

PROJECT REPORT ON  
" A STUDY ON ORGANIZATIONAL CITIZENSHIP BEHAVIOUR AT  
LEEBOY INDIA CONSTRUCTION EQUIPMENT PVT LTD "

BY

POOJA K H  
1AY16MBA49

Submitted to

VISVESVARAYA TECHNOLOGICAL UNIVERSITY,  
BELAGAVI



In partial fulfilment of the requirements for the award of the degree of  
MASTER OF BUSINESS ADMINISTRATION  
Under the guidance of

INTERNAL GUIDE  
Monica M  
Assistant Professor  
Department of MBA

EXTERNAL GUIDE  
Yogeshha Assistant  
Senior Executive HR  
LeeBoy India  
Construction Equipment  
Pvt Ltd



ACHARYA

Department of MBA  
Acharya Institute of Technology  
Soldevanahalli, Hessaraghatta Main Road, Bangalore-90  
May 2018



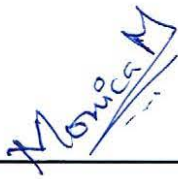
# ACHARYA INSTITUTE OF TECHNOLOGY

(Affiliated to Visvesvaraya Technological University, Belagavi, Approved by AICTE, New Delhi and Accredited by NBA and NAAC)

Date: 18/05/2018

## CERTIFICATE

This is to certify that **Ms. Pooja K H** bearing USN **1AY16MBA49** is a bonafide student of Master of Business Administration course of the Institute 2016-18 batch, affiliated to Visvesvaraya Technological University, Belagavi. Project report on “**A Study on Organizational Citizenship Behaviour at LeeBoy India Construction Equipment Pvt. Ltd.**” Bangalore is prepared by her under the guidance of **Prof. Monica M** in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, Visvesvaraya Technological University, Belagavi, Karnataka.



Signature of Internal Guide



Signature of HOD  
Department of MBA  
Acharya Institute of Technology  
Sodevanahalli, Bangalore-560 107



Signature of Principal

PRINCIPAL  
ACHARYA INSTITUTE OF TECHNOLOGY  
Sodevanahalli Bangalore-560 107

## CERTIFICATE FOR COMPLETION OF PROJECT WORK

This is to certify that **Ms. Pooja K H**, a MBA student from Acharya Institute of Technology, Soladevanahalli, Bangalore bearing USN 1AY16MBA49 has successfully completed her project on “**A study on Organizational Citizenship Behavior At LeeBoy India Construction Equipment Pvt. Ltd.**” under the supervision of Mr. Yogesha – Sr. Executive – Human Resources Department. During the period from 15<sup>th</sup> January 2018 to 24<sup>th</sup> March 2018, we found her motivated and she worked sincerely on her assignments/tasks.

Yours Sincerely,

For Leeboy India Construction Equipment (P) Limited

  
Avita Martis

**Manager – Human Resources**



Place: Bangalore

Date: 24<sup>th</sup> April, 2017


## DECLARATION

I, POOJA K H bearing USN 1AY16MBA49 hereby declare that the project report with reference to “ A Study on Organizational Citizenship Behavior at LeeBoy India Construction Equipment Pvt Ltd ” prepared by me under the guidance of Prof. Monica M Faculty, MBA, Acharya Institute Of Technology and external assistance by Mr.Yogesha, HR Senior Executive, LeeBoy India Construction Equipment Pvt Ltd.

I also declare that this project work is towards the partial fulfillment of the university regulations for the award of degree of Masters of Business Administration by Visvesvaraya Technological University, Belgaum.

I have undergone project for a period of ten weeks. I further declare that this report is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other university/Institution.

Place: Bangalore  
Date: 28/05/2018

  
Signature of the student

## **ACKNOWLEDGEMENT**

I deem it a privilege to thank our Principal Dr. Sharanabasava C Pilli, Dr. Mahesh, Dean Academics and our HOD Dr. Nijaguna for having given me the opportunity to do the project, which has been a very valuable learning experience.

I am truly grateful to my external guide Mr. Yogesha, HR Senior Executive, LeeBoy India Construction Equipment Pvt Ltd and my internal research Guide Prof. Monica M Faculty, MBA, Acharya Institute Of Technology, for their research guidance, encouragement and opportunities provided.

I wish to thank all the respondents from the firms who spent their valuable time in discussing with me and giving valuable data by filling up the questionnaire.

My sincere and heartfelt thanks to all my teachers at the department of MBA, Acharya Institute Of Technology for their valuable support and guidance.

Last, but not least, I want to express my deep appreciation to my parents for their unstinted support.

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## **EXECUTIVE SUMMARY**

As a part of our MBA program, this challenge document is based on a observe of organizational citizenship behaviour at LeeBoy India. The task was achieved in Bangalore's branch of "LeeBoy India Construction and Equipment Pvt Ltd". It covers Lee Boy's research on OCB and the way personnel are enforcing in a workplace aside on a daily basis work assigned to them. The take a look and also report the overall situation inside the industry. Their production merchandise, their competitors, and many others. The mission turned into completed based on information, annual reports, and manuals furnished by means of Lee Boy India Private Limited. The task has taken lots of care to provide accurate data. The report firstly brought briefly about the organization. It covers many elements of Leeboy India pvt ltd. Such as business enterprise profile, product profile, department details, and many others.

It is also understood that employees of LeeBoy India have started out to assist others in a voluntary way. It also affects other personnel, motivates them to work extra, and increases their process hobby. Also maintain a good association among subordinates and superiors. Create a good social surroundings in the place of job.

Using descriptive studies techniques, 100 employees had been selected as the sample size. Data comes from primary and secondary assets. Data evaluation is finished on the hypothesis of personnel' voluntary commitments, and as the age of employees increases, their helping behaviour can even increase. When imposing OCB inside the organization, the time period and experience are not essential.

The enterprise efficiently operates with 230 employees and they are all skilled. The enterprise includes numerous departments. Workers obtained unique training to improve the organisation's productiveness. Employees at LeeBoy India can see this. The following factors show information and executive summary in detail.

## 1.1 INTRODUCTION ABOUT THE PROJECT

Project is a essential and basic activity to get knowledge and where it is a great opportunity to involve ourselves. It is a long term commitment where we develop ourselves into innovative ideas that explain facts and events, As well as practical applications of academic knowledge. The internship programme of MBA is for 10 weeks this will help to learn more knowledge about the study of organisation citizenship behaviour with reference to Lee Boy India, by understanding about the topic I am sure my experience will definitely help in future.

The main purpose of the internship is to enrich classroom learning through exposure to the future on the job experience and to assist in the determined career goals.

During my internship period I am going to learn lot of things like company profile, industry profile, company manufacturing procedure and their products. And also I am going to gain lot of practical knowledge about corporate world, improving my skills and communication, by developing my knowledge, and co-ordination with the company managers and employees.

## 1.2 INDUSTRY PROFILE:

### St Engineering

Founded	1967(as chartered industries of Singapore)
Revenue	6.34 billion dollar
Net Income	529 million dollar
Number of employees	23000
Headquarters	Singapore
Owner	Temasek holdings
Key person	Vincent chong (CEO and president)
Products	Commercial and military. Aerospace. Electronics and info comm. Innovations. Naval and commercial. Shipbuilding. Defence. Land system.

## **LEE BOY IS A MEMBER OF THE ST ENGINEERING GROUP:**

ST Engineering stands for Singapore Technologies Engineering Limited. It is an associate integrated engineering cluster where it provides solutions and services within the region, electronics, aerospace, marine sectors and land systems. Its headquarters is situated in Singapore, and also it is the part stock of the financial time stock exchange strait times.

ST Engineering ranks between one of the biggest corporations listed in the Singapore exchange. Lee Boy is associate of ST kinetics which is a sub division of ST engineering.

As Lee Boy is associated with ST kinetics it is one of the leading market with specialised vehicles with the range of merchandise commodities along with services used for the defence country and safety as well as for commercial markets.

### **ST engineering has four categorised groups:**

1. **ST kinetics:** It's been one of leading system for land and in the area of expertise vehicles and solid arrangement of products, county security and business markets

2. **ST electronics:** It is one of the influenced supplier of electronics and communication technologies solution in Asia pacific by providing solutions and services. It also render transportation services and solutions and also broadband communication and information technology

3. **ST Aerospace:** ST business or practice of flying airplanes, helicopters is one of the biggest concerned with earning money and also maintaining repairs and replace the parts that do not work. It is also known for its service contributor in the world.

4. **ST Marine:** ST Marine is the most important group that provides a specified service of complete and ready to operate for building ship which is in process of changing one form to another and ship building exchange and ship renovate services and helps to make changes in old ship building for a wide range of different waves in mercantile vessels.

Lee Boy is under ST Kinetics which is completely involved in the land systems since 2006. It is earthmoving and construction equipment industry which is directly beneficiary for fast moving and infrastructure development of India. There is rapid and tremendous change and growth in the construction of buildings, railway in all metropolitan cities. Thus there is tremendous development in Indian industries with wide range of competition with many manufacturers and marketers. It helps the Indian economy with productivity, employment and strengthens service sectors as well as agriculture.

### **1.3 COMPANY PROFILE**

Lee Boy is the sub member of ST Engineering group. It is a 50 year American brand that designs and manufactures construction equipments and earthmoving. It is an engineering group where it provides services and solutions in the land systems, marine sectors, electronics and aerospace.

Lee boy is known for its quality and it has earned recognition in the minds of customer. It is known for its innovative styles in depth and breadth. And it also provides progressive with advanced technology products to customers. They also have customers on both defence and commercial firms.

Its headquarters is in Singapore, and it stands in the rank list of the largest companies in Singapore Exchange. They have more than 23,000 employees in number all around the world covering major countries.

The company "LeeBoy " was first founded by M . B.R Lee in Denver. In the year 2010 in the month of October LeeBoy India was incorporated and was headquartered in Bangalore. Later on it was spread across the entire India with its sales and marketing offices but its manufacturing is only located at Bangalore. Company manufactures many products like excavators, backhoe loaders and motor graders. They are designed according to the requirements of the clients and customers. It also competes with other relevant companies which are into construction and equipment manufacturing.





LeeBoy Office

<b>COMPANY NAME</b>	Lee Boy India Construction Equipment Private Limited
<b>DATE OF COMMENCEMENT</b>	September 2010
<b>LOCATION</b>	Jigani Bommasandra link road, Jigani Hobli, Anekal Taluk KIADB industrail area.
<b>CEO AND PRESIDENT</b>	Kamal bali, Amarnath
<b>NATURE OF ENTERPRISE</b>	Road maintenance and equipment private limited
<b>NUMBER OF EMPLOYEES</b>	230 people

### 1.3.1 PROMOTERS:

**The company entered with its transactions with below promoters:**

<b>List of the parties</b>	<b>Relationship</b>
----------------------------	---------------------

ST Engineering Limited	Intermediate Holding Company
ST Kinetics Ltd	Intermediate Holding Company
Teamasek Holdings Private Limited	Ultimate Holding Company
SDG Kinetics Private Limited	Holding Company

➤ **KEY MANAGEMENT PERSONS**

- ❖ **Mr. Amarnath Ramachandran**                      **President**
  
- ❖ **Mr. Kalvin Author Majeskie**                      **Director**
  
- ❖ **Mr. Tan Lai Wah Rudy**                      **Director**
  
- ❖ **Mr. Tan Kok Kiang Benerd Richard**                      **Director**
  
- ❖ **Mr. Ravinder Singh**                      **Director**

**1.3.2 VISION, MISSION AND QUALITY PRODUCTS**

Vision is something that we can imagine or dream for the company . To be an organization identified for its cutting edge products, which are functionally excellent and pleasing in appearance . To be a group of people who reflect the brand image of being smart, sharp and very responsive.

To be the organization that sell continues without becoming weaker seeks to innovate new things and craft solutions to reduce the existing imbalance inconsistency between equipment manufacturers and users.

### **Above terms signifies**

- ❖ Cutting edge products - Using advanced and current technology
- ❖ Pleasing in appearance - Means look and feel of the finished of the product
- ❖ Functionally excellent - Good fuel efficiency and good productivity
- ❖ Group of people - It symbolizes team work and team effort
- ❖ Smart - It means up-to-date, knowledgeable competent and intelligent
- ❖ Sharp - Active, alert, quick to grasp
- ❖ Very responsive - Ability to walk the extra mile, approachable

### **MISSION**

As we are incorporated engineering group we carry value to the customers and partners through our delivery of total incorporated quality solutions and support.

Our main strategy is to strengthen our values in honesty, courage, commitment and consciousness to help customers and partners. We also promise to produce a safe and innovative integrated solutions that exceed customers expectations and maximize economic value added for customers, stakeholders and partners.

### **QUALITY POLICY**

We deliver protected and safe services to customers. We also provide innovative solutions that go above customers outlook. We also maximize the economic value added for our partners and stakeholders in the Road and General Construction segment of Construction Equipment industry.

- ❖ We offer symbolic teamwork, so our body of workers promise to tour to the more remote men
- ❖ Security: All our goods and services ought to offer them for our customers and ours.
- ❖ Exceeding the potentialities of our clients is our intention. We continuously enhance the effectiveness of our best management gadget and make sure that our first-class is built on all our products and services.
- ❖ “Maximizing monetary cost brought” is the usual we use to degree ourselves; that is our obligation to our companions and stakeholders (consisting of our employees)

## **QUALITY OBJECTIVE**

- ❖ To have a variety of key / pick product inside the “street and widespread creation (Excavator)” section of CE enterprise
- ❖ Achieve operational excellence (excellence in execution ) thru and incorporated system across features and through aliening human beings to strategy and tactics
- ❖ Excellence in consumer engagement through having a strong and verified patron engagement framework that consists of pre sales order execution and put up income care (PSC)
- ❖ People excellence – to create an ethos and subculture that best attract skills but maintains them engaged to contribute to the enterprise desires invariably

## **Environmental Health and Safety(EHS) policy**

- ❖ Actively reduce the detrimental impact resulting from humans, products and strategies, and make a contribution to pollution prevention, fitness and protection paintings surroundings.
- ❖ Our enclosure meets relevant EHS legal guidelines, policies and other necessities
- ❖ We continuously enhance our environmental fitness and protection performance
- ❖ We will support EHS's awareness of personal working with Lee boy India
- ❖ We encourage principal stakeholders to participate in EHS.

