REVIEW ARTICLE

THE IMPACT OF PERFECTIONISM AND SELF-EFFICACY ON ORGANIZATIONAL CITIZENSHIP BEHAVIOUR (OCB)

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ARTICLE INFO	ABSTRACT
	This research aims to examine the ways to ascent the efficacy of man within an organization and to understand the system and the impact of personal abilities to personal behaviour relating to organization. In this study, relationship between Organizational Citizenship Behaviour and Perfectionism has been examined through surveys primary data collection method. Results show that there is positive correlation between Organizational Citizenship Behaviour and Perfectionism. The research includes some recommendations as well.

INTRODUCTION

The perfectionism and the efficiency impact on the organization citizenship behaviour is concern of our topic. This is because the system is much authentic to reduce the work and to maintain the system. There are also the systems which must be the part of the analysis. The analysis of the role of HR to promote the perfectionism and efficient behaviour is also the core of the system. This is also the core and basic operational reason of the matter. This is the fundamental which changes the organizational citizenship behaviour. It is basically the mood of the persons which he shows within an organization to do operations and implement the policies of the company.

Background

Organizational Citizenship Behaviour (OCB) has been the core and fundamental study and under the keen observation of the Human Resources Department since the late 1970s. Over the past three decades, interest in these behaviours has increased substantially. Organizational behaviour has been linked to overall organizational effectiveness, thus these types of employee behaviours have important consequences in the workplace. Organizational citizenship behaviour is the study which deals in the system of doing things and to maintain the relation with other organs of the organization. It also tells to maintain the relation with costumers. This is the discipline which is much systematic and much authentic in order to suitability the behaviour and its usage within an organization (**Ashkanasy, 2011**).

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Aims and Objectives

- To make the system more appropriate and effective.
- To systemize the study and to realize that what are the ways to ascent the efficacy of man within an organization.
- To scientifically approach the result and then find the consequences of the problem
- To understand the system and the impact of personal abilities to personal behaviour relating to organization
- To understand the impact of self-efficacy and fundamentals of perfectionism in organization citizenship behaviour.
- To maintain the system of organizational behaviour and declared the personal involvement (**Ashkanasy, 2011**).

Significance of the Study

This study provides the path to the reader according to the research of impact of the self-efficacy and perfectionism to organizational attitude of person. This study also aids the staffs or HR to more recognize their attitude towards the data and other features. This study also reveals that the system of organization must be efficient and move towards perfection if the self-efficacy and perfectionism is the core attitude of their staffs. This study also reveals that the system is much provided in order to maintain the system of the organization. Through this study the impact and effect of HR must be known throughout the way, this is the way in which people are going to attend the study of the efficacy role and its behaviour impact within an organization. The scope of this study has been vast due to the cultural change and due to the systematically approach towards the organizational behaviour.

As much as the person is efficient and as much he is more brilliant in his working then it's ultimately effects on the cultural values and behaviour strategies of the person (**Kenny, 2012**).

Literature review

The effective of the work is based on the culture behaviour of the worker within in an organization. To maintain the effectiveness and to maintain the behaviour towards the firm is the core interest of the Human Resources department. This is the matter in which people are more engaged in order to maintain their behaviour to serve this department. Due to the effective role and maintenance the person in HR would be more reliable to put the responsibility to assure the effective work within an organization (**Ashkanasy, 2011**). Perfectionism and efficiency of the worker must be rewarded by the organization because ultimately these factors concluded in order to maintain the data. The scientifically research of the efficiency impact and impact of perfectionism is the core interest to overcome the problem. This is the process in which people are much authentic is to maintain he worker and to maintain the authenticity. There are core and much impact which are following in the departments of an organization (**Ashkanasy, 2011**).

Policy and Strategy Making

The policy and strategy would be role which run the company more exactly this is the role in which people are trying to maintain their work and in order to systemize the structure of the body . These are the policies which contributed a lot in order to maintain the system of the organization. Due to the strategy the impact is much more than other reasons. This is the efficiency which ultimately results in order to maintain the consequences in favour of the organization. The healthy environment and efficient working is depending on the policies and strategies made by efficient and professionals (**Felin, and Foss, 2011**).

Execution and Implementation

The implementation of the policies is as much perfect as it would be more reliable to execute it. Due to the perfect implementation the whole system of the body of organization would work more properly. The more the person is efficient and capable in his field the more he would be confident to do the work with pace of brilliancy and to maintain the role of the business. This is also impact a lot in order to execute the policies and to maintain the work. Through this process people who are connecting with organization must aware about the system and its effective role along with the impact on the behaviour of members working within an organization (**Felin and Foss, 2011**).

Quality and Systematic Work

The quality which does not only provide the people to attract the company as it is the way through which people are much more authentic and reliable towards the company. This is the process in which people are attracted towards the qualities of the company. This is the phenomenon in which professionals and efficient people are working to maintain the result and to maintain the stability of the work in order to systemize the result more (**Felin and Foss, 2011**).

Cultural and Authenticity

The culture of the organizations plays an efficient role in order to maintain the system of an organization. How to work and what are the ways to work within an organization and how to maintain the external reputation of the system is the dealing and more concern of HR which is depends on the professional and efficient working of the employees that ultimately impact on the organization citizenship behavior (**Tildesley and Coote, 2009**).

