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The impact of organizational culture on the organizational citizenship behavior from a nursing personnel perspective

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Background: The literature showed evidence that there is a strong and direct relationship between organizational culture and organizational citizenship behavior (OCB). The cultural fit will not merely enhance the OCB but will affect several other consequences such as job involvement, improving the organization commitment, job satisfaction and employee's in use functioning. It is worth to examine the organizational citizenship behavior of nurses and it is correlated to the hospital culture, especially of the number of OCB studies in Saudi Arabia are limited.

Aim: The aim of this study is to examine the effect of the organizational culture profile on organizational citizenship behavior.

Design: The study involved a descriptive correlation design.

Methodology: By using convenience sampling, 269 full time nurses who were working in the 1200 bed tertiary hospital for atleast six months and provided direct nursing care were recruited in this study. Data were collected by employing a set of self-administered structured questionnaires consisting of the organization culture profile scale and organizational citizenship behavior.

Results: With a response rate of 85.7% the results of the 269 respondents showed that the nurses had an overall high exhibition of citizenship behavior towards their organization and rated the altruism behavior as a highest exhibited behavior, whereas the sportsmanship was displayed as the least exhibited one. The results showed that there was a significant relationship between organizational culture and its components, except the rewards and organizational citizenship behaviors, except the sportsmanship behavior.

Conclusions: The findings obtained in this study indicated that the organizational culture influenced the organizational citizenship behaviors of consciousness, civic virtue, courtesy, and altruism. This study provides a realistic data for the decision makers to help them adopt policies and procedures that will enhance the positive dimensions of culture. The organizations need a strategic reward system for employees to improve their citizenship behaviors.

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