study adopted a descriptive survey research design. A

structured questionnaire was employed to carry out the survey. Study population consisted of 109 people from the some working place centre. Total enumeration was used so as to ensure that all members of the population were used for the study. The questionnaire that measured job satisfaction statements was adapted from Minnesota job satisfaction questionnaire while the scale of was used as the organizational citizenship behavior questionnaire.

Result

This segment presents of the formulated is no significant relationship between job satisfaction and job stress. The presents the relationship that exists between job satisfaction and job stress. The findings indicate that there is a positive relationship between job satisfaction and job stress. This was tested using correlation which value is 0.612 and is significant at $p < 0.05$. The null hypothesis which states that there is no significant relationship between job satisfaction and job stress is, therefore, rejected as shown in table.

Table 1: Relationship between job satisfaction and job stress

Variables	Correlation(r)	Prob.	Remark
Job satisfaction	0.612	0.000	Significant
Job Stress			
N	109		

The relationship between job stress and organizational citizenship behavior. It indicates that there is a negative relationship between job stress and organizational citizenship behavior. This was tested using correlation which value is -0.74 and is significant at $p < 0.05$. This suggests that job stress is having a negative impact on organizational citizenship behavior as shown in table.

Table 1: Relationship between job stress and organizational citizenship behavior

Variables	Correlation(r)	Prob.	Remark
Job stress	-0.74	0.002	Significant
Organizational citizenship behavior			
N	109		

Conclusion

In this research investigated the issue of occupation fulfillment, work pressure and hierarchical citizenship conduct. The study results show that most of the respondents are happy with their employments. The examination additionally uncovered that much work pressure, work meddling during individual or family time; just as the issue of adapting to innovation challenges are the significant wellsprings of occupation worry for the respondents. Corresponding to authoritative citizenship conduct, most of the respondents decidedly concurred with the greater part of the announcements of hierarchical citizenship conduct. The outcomes from the speculations uncovered that there is a huge positive connection between work fulfillment and employment worry; between work fulfillment and hierarchical citizenship conduct; while there is a negative connection between work pressure and authoritative citizenship conduct. This suggests the more the worry at work, the more outlandish curators will be associated with the authoritative citizenship conduct.

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