ABSTRACT

Organizational Citizenship behaviour also called as contextual performance is nowadays required to meet the demands of the competition prevailing in the market. The performance of the organization is dependent on the human asset working in the organization which in return impacted by stress, anxiety and depression, so there is urgent need to address the issues related with the stress level of the employees. In spite of giving lucrative benefits workers are not performing as required. There are various types of stress creating hindrances in the performance of the employees and thus impacting the overall productivity of the organization. In this study the main focus is on the factors affecting stress and how they are impacting the individual and organizational performance. In this view various studies conducted on the stress and its impact on OCB has been reviewed and thus indicating the future scope of study in this field. The main objective is to find out the impact of job stress on organizational Citizenship Behavior.

Keywords: Contextual Performance, Stress, Lucrative Benefits, Human Asset

INTRODUCTION

More than two and half decades have gone since the expression “Organizational Citizenship Behaviour” (OCBs) utilized for the first time by Dennis Organ, (1983) and his partners. Despite the fact that the Term OCB was utilized out of the blue by Organ, (1983) however its connection could be found in the Bernard's, (1938) Concept of "Willingness to Cooperate". That was additionally refined and clarified by Katz and Kahn (1966). They set forward a smaller depiction of in role conduct and extra-role conduct with sound difference between them (Podsakoff et al.2000). OCB has frequently been contrasted with relevant execution. Correspondingly to OCB, this idea developed in light of the acknowledgment that exclusive taking a glimpse at particular work practices ignored a huge segment of the activity domain. The Concept of OCB was at first grasped as an enthusiasm on conduct outcomes of occupation fulfilment which brings about authoritative viability. Contextual performance was produced from the wisdom to know why just undertaking performance gives significance in work force choice, while viewpoints like helping, following code of belief, volunteering were not contacted whereupon likewise recognized Organizational sustainability.
Katz. D (1964) claims that — an organization which depends entirely on its plans of recommended conduct is an exceptionally delicate communal system. He goes on to portray five practices not determined by role remedies that are considered, encourage the achievement of authoritative objectives. It is moreover said to be a sort of execution, which is called as non-task execution. One noteworthy need of OCB is that it doesn't prompt any reward which isn't the situation of contextual performance, both are somewhat unique and thus being considered as same.

**DIMENSIONS OF OCB**

**Altrusm:** It is defined as helping particular people in connection to authoritative assignments.

**Compliance:** It means adhering to the rules and regulation framed in the organization and completing the assigned task.

**Sportsmanship:** Fighting with the controversies with no irritation at workplace. Also helping co-worker to overcome difficulties.

**Courtesy:** Thinking about others and accommodating at workplace.

**Civic Virtue:** Co-ordinating and co-operating.

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<td>Targeting organizational Behaviour</td>
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**JOB STRESS**

The aggressive impact of a few stressors, for instance "role struggle, role vagueness, role over-burden and work-family conflict" on worker conduct and behavior is based on Organizational Role Theory (Jain and Cooper, 2012). The hypothesis recommended that workers indicate hesitance to perform in a way which isn't predictable with the occupation characterized. OCB is an extra role conduct, and commitment in such conduct causes role struggle since they are not the part of formal role characterized. Now and again, performance of both in-role and the roles out of periphery creates burden due to the inability to meet the expectations from various jobs. OCB is an optional conduct; if it is not followed there is no extinction for the same.

**CAUSES OF STRESS AT WORKPLACE**

It's vital to perceive the regular reasons for stress at work with the goal that you can find a way to decrease feelings of anxiety where conceivable. Work environment stress can be caused by various components – from overwhelming outstanding burdens and over-advancement to harassing and accuse culture. Some basic reasons for worry in the work environment include:
1. Too much high outstanding burdens, with unlikely due dates making individuals feel hurried, under strain and overpowered.

2. Deficient outstanding tasks at hand, making individuals feel that their abilities are being underused.

3. An absence of command over work exercises

4. An absence of social assistance or poor working connections prompting a feeling of disengagement.

5. Individuals being approached to carry out an occupation for which they have lacking knowledge or preparing.

6. Trouble subsiding into advancement, both as far as meeting the new job's prerequisites and adjusting to conceivable changes involved with associates.

7. Worries about employer stability, absence of vocation openings, or level of pay.

8. Perturbing or hassling.

9. An accuse culture inside your business where individuals are reluctant to misunderstand things or to confess to committing errors.

OBJECTIVE OF THE STUDY

This study intends to analyse the impact of job stress on Organizational Citizenship Behaviour and scope for further research.

REVIEW OF LITRATURE

Kahn RL, Quinn RP (1970). Performance of an employee in job can be seen as an action in which an individual can achieve the goals allotted to him/her effectively, subject to the ordinary limitations of sensible usage of the available resources. Previous studies on workplace stress have concentrated on the impact of work pressure on individuals' wellbeing in an organization. Studies have demonstrated that a connection between work stress and hypertension and cholesterol level in the blood (Caplan R.D., and Jones, K.W. 1975) has been established. This may prompt coronary illness and intestinal ulcers and joint inflammation. There might be an immediate connection between work stress and growth.

Stephens and Sommer (1995) investigated the immediate and unusual impact of stress levels at workplace amongst employees that can reduce OCB and increase behavioural practice which are negative in nature and potentially harmful for achievement of organizational goals.

Jex (1998) affirmed that role stressors, for example, role ambiguities, role over-load and role conflict are the key predecessors of worker behaviour at working environment. Along these lines, the examination of role stressors on extra role behaviour can likewise be a zone of scholars’ interest.