## **1.3.3 PRODUCT AND SERVICE:**

### **➤ Best in class products for road constructions:**

- ❖ Motor Graders
- ❖ Backhoe Loaders
- ❖ Crawler Excavators
- ❖ Concrete Curbers
- ❖ Compaction Rollers
- ❖ Asphalt pavers
- ❖ Concrete Batching plants
- ❖ Force-feed Loader
- ❖

### **➤ Innovative Products for Road Maintenance:**

- ❖ Compaction Rollers
- ❖ Tack Distribution
- ❖ Asphalt maintainers

- ❖ Asphalt Distributors
- ❖ Chip Spreaders
- ❖ Broom
- ❖ Pothole patchers

➤ **Lee Boy Motor Grader:**

- ❖ a hundred and fifty/173 hp stroke, turbocharged, 6-cylinder, post-cooled Cummins engine (BS III)
- ❖ German ZF electricity shift transmission with lock-up snatch
- ❖ Electro-hydraulic, laptop managed, variable speed (on demand) fan force device
- ❖ Double circuit braking machine
  
- ❖ Fully enclosed, ergonomically designed, with superb visibility and HVAC cab
- ❖ Hydraulic electronic display



➤ **Lee Boy 523 Crawler Excavator:**

- ❖ 169 hp, 4-stroke, turbocharger, 6-cylinder Cummins engine
- ❖ Heavy-duty lengthy chassis from Berco triple crawler tune footwear

- ❖ Lincoln centralized lubrication machine
- ❖ Kawasaki high stress hydraulic gadget with patented negacon machine
- ❖ Rothe-Erde Slewing Ring and Kawasaki Swing Motor + Gearbox
- ❖ Fully enclosed, ergonomically designed cab with extremely good visibility
- ❖ Seal pin connectors to prevent dirt from entering the joints.
- ❖ Advanced electronic show



- ❖ **Lee Boy 699 Bachoe Loader:** □
- ❖ 99 HP Cummins engine (field demonstrated with 14t excavator)
- ❖ Electric transmission from ZF in Germany
- ❖ Axial piston pump with drift distribution valve load sensing device
- ❖ Heavy duty four-phase side-by way of-side aluminum temperature exchanger.
- ❖ Hydraulic pilot manipulate
- ❖ Completely included ergonomically designed cabin with wonderful visibilit



➤ **Pothole Patchier:**

The RA 400 jet is straightforward and efficient. According to the State Research Council's SHRP report, spray recovery is the maximum conservative and lengthy-lasting pothole repair era.

- ❖ Emulsion adhesive layer attached to this place.
- ❖ Mixtures of collective and warm emulsions fill potholes.
- ❖ Complete dry mixture and visitors layer
- ❖ Capacity 1136 liters Type: Latex warm Specifications: Two 4500 watts, 240 volts
- ❖ Cleans potholes through hydraulically driven excessive ability blower.



#### **1.3.4 AREAS OF OPERATION:**

Lee Boy Construction Equipment Pvt Ltd operates in India, Denver, North Carolina, USA, Brazil, South Africa, North America, South America, Western Europe, Eastern Europe, Middle East, Southeast Asia, Russia, Singapore and Australia. .

In India, the manufacturing facility is located in Bangalore and there are income and advertising workplaces in all the states of the u . S . A . , inclusive of Telangana, Hyderabad, Tamil Nadu, and Chhattisgarh..

#### **1.3.5 INFRASTRUCTURE FACILITIES:**

- ❖ Land and buildings: Companies can lease land and buildings for production purposes
- ❖ Electricity: Companies can provide enough electricity to prevent power problems causing companies to use generators to provide power facilities
- ❖ Labour Facilities: The company can provide food facilities, tourist facilities and other labour facilities.
- ❖ Production Facilities: Production Department Companies can provide facilities such as air-conditioning storage facilities
- ❖ Rest Rooms for employees
- ❖ Parking facility
- ❖ Cab facility



- ❖ First aid and welfare centre
- ❖ Conference hall
- ❖ Canteen
- ❖ Security
- ❖ Clean house keeping

➤ Employee benefits:

- ❖ Short-term employee advantages:

Employees' wages are absolutely paid inside 365 days of accepting employees recognize as quick-term worker advantages. These benefits encompass wages and wages, bonuses.

- ❖ Post-employment benefits

The corporation's described advantage plan consists of a tip plan. The enterprise's net obligation for gratuity is accomplished by means of estimating the quantity of potential benefits.

#### **1.4 COMPETITOR 'S INFORMATION:**

- ❖ Caterpillar
- ❖ JCB
- ❖ Hyundai construction equipment
- ❖ L&T construction equipment
- ❖ Tata Hitachi construction
- ❖ BEML
- ❖ Volvo construction equipment
- ❖ Kobelco construction equipment
- ❖ GMMCO Ltd
- ❖ Telco Construction Equipment Company Limited

#### **1.5 SWOT ANALYSIS:**

##### **STRENGTHS**

- ❖ Obsessed with serving clients beyond their expectations
- ❖ The satisfactory chief
- ❖ Rich enjoy and spotless data
- ❖ Excellent operational excellence
- ❖ The state-of-the-art era used inside the layout

- ❖ Highly stimulated and motivated body of workers
- ❖ High flexibility for customer support
- ❖ Reasonable charge, maximum pleasant product
- ❖ Passionate and dependable employees
- ❖ Less chances of defects
- ❖ Improving productivity
- ❖ Less wastage of production

### **WEAKNESSES**

- ❖ Hiring employees on contract
- ❖ Unclear input requirements
- ❖ Inappropriate waste classification
- ❖ Wastage of chemicals and oils
- ❖ Frequent modifications in recruitment
- ❖ More waste of raw substances

### **OPPORTUNITIES**

- ❖ Delivery on time
- ❖ Customer pleasure
- ❖ Energy saving
- ❖ Compliance
- ❖ Education plan for emerging technologies
- ❖ Provide personality development plan
- ❖ Global market
- ❖ Skills improvement plan
- ❖ Travel abroad by employees in advertising

### **THREATS**

- ❖ Delayed shipping or delivery
- ❖ More strength or energy consumption
- ❖ Defective merchandise
- ❖ The purchaser is not satisfied
- ❖ Land and water pollutants
- ❖ Competitors
- ❖ Cost

- ❖ Global Market Economic Threats

## **1.6 FUTURE GROWTH AND PROSPECTUS**

Lee boy India is one of the main road construction upkeep and equipment groups. It is a multinational enterprise and plans to introduce new present day technology in the approaching year. Lee Boy India is one of the United States agencies. It has multiplied its enterprise in India and Brazil. In the future, it plans to enlarge its commercial enterprise in different nations.

The Future objectives of Lee boy India

- ❖ Provide clients with excessive excellent services.
- ❖ In India, most of the people do not know and are not aware about Lee Boy brand so in future it could be publicity and sell the introduction of their market.
- ❖ The value of Lee Boy's merchandise is a lot better than that of competitors together with JCB and L&T, so in the future it'll reduce prices and offer good services.
- ❖ Expect and make plans to create a domestic marketplace in the context of India.
- ❖ Current business enlargement across India, that is located in a number of India's most important cities (Bangalore, Delhi, Hyderabad, etc.)
- ❖ Lee boy Introduces New Technology Pothole Patchier which is the Most Economical and Long-lasting Sag Repair Method

## **1.7 FINANCIAL STATEMENT:**

### ➤ **Ratio Analysis:**

Ratio analysis is normally used for tools and technical or monetary evaluation. It is defined as the systematic use of ratios to apprehend the financial statements so that it will decide the strengths and weaknesses of the commercial enterprise, in addition to past overall performance and monetary situations.

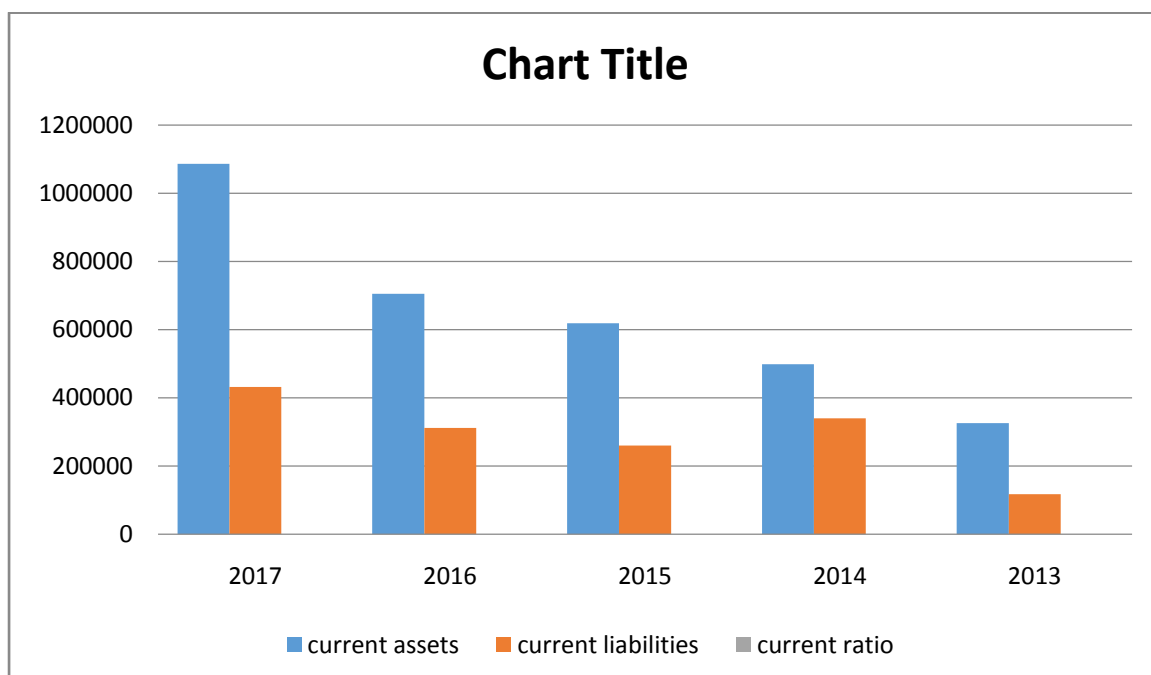
- ❖ Current ratio
- ❖ Total equity ratio
- ❖ Quick ratio
- ❖ Fixed asset ratio

**1.7.1. CURRENT RATIO:**

$$\text{CURRENT RATIO} = \frac{\text{CURRENT ASSETS}}{\text{CURRENT LIABILITIES}}$$

<b>YEAR</b>	<b>CURRENT ASSETS (Indian rupees in thousands)</b>	<b>CURRENT LIABILITIES (Indian rupees in thousands)</b>	<b>CURRENT RATIO</b>
<b>2017</b>	1086596	431543	2.51:1
<b>2016</b>	705082	311994	2.25:1
<b>2015</b>	619074	259656	2.38:1
<b>2014</b>	498591	340255	1.46:1
<b>2013</b>	325748	117277	2.77:1

**ANALYSIS:** Usually the modern-day ratio of 2:1 is taken into consideration desirable. The present day ratio suggests that the ability to satisfy quick-time period liabilities is likewise great based at the calculations of 2017 [2.51], 2016 [2.25], 2015 [2.38], 2013 [2.77] satisfied with 2014 [4th quarter of 2014]. , but it has best moderate differences without a requirements.



**INFERENCE:**

Based at the above analysis, records display that the company is moving towards profitability. Companies ought to attempt to increase current assets. The modern-day ratio is increasing every 12 months, but it's going to fall to 2.25% in 2016.

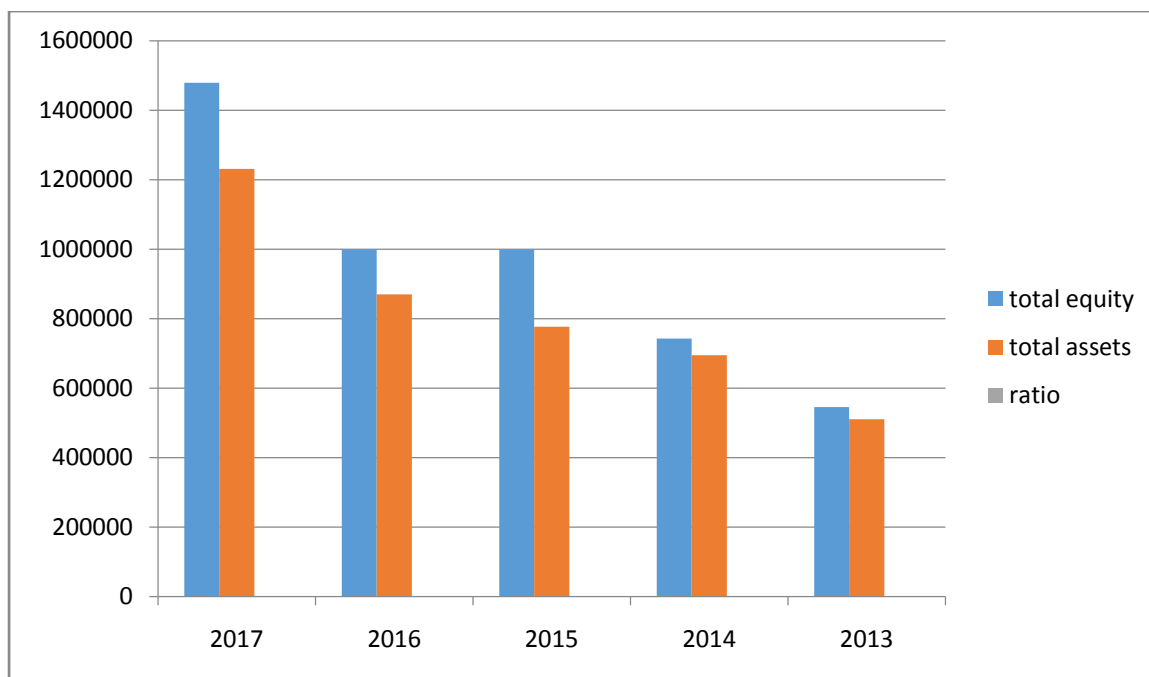
**1.7.2. TOTAL EQUITY RATIO:**

$$\text{EQUITY RATIO} = \frac{\text{TOTAL EQUITY}}{\text{TOTAL ASSETS}}$$

<b>YEAR</b>	<b>TOTAL EQUITY (India rupees in thousands)</b>	<b>TOTAL ASSETS (Indian rupees in thousands)</b>	<b>RATIO</b>
<b>2017</b>	1479708	1231394	1.20
<b>2016</b>	999708	870383	1.14
<b>2015</b>	999708	776575	1.28
<b>2014</b>	742880	694606	1.06
<b>2013</b>	545874	510635	1.06

**ANALYSIS:**

The above table suggests that the fairness ratio of the organization in 2013 was 1.06. No fluctuation be fell in 2014. The ratio of 1.28 in 2015 will boom, and the ratio in 2016 will lower by means of 1.14, and eventually it is going to be 1.20 in 2017.



