

Organisational Citizenship Behaviour: Possible attitude statements

Organ's (1988) five categories of OCB:

- *Conscientiousness* means that employees carry out in-role behaviours (*ie* individual task performance) well beyond the minimum required levels.
- *Altruism* implies that they give help to others.
- *Civic virtue* suggests that employees responsibly participate in the political life of the organisation.
- *Sportsmanship* indicates that people do not complain, but have positive attitudes.
- *Courtesy* means that they treat others with respect.

Koys (2001)

Managers responded to five items measuring their employees' OCB on a 7-point scale. The items were chosen based on the literature. Included one item for each dimension of OCB:

- Conscientiousness (the employees work to exceed each guest's expectations)
- Altruism (I can count on my co-workers when I need help)
- Civic virtue (the employee team feels responsible for our success)
- Sportsmanship (the people I work with have a 'can do' attitude)
- Courtesy (the people here treat each other with respect)

The mean score of the five items was used as the measure of OCB.

Coyle-Shapiro and Kessler (2002)

Measured with seven items assessing behaviour directed at the organisation adapted from Podsakoff, MacKenzie, Moorman and Fetter (1990) and Van Dyne, Graham and Dienesch (1994).

1. I make an effort to keep abreast of current developments in ... (*eg* my organisation, my field, my company, my area of work)
2. I volunteer to do things that are not specifically part of my job, but that help contribute to the organisation's objectives
3. I keep up-to-date with developments that are happening in my organisation
4. Part of my job is to think of better ways of doing my job
5. I participate in activities that are not required, but that help the image of my organisation
6. I frequently make suggestions to improve the work of my team/department/function
7. I always do more than is actually required.