

THE INVESTIGATION OF DARK SIDE OF ORGANIZATIONAL CITIZENSHIP BEHAVIOR AUTHOR

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Abstract

The literature on Organizational Citizenship Behavior (OCB) has primarily focused on the positive consequences of the OCB. We investigated in this study potential negative outcomes-work overload, work-family conflict, and family-work conflict - of OCB and mediating role of work overload in the effect of OCB on negative outcomes. Data collected from 432 employees working in five-star hotels and first-class holiday villages. The analyses indicated that OCB does not have a negative or significant effect on the overload, work-family conflict, and family-work conflict, but overload mediates the relationship between OCB and dependent variables.

Keywords: Organizational Citizenship Behavior (OCB), work overload, work-family conflict (WFC), family-work conflict (FWC)

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