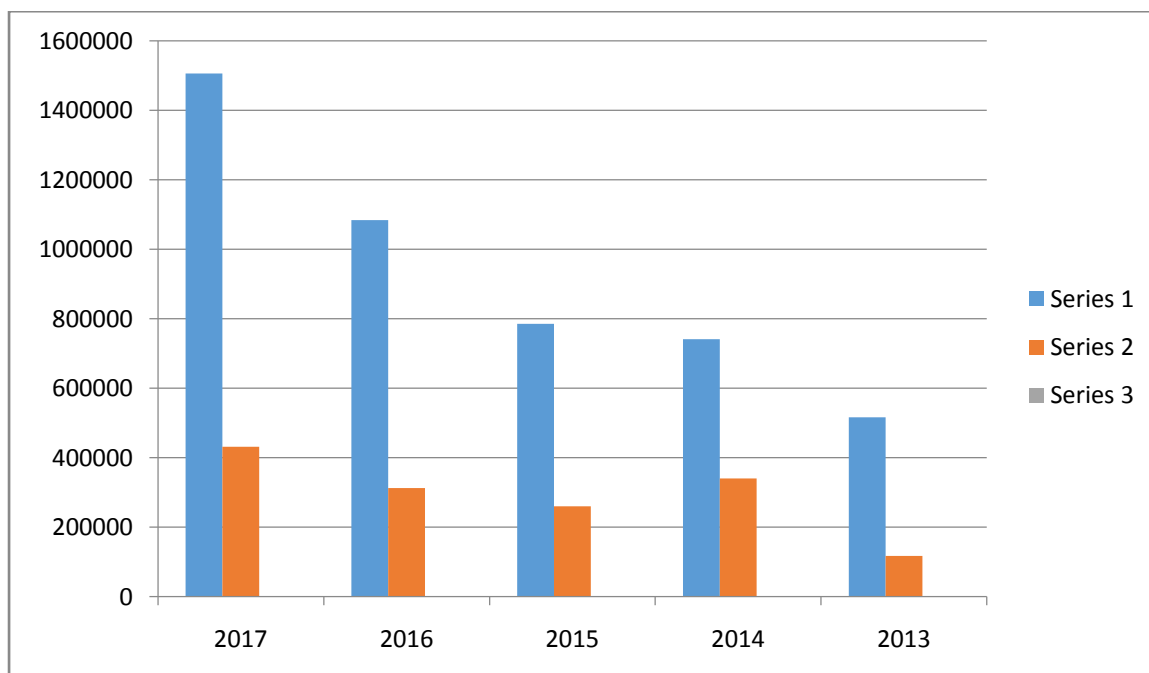
**INFERENCE:** From the above records, we will see that the whole property and overall equity of the company have been in a nation of violence in offering financing for asset growth. Lee Boy India is trying to increase belongings 12 months by using year. In 2013, the entire fairness ratio became 1.06, which will boom to at least one.28 in 2015, lower to at least one.14 in 2016, and increase to 1.2 in 2017.

### 1.7.3. QUICK RATIO:

**QUICK RATIO = (TOTAL CURRENT ASSETS - INVENTORY - PREPAID EXPENSES) / CURRENT LIABILITIES.**

YEAR	QUICK ASSETS (Indian rupees in thousands)	CURRENT LIABILITIES (Indian rupees in thousands)	RATIO
2017	1506428	431543	3.49:01
2016	1083832	311994	3.10:01
2015	785374	259656	3.02:01
2014	741143	340255	2.17:01
2013	515949	117277	4.39:01

**ANALYSIS:** As we can see from the above table, the quick ratio includes current assets with the exception of initial prices and stock, and the appropriate ratio is 2:1. In the above desk, the quick ratio expanded from 2014 [2.17] to 2015 [3.02] and from 2015 [3.02] to 2016 [3.10] improved, and in 2017 it improved to [3.49] and in 2013 it increased [4.39 ] It will decline by using 2014 [2.17]



**INFERENCE:** From the above evaluation, it may be visible that this ratio suggests a pleasant economic fame. This is due to the effective monetary control of brief-time period solvency. These ratios imply that the business enterprise’s quick-time period solvency popularity is good as it has enough rapid assets to meet Its quick-term debt.

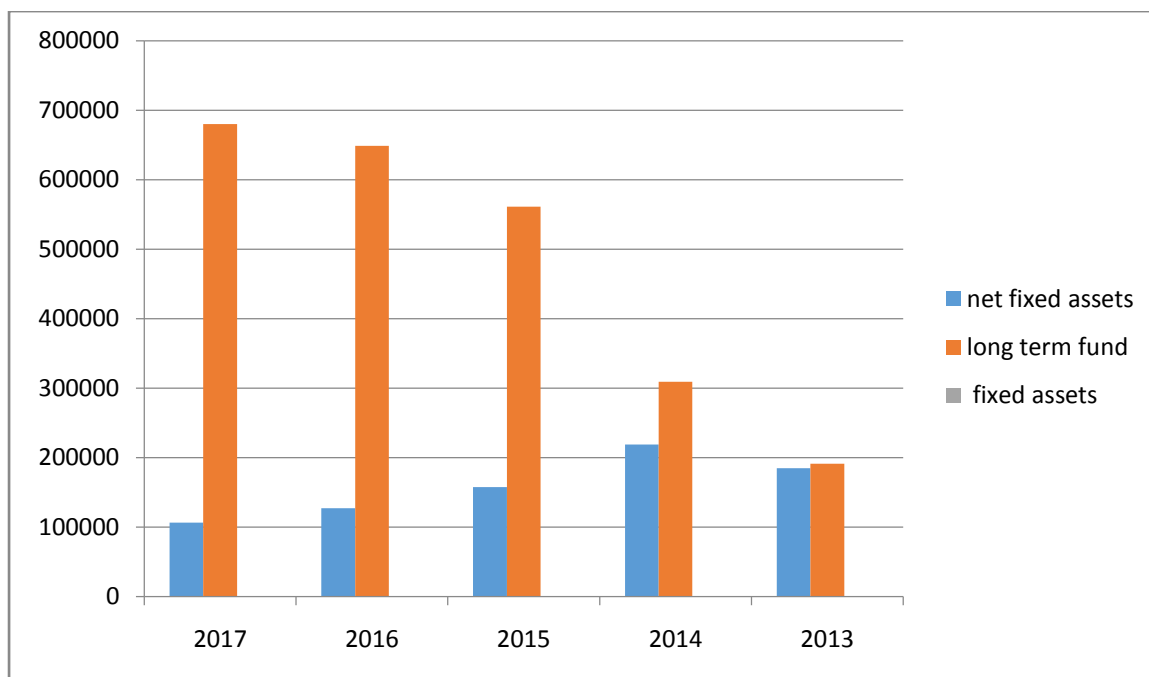
**1.7.4. FIXED ASSETS RATIO:**

$$\text{FIXED ASSET RATIO} = \frac{\text{NET FIXED ASSETS}}{\text{LONG TERM FUND}}$$

<b>YEAR</b>	<b>NET FIXED ASSETS (Indian rupees in thousands)</b>	<b>LONG TERM FUND (Indian rupees in thousands)</b>	<b>FIXED ASSETS RATIO</b>
<b>2017</b>	106450	680212	0.15
<b>2016</b>	127408	648990	0.19
<b>2015</b>	157500	561514	0.28
<b>2014</b>	218970	309050	0.70
<b>2013</b>	184751	191030	0.96

**ANALYSIS:** Fixed assets rate refers to the manner that firms use constant belongings to generate income. According to the table above, the ratio of constant belongings keeps declining. At present, the fixed assets ratio is 0.15.





**INFERENCE:**

From the above table, we are able to see the proportion of fixed belongings, which has declined year by year. The ratio of fixed assets in 2013 turned into 0.96, so that it will continue to be decreasing in 2014, 2015, 2016, and 2017 in future years, at 0.7, 0.28, 0.19, and 0.15, respectively.

## 2.1 THEORITICAL BACKGROUND

### ➤ ORGANIZATIONAL CITIZENSHIP BEHAVIOR

#### Meaning:

Organizational citizenship conduct (OCB) is a person's voluntary commitment within an enterprise or organisation that isn't a part of his or her contractual obligations.

The father of OCB is Dennis Organ. When employees live within the company, there are some movements like where company expects from him and observed him with that of company rules and regulations by the employer. However, personnel every now and then display a positive behaviour that go beyond his contractual tasks and responsibility. This behaviour is known as organizational citizenship behaviour (OCB). OCB is Also known as more role conduct. This behaviour is past ordinary and path obligations with that of company law, policies and legislations.

Successful company has personnel who is going beyond their formal task obligations and give their time and energy freely to be succeed in assigned tasks. This sort of altruism is neither regulations or requirements, however it allows the easy operation of the organization. "Personal conduct is discretionary, now not explicitly identified with the direct or formal praise system, and typically promotes the effective functioning of the enterprise". This consists of three main components they are;

- ❖ OCB is taken into consideration to be a discretionary act that is not a part of the task description and is completed with the employee primarily based on private preference.
- ❖ OCB exceeded the required necessities of the task description.
- ❖ organizational effectiveness makes a positive contribution to organizational effectiveness.

OCB cannot be applicable without enterprise .Their contributors behaved like proper residents Participate in various positive behaviours. Due to the fact the significance to citizens Organize, recognize nature and supply OCB has lengthy been a top priority. It includes ideas like:

- ❖ Organization-associated behaviour
- ❖ Organization contributors encompass conventional roles
- ❖ Behaviour, organizational related extra behaviour and political conduct, which include full and responsible business enterprise participation.

### **TYPES OF OCB:**

- ❖ Helping behaviour manner means supporting others voluntarily. Altruism is the antecedent of assisting behaviour.
- ❖ Sports ethic refers to the advantageous mind-set and willingness to maintain employees' sacrifice on their own interests and to be able to prepare or for the extra advantage of the enterprise.
- ❖ Organization loyalty is not only being very useful method but also maintains loyalty towards company, however additionally honest efforts not only advantageous in creating image of the company but also make aware about the company to outsiders.
- ❖ Being a good supervisor and worker organizational compliance must be complying with the organisation's guidelines, regulations, and tactics.
- ❖ Personal inventiveness means activist. It refers to genuine hard work to recover the consequences of effort and inspire others to do so.
- ❖ Civic virtues talk to the political members of the taking part agencies and represent network participation in policy problems and supervision in the organization.
- ❖ Self-improvement manner means that the personnel voluntarily attempt to enhance and expand their contribution to the enterprise in phrases of expertise, abilities, knowledge and competencies.

### **DIMENSIONS OF OCB:**

It is identified by the past research that there are two main approaches on OCB.

Firstly on role behaviour and secondly extra role behaviour. On role behaviour is the formal way of assigning tasks to the employees to that of company rules and policies of the organization. Extra role behaviour is the behaviour which is observed and performed by the employees apart from their formal tasks which is beyond their contractual tasks. Which is not recognized formally by the organization by formal reward system. It is very easy to identify and differentiate between the two different roles of behaviour. It also helps company in identifying performance of the employees according to their perceptions with that of managerial tasks assigned to them. Performance of employees does not relate directly with the satisfaction of employees in the work place. So to recognize various factors which affect difference in perception of personality individually there are five dimensions. They are;

### ❖ **Altruism**

It means the feelings and behaviour that show a desire to help other people and a lack of selfish. In easy terms, altruism means helping or assisting altruism method supporting to organize other individuals to accomplish obligations. For example, to help new employees voluntarily, assist overload personnel, help absentee employees, and manual employees to complete hard tasks. Altruism is a voluntary act in which personnel provide help to individuals with special issues to complete their obligations in first rate instances. Altruism is a member who enables participants of different companies image. Podsakoff et al. (2000) have proven that altruism is appreciably associated with this performance assessment and corresponding positive feelings.

### ❖ **Conscientiousness**

It means being very careful about doing what you are supposed to do, concerned with doing something correctly. Responsibility is a free desire that goes some distance beyond the organisation's minimum role necessities, including compliance with guidelines and guidelines, no longer breaks, and long workdays. Responsibility is a prototype that far exceeds the minimal requirements for attendance, punctuality, and housework, the strong tendency to preserve assets, and the general influence of being a responsible citizen of the company. If the worker is especially accountable and accountable, which means he is notably accountable and calls for less supervision. According to Borman altruism and conscientiousness are major or usual dimensions of the OCB. Cautiousness is used to indicate that a person is prepared, self-disciplined, responsible and hard-operating. Organ (1988) defines it as a dedication to work that exceeds formal necessities, which includes long hours of labour, and voluntarily plays work apart from process obligations. Interestingly, Kidder and McLean Parks (1993) agree with that men are extra inclined than guys to have interaction in critical conduct in preference to ladies because men decide upon equality.

### ❖ **Sportsmanship**

It means a fairness respect for one's opponent and a graciousness in winning or losing. The carrying spirit is described as "willing to endure unnecessary inconveniences and exert work without complaining. It approach that humans will not whinge or complain in an annoying way ,while inevitably inconvenience and abuse stand up from professional activities. The sports spirit refers to keep away from unnecessarily complaining about problems inside the organization. And to specific fine and tolerant troubles in the place of work, and to illustrate that the sportsmanship is inclined to tolerate minor and transient inconveniences and

use company image without lawsuits, appeals, illegal fault or crime or protests. This facilitates to save the energy of the company to complete the venture, and to a first-rate extent reduce the useless burden/strain on the control group of workers. The sportsmanship as passionately tolerates the stimulating behaviour of almost every a part of the employer's surroundings. MacKenzie (1997) claims that proper sportsmanship can boom worker morale within the place of job and decrease worker turnover.

#### ❖ **Courtesy**

It means polite behaviour that shows respect for other people. Politeness is a gesture to help others to prevent interpersonal problems. For instance, the individual that desires assistance is notified earlier of the work time table. Consult others earlier than taking any actions that may have an effect on them. To save your colleagues problems, and you display courtesy or gestures. For example, having a copier or printer in correct condition and to be used by different other team of workers is an instance of politeness at working place. A courteous employee prevents managers from falling right into a disaster management model by using seeking to avoid creating troubles for colleagues. Courtesy consists of behaviour, focusing at the situation of preventing of the trouble from happening, and taking vital timely steps to reduce the impact of future problems. In brief, courtesy method is that one method to encourage different members of the employer while their morale is low and they're annoyed with their expert development. Again, research suggests that polite employees reduce the conflicts among companies and decrease the time spent on struggle between competing groups in companies management sports. The primary concept of politeness is to keep away from behaviours that unnecessarily make the work load of co-workers greater difficult. It additionally consists of giving them time to get prepared and to be observed enough to avoid the existing high workload.

#### ❖ **Civic virtue**

The word "civic" means relating to citizenship or being a citizen. "virtue" means a good or morale quality of behaviour. Citizen virtue refers to the organization and communication through free and frank expression of opinions, attendance at meetings, discussions with colleagues on organizational issues, and reading of organizational information (such as e-mail) in order to participate constructively in the organization's political process and its contribution to this process. The organizations Citizen's virtue is a person's behaviour, showing that employees are loyally involved and actively participate in and care about the company's life. Citizen virtues represent the organization's interest in the macro level or its commitment to the

organization. It shows willingness to actively participate in the activities of the organization, monitor the organization's threat and opportunity environment, and find the best choice for the organization. When employees think they are part of the organization, these behaviours happen. Citizens' virtues are defined as the subordinate's participation in the organization's political life and support the organization's administrative functions. Citizens' virtues refer to the employees' responsibility to actively and actively participate in the company's life, such as participating in meetings that the company does not need, and assessing organizational changes. This dimension of organizational citizenship behaviour is actually derived from Graham's findings, which show that employees should be responsible for becoming good citizens of the organization. These behaviours reflect employee recognition of the members of the organization and accept responsibility as a constituent citizen. Other researchers found that citizen virtues increased the number of performance and helped reduce customer complaints.

### **The Benefits of OCB:**

OCB has been shown to have a good and positive impact on worker overall performance and welfare, which in turn has a great effect at the company.

There is correlation between OCB and job satisfaction. There is empirical evidence that people normally accept as true with that satisfied personnel carry out better, but this is applicable instead of causal. However, sure forms of overall performance - in the main overall performance related to civic behaviour - will be suffering from job satisfaction and think of people who're operating with their superiors and associates, inclined to make compromises and sacrifices, "simpler to work with them," and workers who "can help to complain in annoying way by approximately little extra things without complaining" (or even now not suggest to accomplish that) These behaviour are contained inside the OCB.

Employee performance effects on three things.

