

ORGANIZATIONAL CITIZENSHIP BEHAVIOR-LITERATURE

REVIEW AND THEORETICAL FRAMEWORK

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ABSTRACT

For organizations to be successful in this complex challenging environment it is important to have satisfied, committed and loyal workforce. Organizational citizenship behavior 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 &Organ ,1983). The concept was introduced by Bateman and Organ in 1980's.Organ identified the five antecedents of OCB which includes altruism, conscientiousness, civic virtue, courtesy, sportsmanship .This paper brings out the various facts on organizational citizenship behavior.

KEYWORDS: Organizational, Employees, Loyalty, Commitment, Job Satisfaction

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