



Job Satisfaction and Organizational Citizenship Behaviour among Private School Teachers in Tirunelveli – A Study.

Dr. S. DANIEL DAVID ANNARAJ

Head & Asst. Prof. of Commerce
St. John's College,
Palayamkottai.

M. MATHEW RICHARDSON

Reg. No.18221271011026
PhD. Scholar, St. John's College, Palayamkottai.
Affiliated to MS. University,
Tirunelveli – 627012.

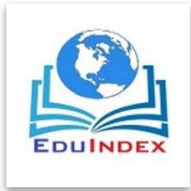
Abstract

This paper is an attempt to analyze the job satisfaction and organizational citizenship behavior of the private school teachers in Tirunelveli. Many theories have been developed to improve employer employee relationship and moreover employers have proper motivational programs in the organizations to improve their carrier prospects. Job satisfaction and ICB both go hand in hand to determine the behavior of the workers in the organization. OCB includes pro-social behavior, including helping others, innovating volunteering, and the lack of undesirable behavior. To test the job satisfaction five motivational factors has been tested. To examine the OCB among the staff mean score analysis has been done and results arrived. Suitable suggestions and recommendation has *been given based on the study.*

Keywords:

INTRODUCTION

Employee behavior and performance are intimately related. Employees' behavior is the outcome of employee's job involvement and organizational commitment. The extra role behaviour of the employee is termed as organizational behaviour. The concept of OCB is widely studied in the west, but it is relatively of recent origin in India. This paper makes an



attempt to study empirically the factors of organizational citizenship behavior and their impacts.

STATEMENT OF THE PROBLEM

In the recent context many theories have been developed to improve employer employee relationship and moreover employers have proper motivational programs in the organizations to improve their carrier prospects. Performance appraisal schemes are being enriched by the company. It confines how far their individual goals are being converted into organizational goals and their extra role behavior in their carrier. These two factors determine the organizational citizenship behavior of an employee and this study makes an attempt to study the organizational behavior of the school teachers in private schools.

OBJECTIVES OF THE STUDY

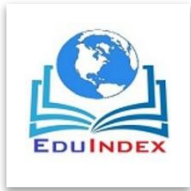
1. To study the socio- economic background of the private school teachers.
2. To analyse the factors of organizational citizenship behavior among the teachers.
3. To study the overall job satisfaction among the teachers in Tirunelveli.
4. To study the factors motivating the job satisfaction of the school teachers.
5. To offer suitable recommendations and suggestions based on the study.

METHODOLOGY

The study focuses in both primary data and secondary data. Primary Data has been collected from 50 respondents from various banks. The Sample size is 50. Convenient Sampling technique is used. The various Statistical tools applied namely Percentage Method, Mean score analysis and Garret Ranking Method. Secondary Data is collected from various publications and books.

Table 1: Socio economic profile of the respondents

Sl.No	Particulars	No. of Respondents	Percentage
Gender of the respondents			
1	Male	10	20
2	Female	40	80
Age of the respondents			

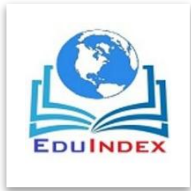


3	Below 25	3	6
4	25-35	23	46
5	35-45	17	34
6	Above45	7	14
Marital Status			
7	Married	36	72
8	Unmarried	14	28
Educational qualification			
9	UG with Bed	22	44
10	UG without Bed	5	10
11	PG with Bed	16	32
12	PG without Bed	7	14
Income level			
13	Below 10,000	13	26
14	10,000-20,000	26	52
15	20,000-30,000	11	22
Work experience			
16	Below 5 years	12	24
17	5-10 years	25	50
18	10-20years	13	26

From the above table showing demographic variables of private school teachers the majority of the respondents are female (80%), the maximum respondents are belonging to the age group of 25-35(46%). Most of the teachers are married (72%), as for as qualification is concerned the majority of the teachers have finished their UG degree with Bed, Income of the respondents the majority of the respondents are between the salary range of 10,000-20,000(52%), and the work experience ranges between 5-10 years(50%).

Table-2: Overall job satisfaction of the employees

Job satisfaction	Respondents	Percentage
-------------------------	--------------------	-------------------



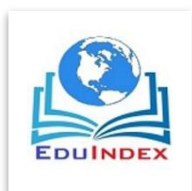
Good	43	86
Average	7	14
Poor	0	0
Total	50	100

Source: Primary Data

From the following table showing the overall job satisfaction of the employees, 86% of the respondents opines their job satisfaction is good and 14% of the respondents feel that their job satisfaction is average and no respondent prefer the option poor.

