

# Organizational Citizenship - Unlocking an ownership culture

## **Introduction:**

Organizational citizenship is the concept of employees going above and beyond their job descriptions to support and enhance the goals and objectives of their organizations. This case study explores the importance of organizational citizenship and the benefits of developing an ownership culture within an organization.

## **Scenario:**

John works in a manufacturing company as a production supervisor. He is responsible for overseeing a team of 20 employees who are responsible for assembling the company's products. John has noticed that some of his employees go above and beyond their job descriptions, taking the initiative to improve processes, streamline workflows, and support their colleagues. However, he has also observed that some employees are disengaged and only do the minimum required to meet their job responsibilities. John's dilemma is how to encourage and motivate all of his employees to engage in organizational citizenship behaviors and develop an ownership culture within the company. He is concerned that without a sense of ownership and pride in their work, his employees may not be as productive or effective in their roles, which could impact the company's bottom line.

## **Conclusion:**

Organizational citizenship is a critical concept for organizations seeking to promote engagement, motivation, and productivity among employees. By developing an ownership culture, organizations can encourage employees to take pride in their work, identify opportunities for improvement, and support their colleagues. However, developing an ownership culture requires a concerted effort on the part of leaders and managers, including recognition and rewards, training and development, communication, and feedback. By providing students with the tools and strategies to promote organizational citizenship behaviors, educators can help them build more effective and sustainable organizations that align with their values and aspirations.