Happiness at work and organisational citizenship behaviour: Is organisational learning a missing link?

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International Journal of Manpower
ISSN: 0143-7720
Publication date: 5 June 2017

Abstract
Purpose
The purpose of this paper is to examine the relationship between happiness at work (HAW), organisational learning capability (OLC) and organisational citizenship behaviour.

Design/methodology/approach
Through structural equation models, a sample of 167 allergists of public health services was analysed.

Findings
Results suggest that the relationship between HAW and organisational citizenship behaviour is fully mediated by OLC. Hence, OLC has a critical role to describe how HAW improves organisational citizenship behaviour. Basically, HAW promotes motivation for learning, and a better quality of the interactions between employees, which results in pro-social behaviours.

Research limitations/implications
The sample is focussed in a knowledge-intensive context. Future research might consider other service sectors, such as a private business sector. In addition it would be interesting to examine a longitudinal perspective of the model.

Practical implications
The results confirm the direct and positive effect of HAW on organisational citizenship behaviour. Nevertheless, showing positive attitudes as HAW does not assure to achieve perceived service quality. It is needed to take into account certain conditions that promote learning.

Originality/value
Current attitudinal theories do not contemplate environments that promote learning to explain pro-social attitudes. The research offers a theoretical model and provides evidence that the attitudes-behaviours relationship needs to be explained bearing in mind OLC.

Keywords
Employee attitudes  Happiness  Learning  Citizenship

Citation

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Organizational Citizenship Behavior: Behaving beyond formal requirements for the benefit of the organization. Courtesy: Informing other employees before making decisions that affect their work.

Sportmanship: Willingness to work in a positive manner without complaining in the face of difficulties and difficulties encountered in the organization.

Psychological Resilience: The ability of the individual to cope with the negative events encountered.

Complete Chapter List. on the effect of happiness at work on organizational citizenship behavior (OCB) and the role of intrinsic motivation and psychological resilience in this interaction. Department managers of 4- and 5-star. In this context, social and organizational support was determined as independent variables of the research, then the model was created. The study also examines the effect of psychological resilience on happiness. In this study, 271 academicians working at Suleyman Demirel University and Mehmet Akif Ersoy University constitute the sample of the researcher. The data obtained using convenience sampling method and sample survey technique were analysed with SPSS and Lisrel programs using the structural equation model.

Organizational citizenship behavior deals with the actions and behaviors that are not required by workers. They are not critical to the job, but benefit the team and encourage even greater organizational functioning and efficiency. This is typically categorized as a worker “going above and beyond,” or “giving their all.” They look at their job as more than just a paycheck and strive to do all they can to make their work environment run smoothly, even if it has a minimal connection to their current duties. Usually, these behaviors are seen as positive by managers and business leaders, and the i