- ❖ Firstly, employees who are involved during OCB be liable to perform healthier by their managers. This is because workers who are engaged in OCB are highly favourable and more productive. This is known as halo effect. It may also be due to more job related issues where manager believe that OCB plays a great role in overall success of the organization as well as the employee commitment due to nature voluntary in the organization.
- ❖ Secondly, employees who perform better and rated high is applicable and linked in gaining more rewards. It might be in the form of increments, promotions, bonuses and other job and employee related benefits.

- ❖ Thirdly, the employees whose rating is high and performance level is better enjoys more rewards when company goes under more efficient by reducing the number of workers. Best example is during the time of recession these employees will have less chance of being made dismissed from job.

### **How to encourage and make effective OCB in the workplace**

As OCB is apart from the formal tasks assigned by the employees with that of company policies and regulations, OCB can be improved by motivating employees, and by developing better relationships between higher authority and operational line workers and staffs. There are few methods to encourage OCB in the work place.

- ❖ **Social environment at company**

Promote or facilitate the group of workers to illustrate the work environment of OCB. Certain varieties of group norms (as an instance, everyone have to work for ,minimum amount and everybody ought to care approximately his/her very own business , nobody should talk to the supervisor) It will kill the initiative and spontaneity of the personnel, with a view to Reduce organizational citizenship. Group specifications can be difficult to break, but other measures may be taken to make personnel greater social - as an instance, to encourage personnel to attend office obligations or have greater office capabilities or an office birthday lunch.

- ❖ **Awareness to supervisor**

By providing training and making aware about OCB to employees as well as superiors in the organization. In which employee comes to know how they have to display OCB as an individual. They choose to develop OCB in their work place.

- ❖ **Practices of hiring**

Although character has little impact on OCB, an outgoing, attentive, enthusiastic worker, tremendous attitude and “can do” attitude people might be greater inclined to take part in organizational citizenship behaviour. If psychological trying out is part of your interview/recruitment method, recollect seeking out OCB-related capabilities and have these employees inspire others to OCB.

## **2.2 LITERATURE REVIEW:**

(MOORMAN R H , 1991) The study is on the association among managerial integrity and OCB where equality perceptions control member of staff citizenship. Moorman suggests that, any little work done by the employees is focussed on the relationship between the organization objectives with that of their perceptions and behaviours.

**Podsakoff Philip M, Ahearne, Michael, MacKenzie, Scott B (April 1997)** This study is on OCB, the amount and value of work collection of performance. This suggests that quality and quantity of group work in the organization improve the effectiveness. Where each and every individual exhibit his or her performance, It also effects on each individual which results in helping behaviour and plays also a main significant for the performance quality.

**Larry J. Williams, Stella E. Anderson September 1, 1991** released job satisfaction and organizational dedication towards organizational citizenship and position behavior. It illustrates the distinction between individual conduct and OCB. In the hierarchical regression evaluation, there are variations between inner and external variables associated with process pride and organizational dedication. It isn't the same as each other.

**Organ (1988)[3]** suggests that OCB to be considered as essential element for the survival of the organization. He also explains organizational citizenship behavior helps to maximize efficiency and productivity of employees and corporations. Ultimately it allows to operate efficiently.

**Author Daniel Katz (1964)** suggests that people working in the organization, how and till what extent they get involved and get committed to achieve organization goals. If the organization need to survive for long term then it should perform its functions effectively. It is not possible by each individual but each individual with different behavior needs different motivations required according to that behavior which helps the organization to develop spontaneously and by innovating its strategies.

**Waltz and Niehoff (1996)** stated that OCB represents a really perfect corporation behavior, which suggests a couple of dimensions relationship with effective agency due to an understandable framework why OCB happens.

**Organ (1997)** states that OCB is conceptualized as a synonym to the concept of contextual expression, describes clearly that the social and psychological surroundings that helps the performance and responsibilities of individual employees. Although this reflects the flexibility



of workers and roles in present day offices, it acknowledges that personnel are diagnosed and rewarded for his or her participation in organizing citizenship.

**Bindu, P Hima (2012)** suggests that the relationship between the organization and its employees is social in nature. And the social tasks and employees tasks in work place is co related. By improving task drive performance of employees can be increased as well as how they engage in job is also identified.

**Ning, Zhou (2012)** states that if employees have a leadership quality and authority to fulfill the tasks it influence and motivate employees in a positive manner and also influence OCB at work place.

**Allen, Enrush (1998)** they both suggest that employee who has OCB quality that is voluntarily helping others other than his assigned tasks he can gain good relation with the supervisor by his positive behavior and also his emotions. There will not be conflicts between employee and his supervisor. And also it increase in the job performance.

**But Hui, Lam (2000)** they say that at some point of time OCB acts as a major motivation where employees use OCB for their advancement and their personal chance to attract others in the organization. Best example is when employee use OCB at the time of getting better promotions. OCB acts as a tool to be promoted.

**MacKenzie (1993)** his study finds that salesman is supervised by supervisor by evaluating his role on task and his attitude, behavior and also by OCB. Salesman who had more OCB quality they would be evaluated as a best performer and also results in overall performance of the salesman.

**Bolino (1999)** he suggests that there are few employees who would like to enhance their image by implementing of OCB. They use OCB as a tool to build their image and to develop themselves.

**MacKenzie (1997)** he says that if an employee is encouraged for sportsmanship then he can experience a sudden rapid growth and expansion in his behaviour in the organization and it reduces employee turnover.

**Bray, Crockett (1983)** they both studied the difference between the employee performance and employee attitude. If employees are satisfied with their job then their performance in job also increases.

**Organ (1993)** he suggests that each individual behaviour differs from one person to other. It is used when necessary, and not a formal reward system. According to the perception and attitude of each individual behaviour differs from person to person.

**Barnard (1968)** his study says that employee put their personal efforts and contribute to attain organizational goals. If one employees contribute his efforts it is of no use. But instead all employees if they stick together as a union efforts then organization can be successful to fulfil organization goals.

**Penner (1997)** he suggests that satisfaction of job is not only the way to identify and measure OCB in work place. But only thing is each employee will have his own perception towards his job satisfaction. Satisfaction of job depends on the attitude of each employee is characterized by his own perception.

**Konovsky, Pugh's (1994)** his study says that there should be structural formality for assigning OCB. It can be with company policies, rules and justice and also there must be trust between workers and superiors.

**Nazim Ali (2009)** according to him if any issues occurs in the organization management should help employees to solve their problems and to come out of it. By giving a helping hand to employees it also motivates them to be a good citizen.

**Wang Guangling (2011)** he says that organization identification and OCB plays a great role on building justice in the organization . It depends on the theory of justice where employees as a balance they gain and they lose, few may increase and decrease in their performance. This is done just to reduce unfair practices in the organization.

## **RESEARCH DESIGN**

### **TITLE OF THE STUDY:**

"A Study On ORGANIZATIONAL CITIZENSHIP BEHAVIOUR at LEEBOY INDIA CONSTRUCTIONS AND EQUIPMENT PVT LTD".

### **3.1 STATEMENT OF PROBLEM:**

Organizational Citizenship Behaviour is a voluntary conduct or behaviour of an individual where an individual works for a company apart from his contractual tasks assigned by the company. If employees individually assign themselves in voluntary commitment it improves productivity as well as good relationship between the employees at work place.

The project is to know how each employee involve in encouraging himself and develop his helping behaviour by influencing others at work place. How helping voluntarily differentiate between the age groups and according to their tenure or experience.

### **3.2 NEED FOR THE STUDY:**

Organizational Citizenship Behaviour plays a great role in the organization where each individual involve in helping others in the organization. They personally commit voluntarily towards the objectives of company. This also influence other employees in the organization.

Organization need to make aware about OCB to each individual in the company. Where it will assist association to improve its productivity and also to increase profitability.

By implementing OCB in organization organizational performance and success, efficiency, effectiveness increases. It also reduce absenteeism and turnover.

### **3.3 OBJECTIVES:**

- To know about the OCB amongst employees at Leeboy
- To analyze the variance between Voluntarily Helping others and age groups
- To evaluate the relationship between voluntary Commitment to help others and Tenure

### 3.4 SCOPE OF THE STUDY:

- There is a scope to increase the sample size from 100 to 150 which will be more effective
- To extend the research to few more weeks to make the research more reliable.
- To revise the force of OCB on routine at LeeBoy
- To study the link between satisfaction and OCB
- To include more literature in the survey

### 3.5 RESEARCH METHODOLOGY:

- **Research Design:** The research includes Descriptive type of research which helps to find different facts and findings in the survey. It can be used to find the relationship and association between two or more variables. The major purpose of this learning research is describing OCB at LeeBoy India by its employees.
- **Sample Design and Sample Size:** There were approximately 230 employees presently working in LeeBoy. But the sampling technique used in the study was a simple random questionnaire. 100 sample unit were used for the study.
- A self-designed questionnaire was distributed to the employees of Leeboy India to collect the necessary data. Population can be the employees. Sample size selected is 100.
- **Tools of data collection**
  - Primary data was collected by utilizing questionnaires personally to employees of various departments. It is also collected by observations and interviews.
  - Secondary data also collected through the company's In-house magazine and also from the company's website, other reports and related sites. And through company bulletins, articles, journals and other type of sources inside the company.
- **Statistical tools used**

After the data collection is done statistical tool helps to analyse the data. The statistical tool used in the study is Ms Excel, SPSS software, ANOVA and CHI- SQUARE.

### **3.6 HYPOTHESIS:**

To find whether there is association between opinion about helping others in the organization and with that of their age group.

H0: The opinion about helping others does not vary with Age group

Ha: The opinion about helping others varies with Age group

To find whether there is association between the voluntary commitment of employees to help others with that of their experience or tenure.

H0: The voluntary Commitment to help others does not varies with Tenure

Ha: The voluntary Commitment to help others varies with Tenure

### **3.7 LIMITATIONS:**

- The time was insufficient to collect and explore much information.
- The study period was only for 10 weeks.
- Company provided limited time to access information.
- Sample size is taken only for 100 it could have been increased.
- Few employees did not respond properly, and they were so busy all time which was difficult to interact with them to collect data.

### **3.8 CHAPTER SCHEME:**

#### **Chapter 1: Introduction**

This chapter includes about industry profile and company profile. Where LeeBoy India is into manufacturing sector. Where it manufactures construction equipment products. SWOT analysis and other competitors are included.

#### **Chapter 2: Conceptual background and Literature review**

For depth knowledge many articles were revised related to OCB. Theoretical background of the topic is studied and literature review is done.

#### **Chapter 3: Research Design**

Research design is done by taking 100 employees of LeeBoy as respondents and descriptive type of research methodology is used. And for hypotheses testing SPSS software is used.

#### **Chapter 4: Analysis and Interpretation**

Data for research study is collected through primary and secondary sources. With reference of company reports, magazines, observation and questionnaires information is collected. analysis is done by showing tables and graphs, and resultant as interpretation.

#### **Chapter 5: Findings, Conclusion and Suggestions**

This chapter includes summary of findings and suggestions is given how it can be improved in producing more productivity as well as effectiveness of company. In research study conclusion is given as last part. Bibliography and annexure is also included.

## ANALYSIS AND INTERPRETATION

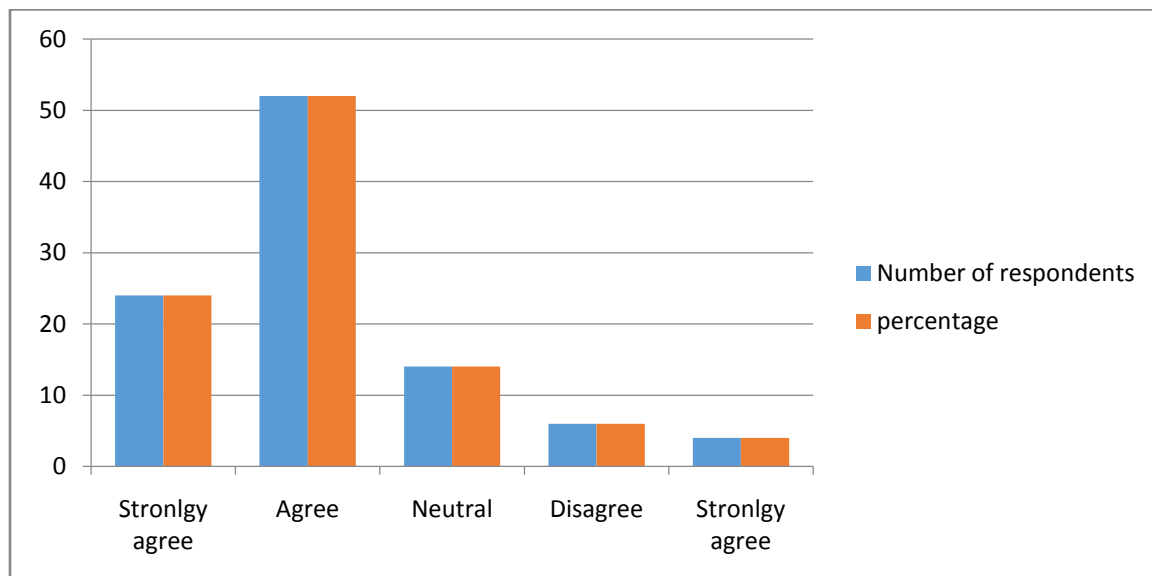
TABLE -4.1: Table showing employees level of agreement to the following statement " Employees volunteered to help others who have heavy work load".

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	24	24%
2	52	52%
3	14	14%
4	6	6%
5	4	4%
Total	100	100%

Analysis: From the above table it can be analysed that there were 100 respondents, 52% respondents agree that they voluntarily help other workers who have heavy work load. And 24% respondents strongly agree, 14% respondents are neutral, 6% respondents disagree and 4 respondents strongly disagree.

GRAPH -4.1: Employees volunteered to help others who have heavy work load.



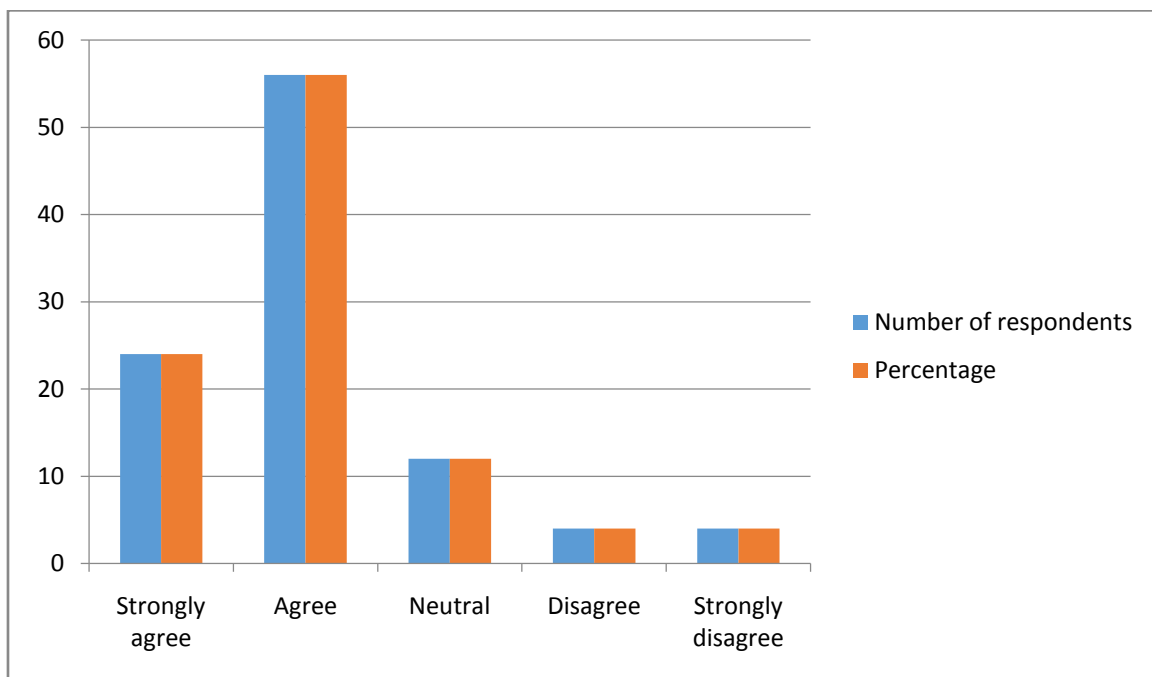
Interpretation: From the above chart it is understood that employees of LeeBoy India has a positive response towards helping each other. As OCB is already implemented by employees of LeeBoy.

