

The Relationship between Organizational Citizenship Behavior (OCB), Job Satisfaction and Occupational Stress Among Senior High School Teachers in ZNNHS

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ABSTRACT

As educational systems move into an era of reorganization, success of schools fundamentally depends on teachers who are committed to school goals and are willing to go beyond the call of duty to contribute to successful change, that is, to engage in organizational citizenship behaviors (OCBs) with five dimensions namely altruism, conscientiousness, sportsmanship, courtesy, and civic virtue. Having an OCB compatibility, high level of job satisfaction is indicated in former studies. Moreover, prolonged dissatisfaction with one's job may lead to occupational stress. The study determined the relationship between organizational citizenship behavior, job satisfaction and occupational stress among Senior High School (SHS) teachers in Zamboanga del Norte National High School (ZNNHS). With the use of total population sampling, the study used the whole population of the SHS teachers in ZNNHS. With the aid of a statistical software, the results indicated that teachers are satisfied with their job, they are neutral when it comes to occupational stress, and they frequently perform activities with which they exhibit their OCB. The study also showed that there was a correlation between job satisfaction and OCB, and correlation between occupational stress and job satisfaction among SHS teachers in ZNNHS. However, there was no correlation found between OCB and occupational stress among SHS teachers in ZNNHS.

Keywords: teachers, organizational citizenship behavior, job satisfaction, occupational stress