

# ORGANIZATIONAL COMMITMENT AND CITIZENSHIP CONDUCT EMPLOYEE RELATIONS IN HEALTH

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## ABSTRACT

The aim of this study is to describe the relationship between employee health and organizational citizenship behavior and organizational commitment. organizational commitment, first made an extensive study of the literature on organizational citizenship behavior and concepts presented in the theoretical framework. In this section, the definition of the concept, sizes, and described the factors affecting results. After the study presented a theoretical framework, organizational citizenship behavior scale to measure the organizational commitment and organizational citizenship behavior scale was used to measure organizational commitment. Research Hospital, 184 health care workers who work in a state identifier is performed in order to determine the relationship between levels of organizational commitment and citizenship. As a result of this survey data has been evaluated and tried to explain the relationship between organizational citizenship behavior and organizational commitment.

**Keywords:** Commitment, Organizational Commitment, Organizational Behavior, Organizational Citizenship Behavior

## 1. INTRODUCTION

New technologies, superior management systems, economic systems and databases Although it is necessary for the success of the organization, the main

factor that organizational success is the quality of the organization's human resources. Because of technological tools, using the management system and the necessary decisions areas, employees of the organization, namely human resources. Today, in order to provide businesses a competitive advantage, they need to pay more attention to human resources. valuing human resources, it will provide more convenience in achieving the objectives of the organization. Organizations need to work in order to reach their goals, employees are involved in the organization to meet their material and spiritual expectations. in working with organizations in this process in the case of an exchange, harmony between the working organizations becomes even more important in this context. The employee commitment to the organization has continued to be the subject of the importance for businesses in the past to the present. In this matter; In the event's organization, the effect of being much more likely to show the picture of the roles given to organizations working is great. In addition, qualified and experienced workforce in the organization's expectations regarding the increasing importance of ensuring business continuity and employee productivity will be high, which increases the importance of the commitment of satisfaction is also working in the organization.

## **2. ORGANIZATIONAL BEHAVIOR OF CITIZENSHIP**

Organizational citizenship behavior, "they perform the work of organizations working in the social or psychological environment that increase the performance," explains the behavior. In another definition, it can be described as taking care of the social mechanisms of the organization (Cetin, 2004: 10).

Organizational citizenship behavior, as for the employees' organization or members of the organization, role requirements and take part in the mission and performance specifications as the behavior exhibited beyond the minimum requirements of behavior represents (Yeşiltaş et al., 2011: 173).

### **3. ORGANIZATIONAL COMMITMENT**

Becker (1960) argues that organizational commitment, "employee exerted during his work in the organization as labor, time, values such as effort and ensure that the status and money commitment resulting fear in vain they do all and will be lost when leaving the organization" (Becker, 1960: 32 ).

Organizational commitment, "associated itself with the organization that runs the employees, the organization's policy of adopting goals and values, the effort for organizational gains and the measure of desire to continue working in the organization," defined as (Kaya, 2008: 126).

### **4. MATERIALS AND METHODS**

#### **4.1. Subject of Research**

The subject of the research; operating in the health sector on the basis of health professionals working in hospitals, it is to determine the relationship between organizational commitment and organizational citizenship behavior.

#### **4.2. Purpose of the Study**

The aim of this study of health care workers employed in hospitals to detect the level of organizational citizenship behavior and organizational commitment levels and aims to investigate the effects on organizational citizenship behavior organizational commitment.

#### **4.3. The Importance of Research**

This research is important for the development and modernization of society in the most important element is the provision of health providers, health workers in

terms of levels of organizational commitment to reveal the relationship between organizational citizenship behavior.

#### **4.4. Model Research**

Research on the model, the variables related to dimensions of organizational commitment (affective commitment, continuance commitment and normative commitment), variables related to organizational citizenship behavior dimensions (altruism, conscientiousness, courtesy, sportsmanship and civic virtue) is located. To measure the level of organizational citizenship behavior Podsakoff and MacKenzie (1989) developed by the Turkish type of job (2000) made by the validity and reliability study questionnaire. To measure the level of organizational commitment Meyer and Allen (1984-1997) developed by Turkish literature at Yalcin (2009) made by the validity and reliability study questionnaire.

#### **4.5. Scope of the Research and Constraints**

It conducted to examine the relationship between organizational citizenship behavior and organizational commitment to this research covers a total of 30 health business operating in the health sector in a central district of the province. The population of this study consisted of 30 health professionals working in the health workplace.

#### **4.6. Universe and Sample of Research**

Research population consisted of a central office in the district who are working in 20 health and 513 health professionals who are working in 261 health workers in 10 health business. in cluster sampling method chosen by the sample universe.

#### **4.7. Data Collection Methods**

In collecting the data, survey technique was used. As a literature review and research for the study was used two methods. First, it has tried to obtain the

necessary information for research The literature; After the questionnaire was administered. 457 questionnaires that were available were included in the study.