TABLE -4.2: Table showing employees level of agreement to the following statement " Employees be there for meetings that are not compulsory, but essential".

Rating	Number of respondents	Percentage
1	24	24%
2	56	56%
3	12	12%
4	4	4%
5	4	4%
Total	100	100%

Analysis: From the above table it can be analysed that there were 100 respondents. Out of that 56% employees agree that they attend meetings which are not mandatory but important. 24% respondents strongly agree, 12% respondents say that they are neutral, 4% respondents they disagree and 4% people strongly disagree.

GRAPH -4.2: Employees be there for meetings that are not compulsory, but essential".



Interpretation: From the overall result it is said that employees are ready to help their co-workers in the organization to build company image and also to obtain objectives of company.



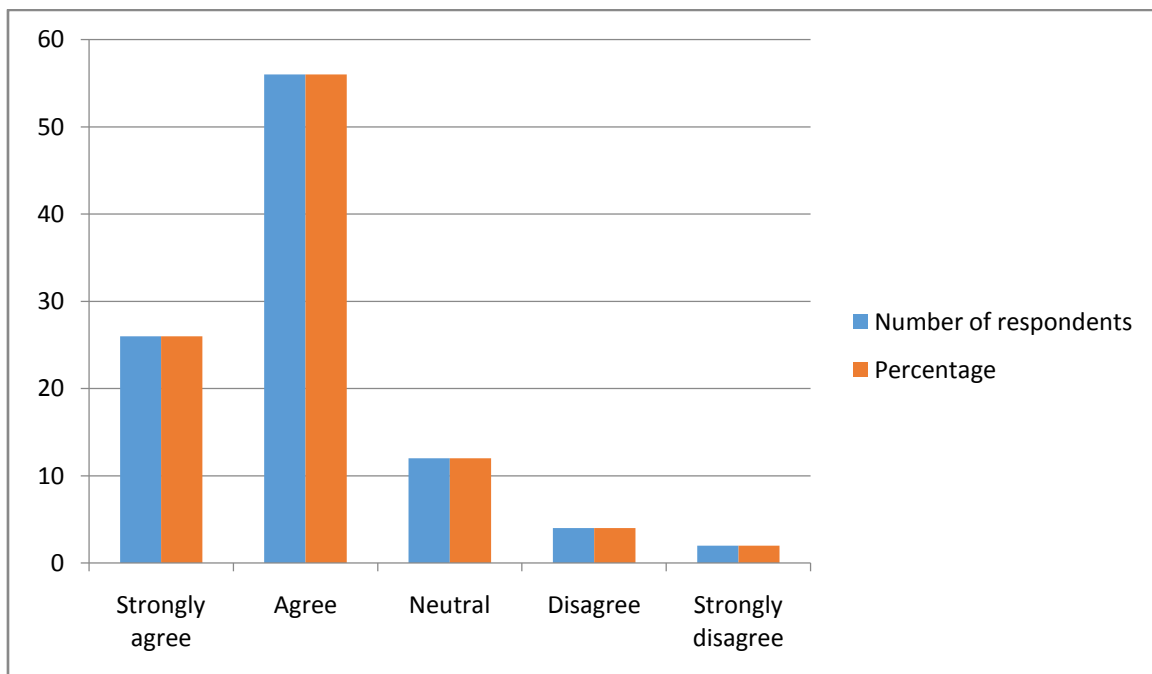
TABLE -4.3: Table showing employees level of agreement to the following statement "Employees help a less capable co-worker to perform their work voluntarily".

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	26	26%
2	56	56%
3	12	12%
4	4	4%
5	2	2%
Total	100	100%

Analysis: From the above table it is said that 26% of the employees strongly agree and 56% of the employees agree that they help less capable co-worker to perform their task voluntarily. 12% of the employees say that they are neutral. 4% of them disagree with it and 2% of them strongly disagree.

GRAPH -4.3: Employees help a less capable co-worker to perform their work voluntarily



Interpretation: From the above chart it is observed that employees tend to help others who is weak in the organization and by helping them they also influence others in the organization. Where it motivates other employees to help each other.

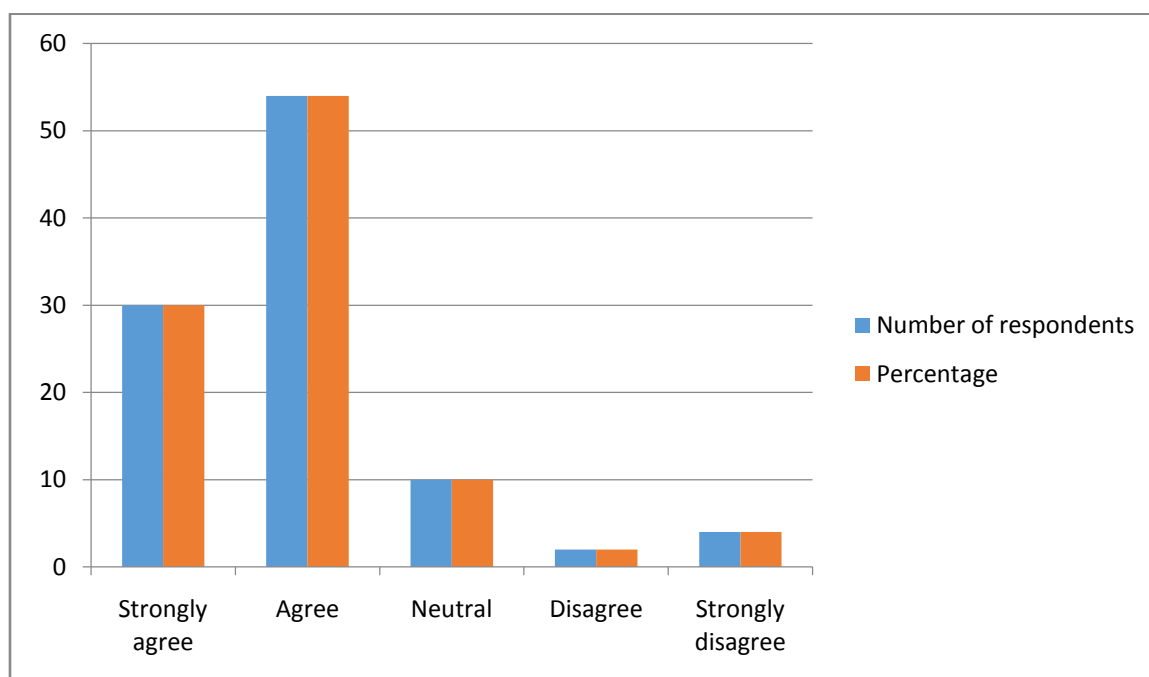
TABLE -4.4: Table showing employees level of agreement to the following statement " Employees help co- worker to learn new skills or shared job knowledge voluntarily".

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	30	30%
2	54	54%
3	10	10%
4	2	2%
5	4	4%
Total	100	100%

Analysis: : From the above table it is said that 30% of the respondents strongly agree and 54% of them agree that they help co- worker to learn new skills or shared job knowledge voluntarily. 10% of them are neutral, 2% of respondents disagree and 4% of them strongly disagree.

GRAPH - 4.4: Employees help co- worker to learn new skills or shared job knowledge voluntarily



Interpretation: From the above observation it is understood that most of the employees are interested in sharing their job knowledge to other employees who are not aware. By helping voluntarily to others they can utilize the knowledge and skills to their working tasks and improve themselves.

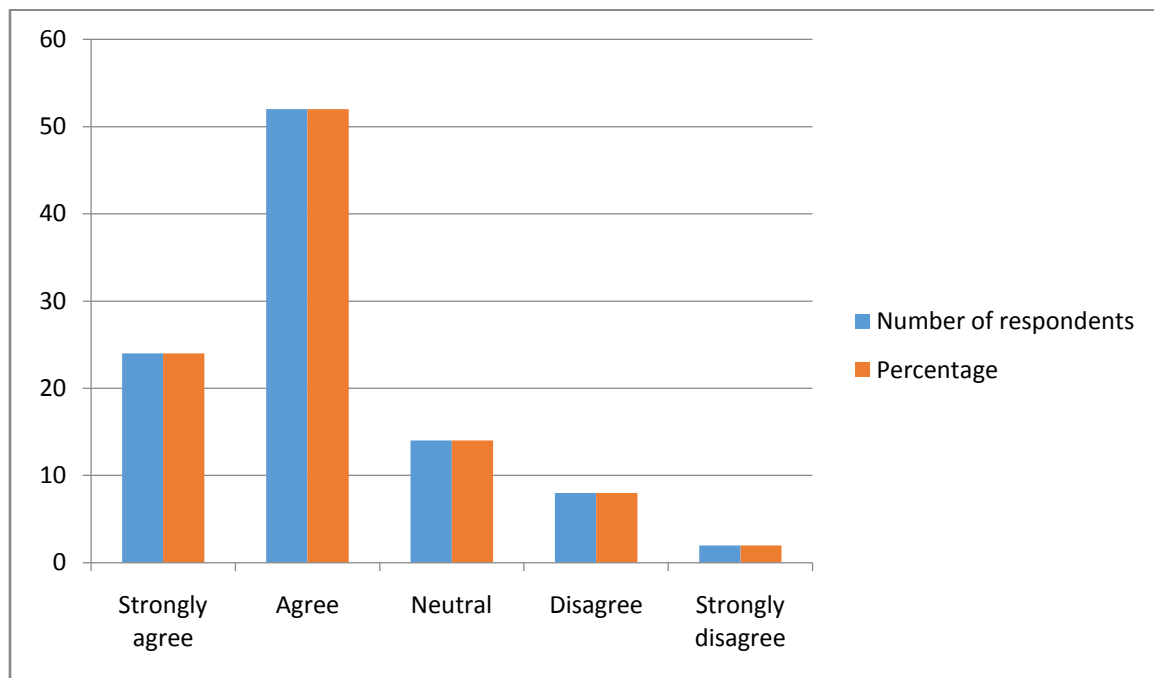
TABLE -4.5: Table showing employees level of agreement to the following statement "Employees are volunteered for extra work assignments".

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	24	24%
2	52	52%
3	14	14%
4	8	8%
5	2	2%
Total	100	100%

Analysis: From the above table it is observed that 24% of the respondents strongly agree and 52% of them agree that they are volunteered for extra work assignments. 14% of them are neutral out of it, 8% disagree with it and 2% of them strongly disagree.

GRAPH -4.5: Employees are volunteered for extra work assignments



Interpretation: From the above results it is observed that most of the employees voluntarily involve themselves for extra work assignments. Because as employees of LeeBoy have a good positive impact on OCB they would like to cover extra assignments.

TABLE -4.6: Table showing employees level of agreement to the following statement " Employees convey good things about our employer in front of others"

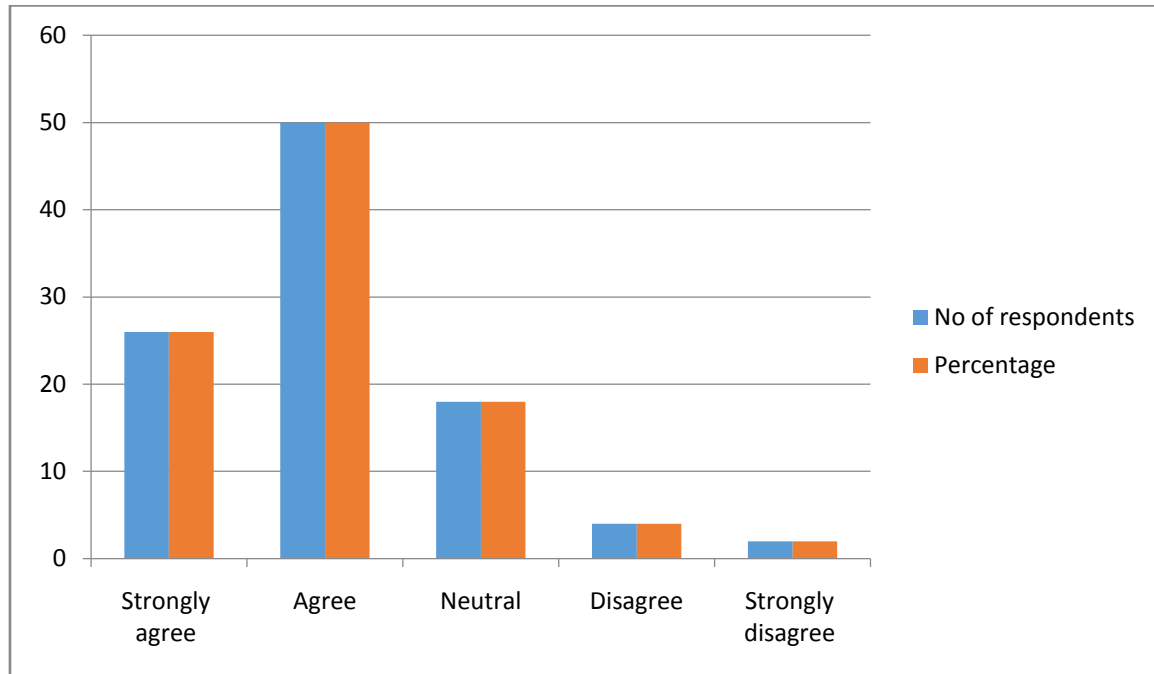
.1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	26	26%
2	50	50%
3	18	18%
4	4	4%
5	2	2%
Total	100	100%

Analysis: From above table it is observed that 26% of the respondents strongly agree and 50% of them agree that they convey good things about company employer in front of others.

18% of the respondents are neutral and 4% of them disagree with it and 2% strongly disagree.

GRAPH -4.6: Employees convey good things about our employer in front of others.



Interpretation: From the above graph it is observed that conveying good image of employer in front of others not only benefits as a personal but also build good image of the employer in the company and also outside the company. Even outsiders will come to know about the company.