Customer Dealing and Satisfaction

The costumer dealing is the core in order to profitability of the business it is the core of maintenance of the work. This is due to the system and professionalism in order to maintain the good and healthy relations with the customers. This is the reason which subsequently dealing in order to maintain the task of the good. This is the system which change not only the behaviour of the people connected with the organization but efficient dealing with customer also attracts the mob towards the company and its policies (**Tildesley and Coote, 2009**).

Methodology

The primary and secondary both the method have been used in this concern (**Kenny, 2012**). The method here used is more systematically and more reliable due to its qualitative work. This is the process in which people are trying to analyse the situation more properly. Through this situation people are more engaged to finding the solution through recommendation and to safe from that situation which is much more defines as the effect of issues (**Tildesley and Coote, 2009**). Surveys have been got done by sample of 90 people. These people have been taken in this as a sample to get surveys done to get the research results.

Frame work

The frame work and the scope of the study would be the more reliable and more authentic in order to make the system up to date. This is the way through which people relating to the organization paving the way in order to maintain the systematically approach to let their organization into profitability and smoothly earning. The vast arena and broaden way of this research provide the way in order to maintain the system into reputed and profit generation process of the company.

However it serve the vast field relating to the business and other departments of Human Resources who having a keen observation in this changing of behaviour and its impact on organization by self-efficacy and perfectionism (**Kenny, 2012**).

RESULTS

Reliability

The most important consideration in selecting scale is to check the reliability of the scale. There are a number of different aspects to reliability but the most concerning is internal consistency. One of the most commonly used indicators of internal consistency is Cranach's alpha coefficient. Its value should be above .7.

Perfectionism:

Reliability Statistics	
Cronbach's Alpha	N of Items
.749	5

Reliability Statistics of customer Perfectionism shows it has good internal consistency as the Cronbach's alpha coefficient value is .749 which is above .7.

Self-Efficacy

Reliability Statistics	
Cronbach's Alpha	N of Items
.580	4

Reliability Statistics of Self-Efficacy shows it has normal internal consistency as the Cronbach's alpha coefficient value is .580 which is below .7.

Organizational Citizenship Behaviour

Reliability Statistics	
Cronbach's Alpha	N of Items
.701	5

Reliability Statistics of organizational citizenship behaviour shows it has good internal consistency as the Cronbach's alpha coefficient value is .701 which is above .7.

Correlation

		Organizational Citizenship Behaviour	Perfectio nism	Self-Efficacy
Pearson Correlation	Organizational Citizenship Behaviour	1.000	.611	.761
	Perfectionism	.611	1.000	.748
	Self-Efficacy	.761	.748	1.000
Sig. (1-tailed)	Organizational Citizenship Behaviour	.	.000	.000
	Perfectionism	.000	.	.000
	Self-Efficacy	.000	.000	.
N	Organizational Citizenship Behaviour	90	90	90
	Perfectionism	90	90	90
	Self-Efficacy	90	90	90

Explanation

Table shows that there is positive correlation (.661) between Organizational Citizenship Behaviour and Perfectionism which is also significant at (0.00) level.

Table shows that there is positive correlation (.761) between Organizational Citizenship Behaviour and Self-Efficacy which is also significant at (0.00) level.

Table of Descriptive Statistics shows the following mean

Regression

Descriptive Statistics			
	Mean	Std. Deviation	N
Org. Citizenship Behaviour	20.0333	2.70435	90
Perfectionism	20.0667	3.01606	90
Self-Efficacy	15.5000	1.97313	90

Model Summary

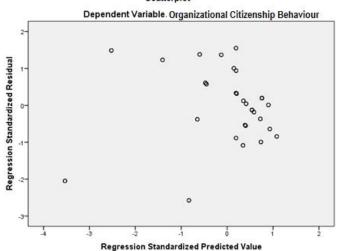| Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.803[a]	.644	.632	1.64064

Predictors: Perfectionism, Self-Efficacy,
Dependent Variable: Organizational Citizenship Behaviour

Table indicates the value for adjusted R square (0.644) which shows that the independent variables explain 64.4% of variance in Organizational Citizenship Behaviour.

Scatter Plot

Scatter plot shows that most of the values are clustered at the right with some of the outliers dispersed around.

Conclusion

The epitome of the prose defines that the perfectionism and self-efficacy having a hall mark and traced a dark systematically perfection in order to maintain the system of the

organization citizenship behaviour. What they are advantages one can lead upon is the core of this system. The essence of the system and the proclaimed reasons for any organization to provoke self-efficacy and perfectionism is greatly in favour of the organization.

Recommendations

- The higher authorities must be done with the system of self efficacy and perfectionism and maintain it in staffs through the provided techniques and strategies.
- Some strategies and some way is much eligible to maintain the system in order to stabilize and integrate the system within an organization
- Through this the system would be maintain to advantage the system in collaboration of HRM and staffs to ascent the goodwill and profitability of an organization
- Behavioural change would affect so the behaviour would be in favour of clients
- The approach of an organization is much systematically and scientific in order to probe the exact situation to finalize the material of the behaviourism in order to maintain the self-efficacy and perfectionism.

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