

The Influence of Leader's Sources of Power on Organizational Citizenship Behaviour

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Abstract : In this an era of intense competition, Malaysia aspires to be a fully developed country by 2020 and desires its citizens to perform and execute excellent work behaviors. For that reason, organizations are focusing on employees' positive and constructive behaviors such as organizational citizenship behavior (OCB). They expect employees to not only complete their required duties by providing excellent performance but also keenly go beyond their roles that are not specifying in their formal job descriptions to ensure organizational success. The role and duty to acquire employees to engage and connect in OCB is the responsibility of a leader. Thus, leaders can utilize their sources of power to enable subordinates to accomplish organizational objective including OCB. Therefore, this paper formulates a framework postulating leader's sources of power as an antecedent of organizational citizenship behavior (OCB). The discussion on implications for future theory development is discussed.

Keywords : organizational citizenship behaviour (OCB), leader's sources of power, call centre industry, conceptual paper

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