Stavroula Leka et al (2003) has shown that pressure and stress comes about because excess work, challenges their (employees) capacity to adapt to work. This incorporates not just circumstances where the pressure of work surpasses the labourers’ capacity to adapt additionally but also where their learning and capacities are not adequately used and that is an issue for them.

Pare and Tremblay (2007) conducted their study in Canada wherein the members of the Canadian processing society were asked to provide their inputs in the study of OCB amongst IT professionals. These members belonged to numerous IT organizations which were very different in terms of their overall approach and represent a wide variety of IT jobs as well as Organizational setting. The study revealed that most members were of the view that OCB plays a major role in making IT professionals work within the dynamic environment of an organization more effectively through enhanced efforts directed towards achievement of organization goals. Further the findings the research showed how
commitment on part of employees led to better OCB amongst the IT professionals and so this reflects that commitment and OCB are directly and positively related to each other. Thus, it shows that the mental attachment of IT Professionals to their duties assigned to them within an organization creates an aspiration within them to perform better than what is expected from them.

Rubina Kazmi, shela Amjad & delawar khan(2008). Research demonstrates that a large portion of the hostile work is what leads causes over the pressure that is not good for the employees, on the grounds that there is no chance to practice any decision or control, and there is no support from others. Stress related to work can be caused by not legally supervised work association, or by not appropriately having work specifications, or because of poor administration; and less of support from the seniors and team members.

Stephen.P,Robbins (2009). The paper investigates suggestion drawn for understanding concern in the work environment. In the first place, in this paper considers, the ideas of occupation stretch, reasons of employment stress like role struggle, role vagueness, work over-burden, work-family strife and the results shall also be analysed. Stress starts in an extensive variety of workplace accordingly it is regularly worsened when employees feel that they have no support from their seniors and associates, and discover it to control over work forms.

Paillé, P. (2010) note that in an organizational context, stress leads to tension between both employers and employees. And so presence of stress within the work environment is very bad and may cause ill effects on the attainment of organizational objectives because stress in employees means less efficiency and more conflicts Thus, leading to lower profits and finally closure of the organization or removal of the employees. The research further showed the relationship between employee satisfaction and stress levels, where less satisfaction at job may lead to high stress levels and vice versa.

Choh, S. (2012). This literary work examines the relationship between organizational stress and OCB in IT professionals. The study was conducted using both qualitative and quantitative approaches for collecting responses of 250 IT professions working in IT companies located in various Indian cities. Results of the research were quite similar to most of the previous researches wherein it showed that IT professionals face high stress level due to increasing competitiveness within the industry. Further the finding of the research also provided with the fact that there lies a negative relationship between organizational stress and OCB amongst IT professional. Those professionals who were found to be in stress had almost nil OCB behaviour within their behaviour (as told by the managers in the interviews given by them to the authors of this research). Further, IT professionals worked under immense pressure which made them even more stressed and exhausted Thus, leaving no scope for a variable behaviour that was suitable for achieving organizational objectives.

Jain and Cooper (2012) inspected the criticalness of the immediate way from authoritative concern to organizational citizenship behaviours (OCBs). Managers from Business Process Outsourcing (BPO) associations situated in northern India were chosen to conduct a survey. Discoveries reflect critical negative linkage among hierarchical stress and OCB. Study announced 9% change accounted by stress in OCBs and discovered stress as a critical indicator of OCBs. Results are strengthened by the way that, OCBs are discretionary behaviour accordingly workers would be hesitant to get engaged with OCBs to lessen their feeling of anxiety and to perform well in their in-part practices to keep up their organizational participation.

Sharma S., Sharma J. and Devi A.(2012) The level of worry inside a job changes on account of individual contrasts in mentality, age, sexual orientation, and their execution in work. Nonetheless, different components that impact stress levels amongst IT professionals, are age where the more youthful representatives are more worried when contrasted with different workers, level of capability, pay, specialists of control, grants, expression of acclaim, enhanced assignments and old aged employees The investigation prescribed a fortification methodology that ought to be sure in nature in order to diminish the level of worry at the work environment for increasing the level of OCB.
Kasraie et al (2014) in their research established a momentous relationship between factors like the quality of work life of employees, job stress levels and citizenship behaviour. They found out that when OCB increases it affects stress both directly as well as indirectly. The reason for the same was found to be that when OCB increases then it caused the stress to reduce substantially and when it decreases then the stress levels amongst employees increase drastically because with less OCB the employee gets to work with much reduced efficiency and this later leads to increased work and family conflicts.

RESEARCH GAPS

Many researchers examined the relationship between OCB and Stress but failed to study the causes of stress. Due to absence of legal code of conduct pressure is being created on the employees should be addressed. Some researches not established a connection between employee friendly HR policies and stress which also need to be taken care of. Also, only few researches gave importance to the stress caused by personal life of an employee and thus impacting the organizational performance. Most of the researches highlighted the job satisfaction as a consequence of stress free environment from the employee perspective but not covered the employer perspective.

FUTURE SCOPE

In the present study only studies already conducted were taken into consideration. However it is advisable to conduct the empirical researches so that objectives can be accurately achieved. Along with the commitment and job satisfaction other factors should also be considered to study the broad perspective of stress and Organizational Citizenship Behavior. There are numerous types of at work conduct. It would be valuable in future research to relate an expectation to leave and helping conduct with different types of behavior in the work environment (e.g., productivity at work, skilled abnormality, and so on,) to additionally investigate the results of unpleasant work and the job accomplishment.

CONCLUSION

This study examined various studies conducted in past and concluded that stress works as a negative factor and hampers the individual performance and thus impeding the organizational effectiveness. Although the factors causing stress were not studied in depth but stress is negative indicator towards the organizational success. The HR managers should construct the employee friendly policies to reduce stress and further internal environment should be built to have cordial relations so employees can release their stress there and then.

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