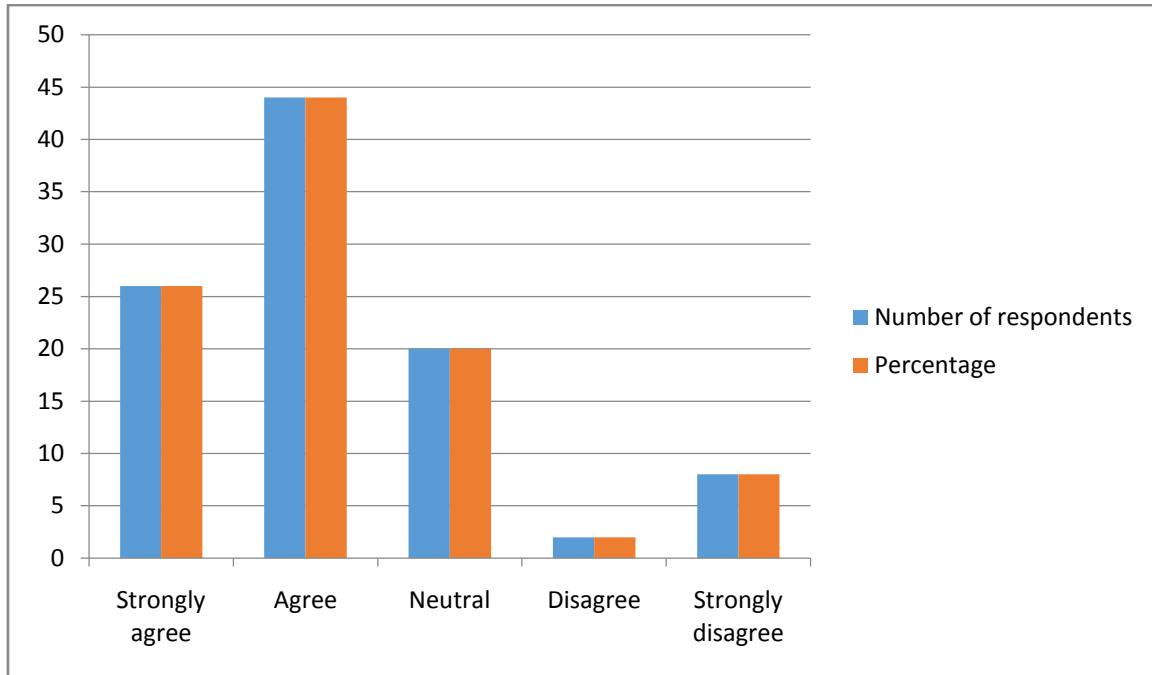
TABLE -4.7: Table showing employees level of agreement to the following statement "Helped co-worker with personal matter such as moving, childcare, car problems, etc".

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	26	26%
2	44	44%
3	20	20%
4	2	2%
5	8	8%
Total	100	100%

Analysis: From the above table out of 100 respondents 26% respondents strongly agree and 44% respondents agree that they help co-worker with personal matter such as moving, childcare, car problems, etc. 20% of them are neutral, 2% of the respondents disagree and 8% of them strongly disagree with it.

GRAPH - 4.7: Helped co-worker with personal matter such as moving, childcare, car problems, etc.



Interpretation: From the above chart it is said that most of the employees help co-worker in their personal matters and very few disagree hence employees tend to help each other in the organization. Voluntarily helping behaviour is already followed by employees of LeeBoy so OCB can be easily implemented and followed in the organization.

TABLE -4.8: Table showing employees level of agreement to the following statement "Picked up or dropped off co-worker at airport, hotel, etc".

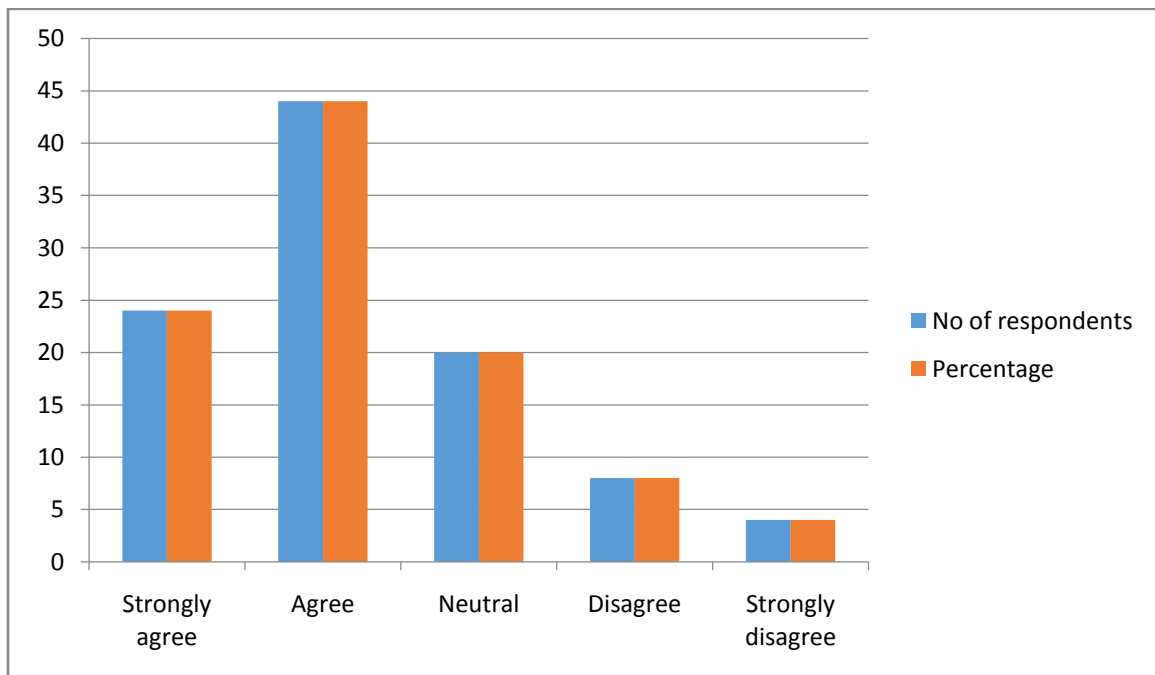
1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	24	24%
2	44	44%
3	20	20%
4	8	8%

5	4	4%
Total	100	100%

Analysis: From the above table it is said that out of 100 respondents 24% of them agree and 44% respondents strongly agree that they picked up or dropped off co-worker at airport, hotel, etc. 20% of respondents say they are neutral, 8% of respondents disagree with that and 4% respondents strongly disagree.

GRAPH -4.8: Picked up or dropped off co-worker at airport, hotel, etc.



Interpretation: From the above chart it is said that most of the employees agree that they help co-worker by dropping to airport, hotel for their personal use. As a kind human being employee can not only be a part in the organization but he can also give a helping hand in informal family issues. So that the relationship between the superiors and subordinates goes on smoothly.

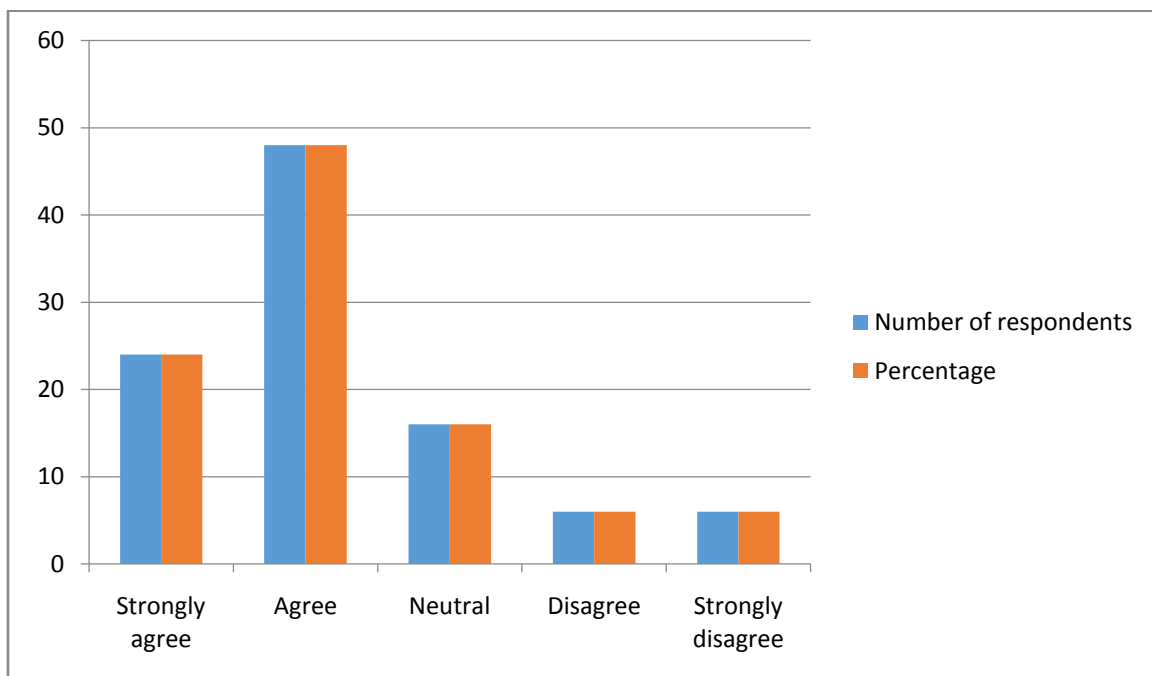
TABLE -4.9: Table showing employees level of agreement to the following statement " Employees help others who have been absent ".

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	24	24%
2	48	48%
3	16	16%
4	6	6%
5	6	6%
Total	100	100%

Analysis: From the above data out of 100 respondents 24% of the respondents strongly agree and 48% of them are agreed with helping others who have been absent. Out of which 16% of them are neutral, 6% of the respondents disagree and 6% of them strongly disagree.

GRAPH -4.9: Employees help others who have been absent



Interpretation: From the above graph it is understood that employees have a positive behaviour towards helping others who have been absent. It also develop the interest of the employees and they feel relaxed to work in the organization. There can be low stress and employee can cover his work by his other colleagues support.



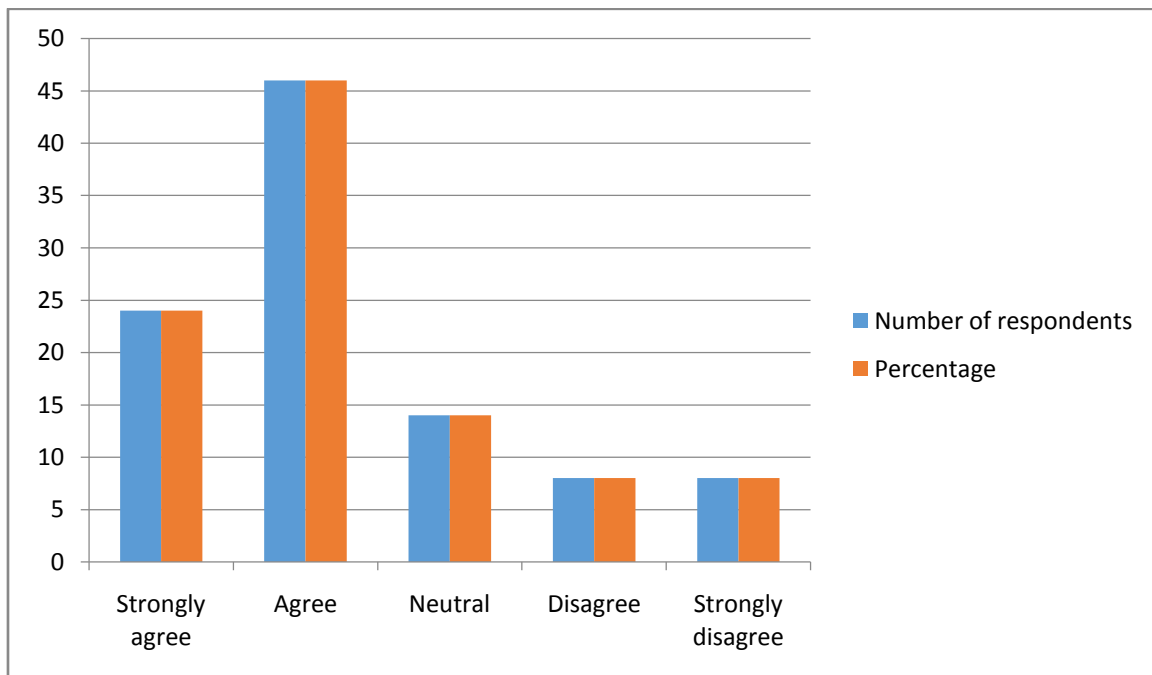
TABLE -4.10: Table showing employees level of agreement to the following statement " I guide new people even though it is not required".

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	24	24%
2	46	46%
3	14	14%
4	8	8%
5	8	8%
Total	100	100%

Analysis: From the above table out of 100 respondents 24% of the respondents strongly agree and 46% of respondents agree that they guide new people even though it is not required. 14% of them are neutral, 8% of them disagree and 8% of respondents strongly disagree.

GRAPH -4.10: Employees guide new people even though it is not required



Interpretation: From the above graph it is understood that employees of LeeBoy are not only concentrated on their task apart from that they also tend to mentor other workers who are

new to company. It will create a good impression on the person who is helping and also helps organization to fulfil its objectives and to be successful.

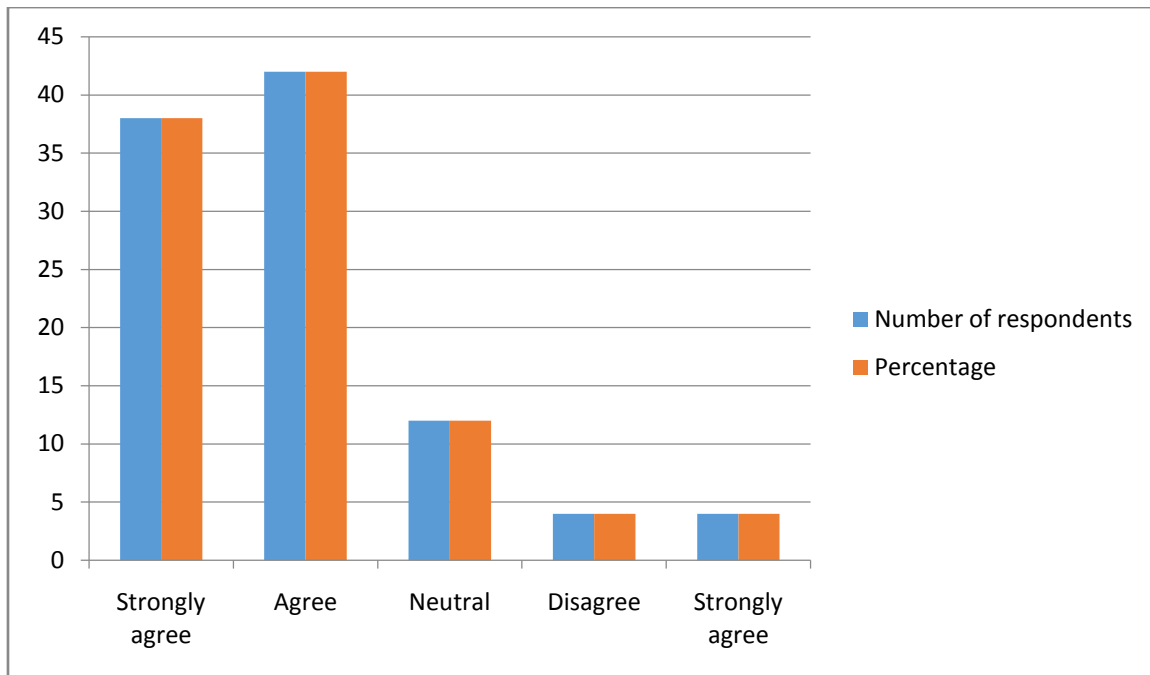
TABLE -4.11: Table showing employees level of agreement to the following statement "I respect company rules and policies even when no one is watching me".