Table-3 : Factors of Organization citizenship behavior

Study factors	Statements	SA		Agree		Neutral		DA		SDA	
		No's	%	No's	%	No's	%	No's	%	No's	%
Altruism	Adhere to the rules of the institution	31	62	8	16	0	0	11	22	0	0
	Willingly help new comers	40	80	5	10	0	0	5	10	0	0
Courtesy	Try to avoid creating problems	35	70	12	24	2	0	1	2	0	0
	Mindful of how my behaviour affects other people's job	24	48	15	30	0	0	11	22	0	0
Civic Virtue	Keep myself flexible to adopt changes in the institution	10	20	25	50	5	10	10	20	0	0
	Updated with announcements and attend meetings which are not compulsory	7	14	22	44	4	8	16	32	1	2
Sportsmans hip	Always requires frequent doses of motivation	15	30	13	26	2	4	15	30	5	10
	Focus on	24	48	10	20	1	2	14	28	1	2



	positive side of situation										
Conscientiousness	obey org rules even when no one is watching	34	68	13	26	0	0	3	6	0	0
	Not to take extra or long breaks while on duty	33	66	12	24	2	4	3	6	0	0
Loyalty	Loyal towards my institution	40	80	8	16	2	4	0	0	0	0
	Working above expectations	26	52	15	30	3	6	6	12	0	0
Extra role behaviour	Keeping personal and professional differences	10	20	36	72	0	0	4	8	0	0
	Active participation towards the institution.	43	86	7	14	0	0	0	0	0	0

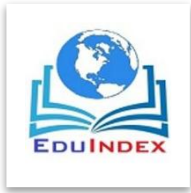
Source: Primary Data

Table-4 : Mean Score Analysis

Factors	Mean Score	Rank
Altruism	4.40	III
Courtesy	4.33	V
Civic Virtue	3.53	VII
Sportsmanship	3.60	VI
Conscientiousness	4.53	I
Loyalty	4.37	IV
Extra role behaviour	4.45	II

Source: Primary data

The above table showing the factors relating to organizational citizenship behavior of the teachers and their mean score rank depending upon their responses taken by using likert's scale. The table shows the mean score rank of the factors of organizational citizenship behavior. The first rank is for conscientiousness, second rank is for extra role behaviour the



third rank is for altruism, fourth rank is for loyalty, fifth rank is for courtesy, sixth is given to sportsmanship and the last rank is for civic virtue.

FINDINGS OF THE STUDY

1. Majority of the respondents are female (80%)
2. The maximum respondents are belonging to the age group of 25-35(46%)
3. Most of the teachers are married(72%)
4. For qualification the majority of the teachers have finished their UG degree with Bed (44%)
5. For Income of the respondents the majority of the respondents are between the salary range of 10,000- 20,000(52%)
6. The work experience ranges between 5-10 years (50%).
7. For the overall job satisfaction of the employees, 86% of the respondents opine their job satisfaction is good, the remaining 14% opines average and the no one has poor opinion about overall job satisfaction.

Findings of the rank preference of motivational factors

- The first rank is given to job security followed by recognition for their job, fees concession to their children, promotion and rewards given and the fifth rank is for salary.

Findings of the factors of Organization citizenship behavior – Mean score analysis

- The first rank is for conscientiousness followed by extra role behavior, altruism, Loyalty, courtesy, sportsmanship, civic virtue.

SUGGESTIONS AND CONCLUSION

This study is an attempt to measure the job satisfaction and the organizational citizenship behavior of the private school teachers. The findings denote many positive aspects in the institution. As for as motivational factors are concerned the job security of the teachers is good with other factors like recognition and fees concession given to their children are serving as the important motivational factors for their job. So, measures should be taken to improve the salary aspect. Promotions should be given at frequent intervals. Any meetings or any announcements in the schools should be arranged with the prior consultation with the



Think India Journal
ISSN: 0971-1260 Vol-22, Special Issue-19
International Conference on
Multidisciplinary Research in Global Challenges and
Perspectives of Sustainable Development
on 21th December 2019 at St. Jerome's College, Anandhanadarkudy,
Nagercoil, Tamilnadu, India



staff members. This will improve the civic virtue. Frequent meetings may be arranged with the management to hear their complaints regarding their work progress. This will induce the staff to improve their morale in the institution. Orientation programmers and refresher courses may be arranged to the staff members to refresh and improve their skills.

REFERENCES

1. Sukhada Tambe Dr.Meera Shanker(2014) A Study of Organizational Citizenship Behaviour (OCB) and Its Dimensions: A Literature Review. International Research Journal of Business and Management jan 2014 pg 67-73.
2. Usma Ali and Shaista Waqar (2013) Teachers'Organizational Citizenship Behavior working Under Different Leadership Styles” Pakistan Journal of Psychological Research, 2013, Vol. 28, No. 2, 297-316
3. Hassanreza Zeinabadi (2011) ,Role of procedural justice, trust, job satisfaction, and organizational commitment in Organizational Citizenship Behavior (OCB) of teachers: Proposing a modified social exchange model procedia – social and behavioral sciences, Vol-29, pg 1472-1481