#### 4.8. Data Analysis

In the evaluation of the data obtained in this study using SPSS 23.0 statistical software package is used. The research findings of socio-demographic characteristics of the respondents used the scale of reliability-validity analysis, correlation and regression analysis were provided with.

### 5. RESULTS

Table 1: Correlation Analysis to Determine the Relationship Between Organizational Commitment and Organizational Citizenship Behavior

		Normative Commitment	Emotional Commitment	Continued Commitment	Conscientiousness- Civic Virtue	Courtesy-Altruism	Sportsmanship
Normative Commitment	Pearson Correlation	1					
	Significance (2-way)						
	N	457					
Emotional Commitment	Pearson Correlation	,605**	1				
	Significance (2-way)	0,00					
	N	457	457				
Continued Commitment	Pearson Correlation	-,220**	-,370**	1			
	Significance (2-way)	0,00	0,00				
	N	457	457	457			
Conscientiousness-Civic Virtue	Pearson Correlation	,191**	,221**	-0,089	1		
	Significance (2-way)	0,00	0,00	0,057			
	N	457	457	457	457		
Courtesy-Altruism	Pearson Correlation	,116*	,146**	-0,065	,548**	1	
	Significance (2-way)	0,013	0,002	0,166	0,00		
	N	457	457	457	457	457	
Sportsmanship	Pearson Correlation	-0,047	-,138**	,194**	-,195**	-,250**	1
	Significance (2-way)	0,321	0,003	0,00	0,00	0,00	
	N	457	457	457	457	457	457

\*\* Correlation is significant at the 0.01 level (2-sided). \*. Correlation is significant at 0.05 level (2-sided)

Given the size of the normative commitment correlation value comparison showing the relationship between dimensions; conscientiousness-civic virtue ( $r = 0.191$ ), a lab gentle altruism ( $r = 0.116$ ) with a low level of size has a significant positive relationship. Emotional attachment size; conscientiousness-civic virtue ( $r = 0.221$ ), courtesy-altruism ( $r = 0.146$ ) dimensions with low-level positive

significant relationship while the sportsmanship ( $r = -0.138$ ) in the negative low of size has a significant relationship. Continued commitment is only the size of sportsmanship ( $r = 0.194$ ) with a low level of size has a positive significant relationship. All correlations are significant at the 0.01 level. Therefore  $p = 0,000$  is seen to be significant because the relationship expressed.

Table 2: Organizational Commitment Impact on Organizational Citizenship Behavior

		Dependent Variable		
In Equation Independent Variable		OCB		
		$\beta$	t	p
Organizational Commitment		0.174	3.764	.000
$R^2 = 0.030$	$F = 14.170$	$p = .000$		

Table 2 is seen to have significant effects on organizational citizenship behavior organizational commitment. ( $P = .000$ ). Regression coefficient ( $\beta$ ) also reveals the existence of a relationship between a low level in the same way and variables. Found  $R^2$  (coefficient of determination) value (0.030), the organizational commitment affects 3% of the variance in organizational citizenship behavior.

Table 3: Normative Commitment Impact on Organizational Citizenship Behavior

		Dependent Variable		
In Equation Independent Variable		OCB		
		$\beta$	t	p
Normative Commitment		0.159	3.427	.000
$R^2 = 0.025$	$F = 11.745$	$p = .000$		

Table 3 of the normative dimensions of organizational commitment and loyalty is seen to have significant effects on organizational citizenship behavior. ( $P = .000$ ) regression coefficient ( $\beta$ ) also reveals the existence of a relationship between low levels in the same way and variables. Found  $R^2$  (coefficient of determination) value (0.025), according to normative commitment dimensions of organizational commitment affects 2% of the variance in organizational citizenship behavior.

Table 4: Emotional Commitment Impact on Organizational Citizenship Behavior

		Dependent Variable			
In Equation Independent Variable		OCB			
		$\beta$	t	p	
Emotional Commitment		0.151	3.267	.000	
R <sup>2</sup> = 0.023	F = 10.672	p = .000			

Table 4 of the emotional attachment dimensions of organizational commitment is seen to have significant effects on organizational citizenship behavior. (P = .000) regression coefficient ( $\beta$ ) also reveals the existence of a relationship between low levels in the same way and variables. Found R<sup>2</sup> (coefficient of determination) value (0.023), the emotional attachment dimensions of organizational commitment affects 2% of the variance in organizational citizenship behavior.

## 6. CONCLUSIONS AND RECOMMENDATIONS

Examination of the relationship between the dimensions of organizational commitment and organizational citizenship behavior, demonstrated significant results in this regard. According to the findings, organizational commitment level increases, employees exhibit more organizational citizenship behavior as well as the provision of social exchange. In addition, research findings indicate that emotional attachment size dependence on the size of the most effective organizational citizenship behavior.

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