PSYCHOLOGICAL CONTRACT AND ORGANISATION CITIZENSHIP BEHAVIOUR: AN EMPIRICAL STUDY AMONG BANK EMPLOYEES

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ABSTRACT

Organisations cannot survive or prosper without their members behaving as good citizens by engaging in all sorts of positive behaviour. Organisational citizenship behaviour comprises all positive behaviour that are relevant for the organisation. The present study aims to investigate the relationship between psychological contract and organisation citizenship behaviour among bank employees. The research design is based on survey data acquired through structured questionnaire distributed to 194 managerial level bank employees in Chandigarh and three regions of Punjab. The results showed positive correlation between psychological contract and organisation citizenship behaviour. It was found that relational psychological contract is positively correlated with all the five dimensions of organisation citizenship behaviour whereas transactional psychological contract is negatively correlated with all the five dimensions of organisation citizenship behaviour. The employees with positive relational psychological contract perception showed more citizenship behaviour and employees with transactional psychological contract perception showed less citizenship behaviour in banking organisation.

KEYWORD: Organisation citizenship behaviour, Relational psychological contract, Transactional psychological contract.

References