

Motivational Foundations of Compulsory Organizational Citizenship Behaviors and Conventional Organizational Citizenship Behaviors

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Abstract

This research was administered with the aim of investigating motivational foundations of compulsory citizenship behaviors and conventional citizenship behaviors. The statistical population include all employees of a public sector organization in Zanzan city, among them 212 persons were selected using convenience sampling method. Instruments included compulsory citizenship behaviors questionnaire, conventional citizenship behaviors questionnaire and motivational source inventory. Data were analyzed using Pearson's correlation coefficient and multiple regression analysis. Results indicated that among motivational sources dimensions, there is a significant relationship between instrumental motivation and compulsory citizenship behaviors, and between four dimensions of motivational sources included internal process, internal self-concept, external self-concept and goal internalization with organizational citizenship behaviors toward individuals, and between two dimensions of motivational sources included internal self-concept and goal internalization with organizational citizenship behaviors toward organizations. Results of multiple regression analysis indicated that internal self-concept motivation predicted organizational citizenship behaviors toward individuals, and instrumental motivation (negatively) along with internal self-concept motivation (positively) predicted organizational citizenship behaviors toward organization. Also the results of multiple regression analysis revealed that instrumental motivation (positively and marginally) along with internal self-concept motivation (negatively) predicted compulsory citizenship behaviors.

Keywords: compulsory citizenship behaviors, conventional citizenship behaviors, motivational sources