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	38	38%
2	42	42%
3	12	12%
4	4	4%
5	4	4%
Total	100	100%

Analysis: From the above table out of 100 respondents 38% of the respondents strongly agree and 42% of respondents agree that they respect company rules and policies even when no one is watching them.12% of them are neutral, 4% of them disagree and 4% of respondents strongly disagree

GRAPH -4.11: I respect company rules and policies even when no one is watching me.



Interpretation: From the above chart it is observed that as employees are treated as a major assets of company they think that company recognize them for their efforts and contribution. As a part of company they respect company rules and policies and they tend to be ethical.

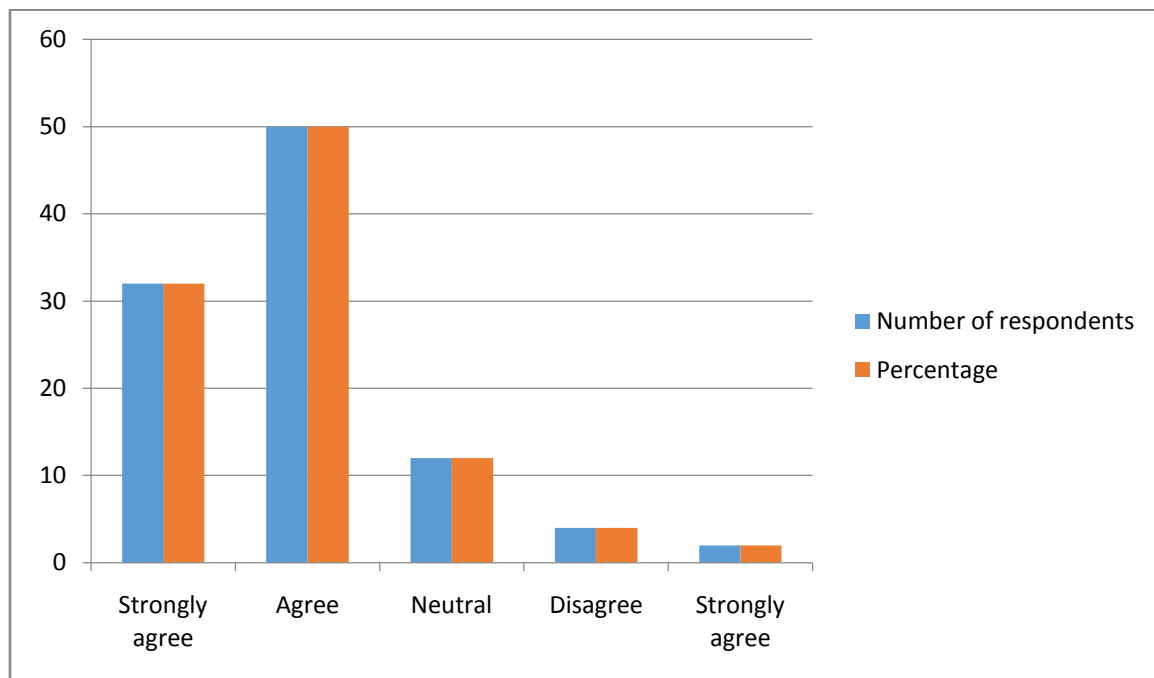
TABLE -4.12: Table showing employees level of agreement to the following statement " I take steps to try to avoid problems with other workers".

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	32	32%
2	50	50%
3	12	12%
4	4	4%
5	2	2%
Total	100	100%

Analysis: From the above table out of 100 respondents 32% of the respondents strongly agree and 50% of respondents agree that they take steps to try to avoid problems with other workers 12% of them are neutral, 4% of them disagree and 2% of respondents strongly disagree.

GRAPH -4.12: Employee take steps to try to avoid problems with other workers



Interpretation: From the chart it is understood that employees of LeeBoy believe in coordination co-operation and they work as a team where conflicts is common which occurs between employees but here they would like to perform smoothly and to maintain good relationship between employees.

TABLE -4.13: Table showing employees level of agreement to the following statement " I share my own ideas with people in the organization voluntarily".

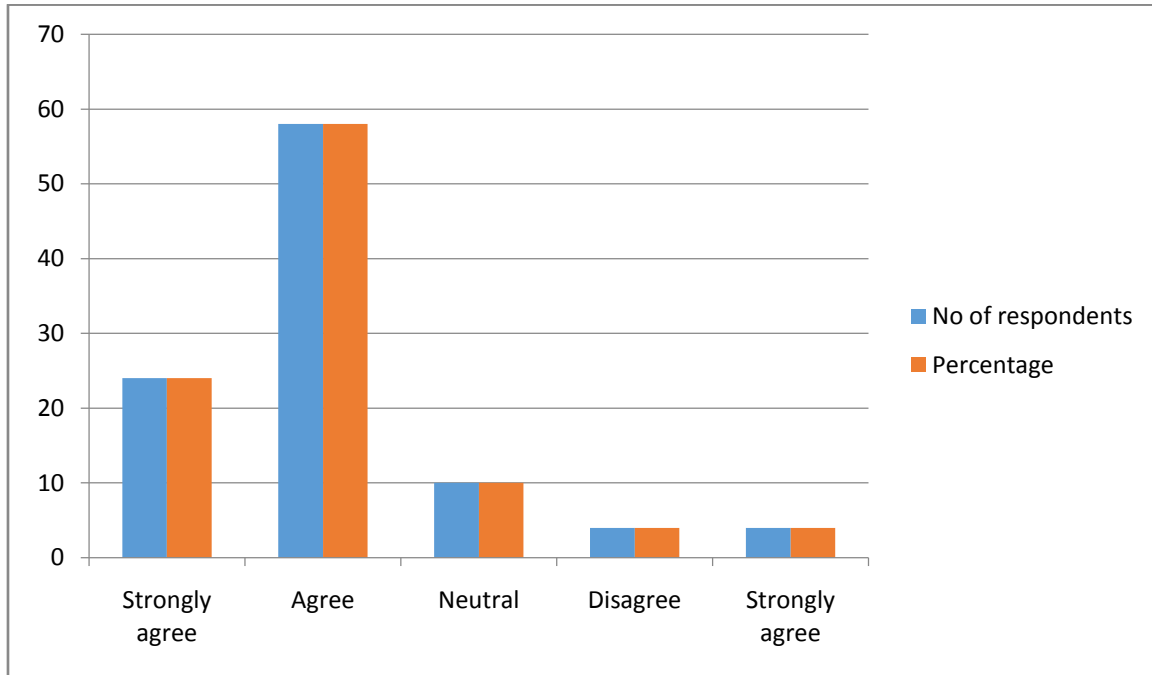
1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	No of respondents	Percentage
1	24	24%
2	58	58%
3	10	10%
4	4	4%
5	4	4%
Total	100	100%

Analysis: From the above table out of 100 respondents 24% of the respondents strongly agree and 58% of respondents agree that they share their own ideas with people in the organization

voluntarily 10% of them are neutral, 4% of them disagree and 4% of respondents strongly disagree.

GRAPH -4.13: Employees who share their own ideas with people in the organization voluntarily.



Interpretation: From the chart it is observed that in every organization every individual should take part in sharing ideas or decisions. So that company gets alternative ideas and opinions in problem solving. So that best one would be implemented and analysed. And also improves employee engagement in the organization.

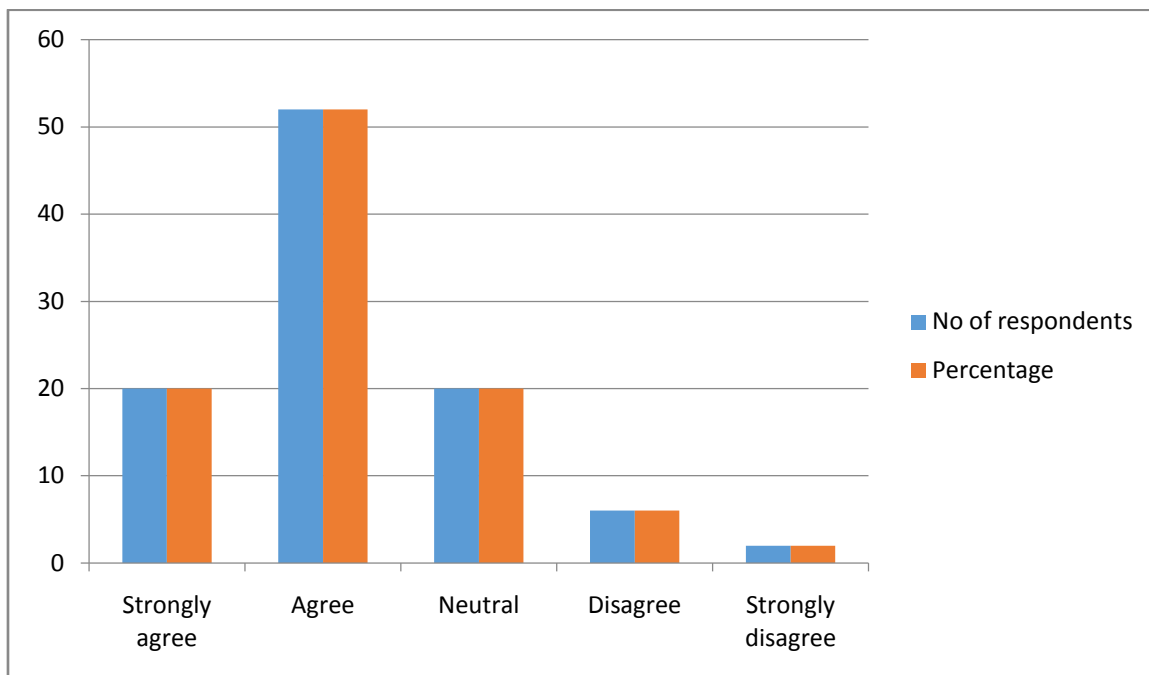
TABLE -4.14: Table showing employees level of agreement to the following statement " I try to solve problems related to others voluntarily".

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	20	20%
2	52	52%
3	20	20%
4	6	6%
5	2	2%
Total	100	100%

Analysis: From the above table out of 100 respondents 20% of the respondents strongly agree and 52% of respondents agree that they try to solve problems related to others voluntarily. 20% of them are neutral, 6% of them disagree and 2% of respondents strongly disagree.

GRAPH -4.14: Employees try to solve problems related to others voluntarily



Interpretation: From the above graph it is observed that employees are determined to fulfil company objectives without breaking the rules and policies of company. They help in problem solving of other employees with their own interest and commitments. Some time according to the observation few employees implement OCB artificially just because he wants it to be done for the sake of promotion, rewards etc.

TABLE -4.15: Table showing employees level of agreement to the following statement " I attend functions that are not required, but help to build the company image".

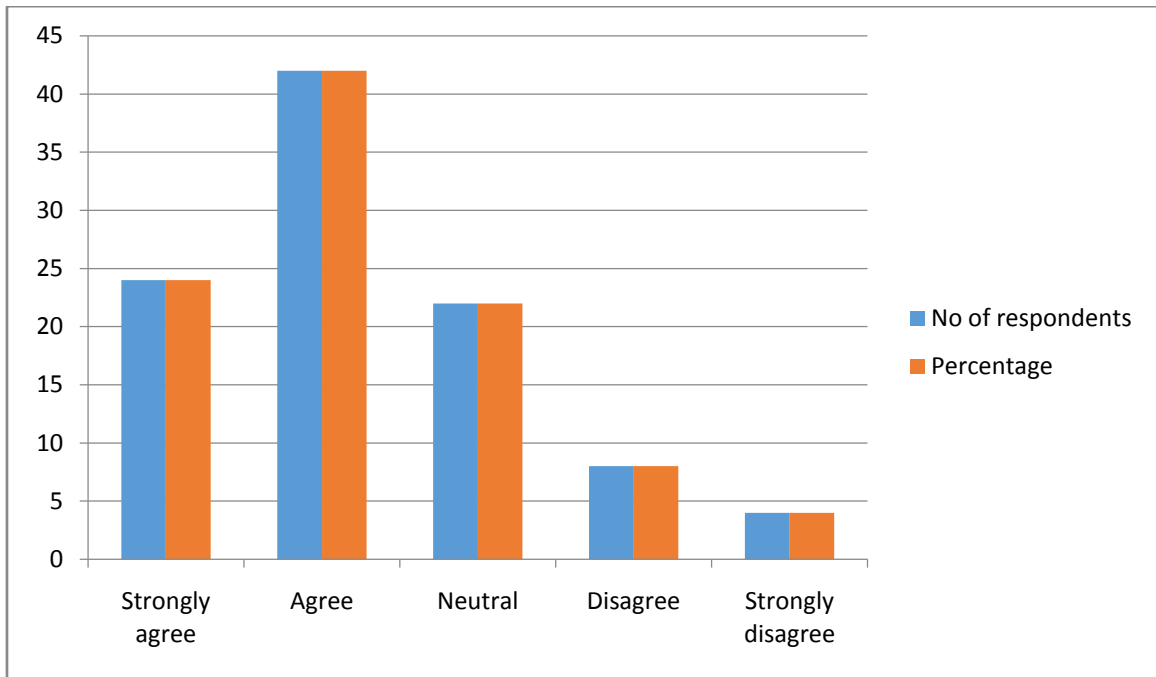
1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	24	24%
2	42	42%

3	22	22%
4	8	8%
5	4	4%
Total	100	100%

Analysis: From the above table it is observed that 24% of the respondents strongly agree and 42% of them agree that they attend functions that are not required, but help to build the company image. 22% of them are neutral out of it, 8% disagree with it and 4% of them strongly disagree.

GRAPH -4.15: Employees attend functions that are not required, but help to build the company image



Interpretation: From the above chart it is observed that employees of LeeBoy show their behaviour and feelings on a desire to help other with lack of selfishness, where they are not only act or processed of doing what they have been asked or ordered to do but instead they also tend to achieve organizational goal and objectives of company.

