

**ORGANIZATIONAL CITIZENSHIP BEHAVIOR AMONG EMPLOYEES OF
SSS ILOILO PROCESSING CENTER**

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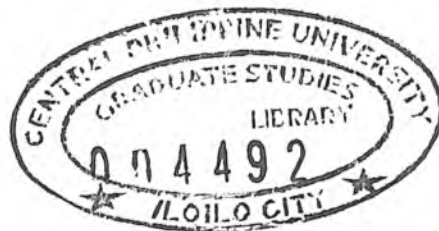
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ABSTRACT

This descriptive correlational study was conducted to determine the relationship of profile and Organizational Citizenship Behavior among employees of SSS Iloilo Processing Center. Specifically, the study aimed to: 1) describe the profile of the respondents in terms of age, sex, civil status, academic degree, tenure of service, type of employment, job position level, section affiliation and net monthly income; 2) determine the Organizational Citizenship Behavior among employees of SSS Iloilo Processing Center in terms of altruism, conscientiousness, sportsmanship, courtesy and civic virtue; 3) and determine the significant relationship between the profile of the respondents and their Organizational Citizenship Behavior in terms of altruism, conscientiousness, sportsmanship, courtesy and civic virtue. Total enumeration was used since there are 45 employees at Iloilo Processing Center. Data was collected by administering a questionnaire using Microsoft forms to respondents.

Results of the study revealed that respondents were mostly adults aging 31 years old and above and were 36.93 years old on the average. There were more females than males. There were almost the same proportion of single and married. Little less than two-thirds

were bachelor's degree holder while the remaining third were master's degree holder. Little more than half were below 10 years in service with SSS. Most of them were regular employees, and two-thirds of them all were rank and file employees. Among the different section, MOAS had the highest work force volume. Almost similar proportion of employees earning below and above Php 20,000.00.

The Human Resource Department should create or review the mission and vision statement and programs for employee's empowerment. The management should intensify the communication process with their employees and make them consistently part of the dynamics. The Human Resource should embrace the concept of OCBs and extend it with a meaningful sense in the organizational culture to improve team dynamics. It is necessary to improve employees attitude in valuing high OCBs so that they will remain motivated and continue to exhibit positive attitude and behavior towards work. In hiring new applicants, the human resource department must likewise include instruments to assess high level OCBs.