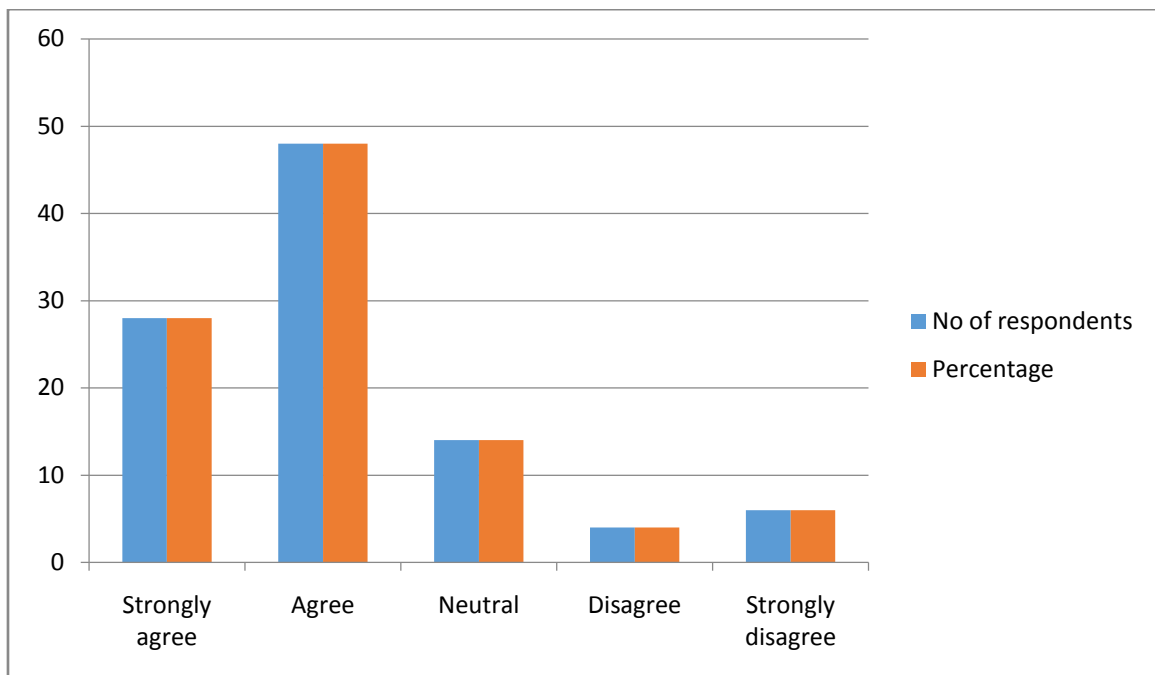
TABLE -4.16: Table showing employees level of agreement to the following statement " I am always ready to give a helping hand to those around me"

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	28	28%
2	48	48%
3	14	14%
4	4	4%
5	6	6%
Total	100	100%

Analysis: From the above table out of 100 respondents 28% of the respondents strongly agree and 48% of respondents agree that they are always ready to give a helping hand to those around them. 14% of them are neutral, 4% of them disagree and 6% of respondents strongly disagree.

GRAPH -4.16: Employees who are always ready to give a helping hand to those around them



Interpretation: From the above chart it is understood that helping oneself and helping the other person will complete to be a good team in the organization. And also employees of LeeBoy results in the change in the task performance and self efficiency which leads to performance change.



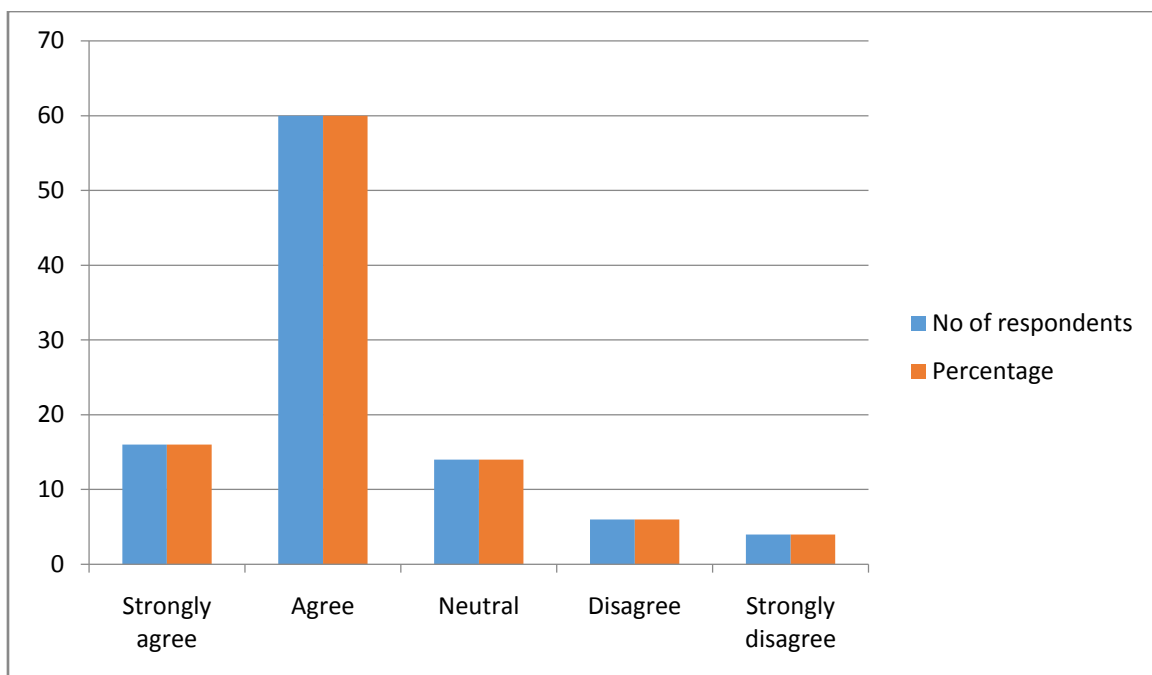
TABLE -4.17: Table showing employees level of agreement to the following statement "Voluntarily help organization to build social environment in work place".

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	16	16%
2	60	60%
3	14	14%
4	6	6%
5	4	4%
Total	100	100%

Analysis: From the above table out of 100 respondents 16% of the respondents strongly agree and 60% of respondents agree that they Voluntarily help organization to build social environment in work place. 14% of them are neutral, 6% of them disagree and 4% of respondents strongly disagree.

GRAPH -4.17: Voluntarily help organization to build social environment in work place



Interpretation: From the above graph it is observed that to build a good social environment in work place organization culture plays a great role. It consists in the policies, beliefs and values, customs, the way each employee thinks which in turns into organizational change. It also increase creativity people in the organization.

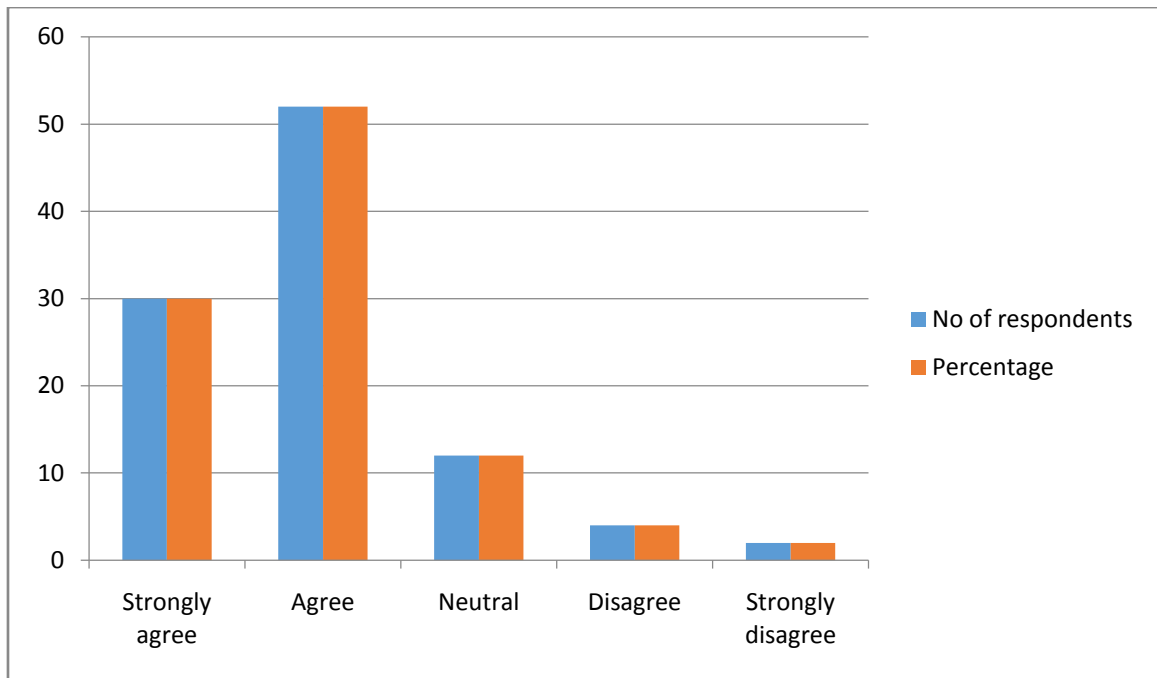
TABLE -4.18: Table showing employees level of agreement to the following statement "I help co workers by motivating them to enhance their skills".

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	30	30%
2	52	52%
3	12	12%
4	4	4%
5	2	2%
Total	100	100%

Analysis: From the above table out of 100 respondents 30% of the respondents strongly agree and 52% of respondents agree that they help co workers by motivating them to enhance their skills.12% of them are neutral, 4% of them disagree and 2% of respondents strongly disagree.

GRAPH -4.18: Employees help co workers by motivating them to enhance their skills



Interpretation: From the above graph it is understood that motivation is the best way to enhance employees on OCB. By trusting other employees and by enrolling leadership style, attitude change towards other workers can lead to less turnover and also develop OCB at workplace.

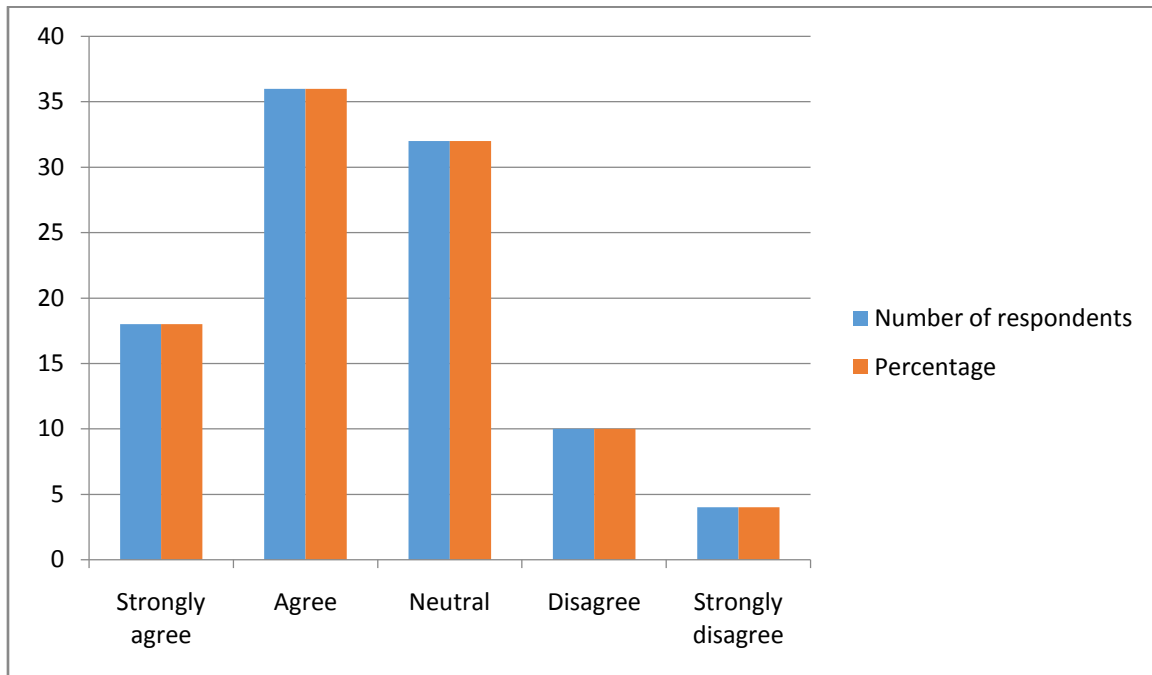
TABLE -4.19: Table showing employees level of agreement to the following statement " I have helped co worker by lending money".

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	18	18%
2	36	36%
3	32	32%
4	10	10%
5	4	4%
Total	100	100%

Analysis: From the above table out of 100 respondents 18% of the respondents strongly agree and 36% of respondents agree that they have helped co worker by lending money. 32% of them are neutral, 10% of them disagree and 4% of respondents strongly disagree.

GRAPH -4.19: Employees who helped co worker by lending money



Interpretation: From the above graph it is observed that employees help other co-worker in personal problem solving with their self interest, sense of belonging to same organization, value towards organization and acceptance of feeling.

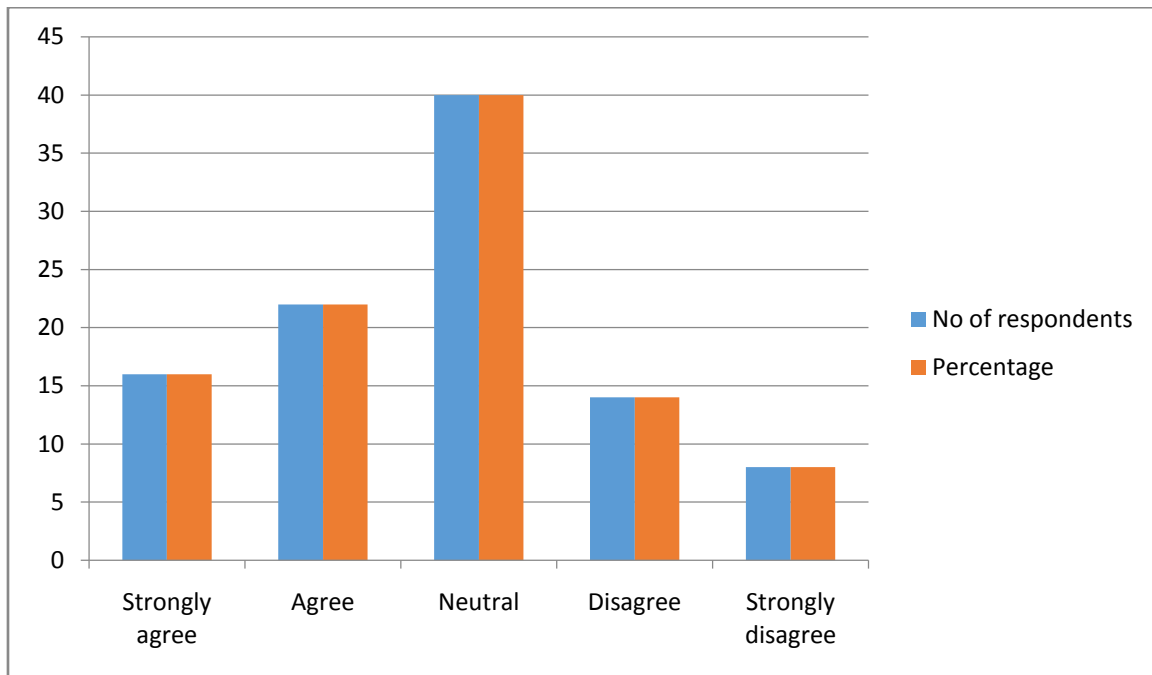
TABLE -4.20: Table showing employees level of agreement to the following statement " I have covered co workers mistake".

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	16	16%
2	22	22%
3	40	40%
4	14	14%
5	8	8%
Total	100	100%

Analysis: From the above table out of 100 respondents 16% of the respondents strongly agree and 22% of respondents agree. 40% of them are neutral, 14% of them disagree and 8% of respondents strongly disagree.

GRAPH -4.20: Employees who have covered co workers mistake



Interpretation: From the above chart it is said that most of the employees of LeeBoy neither they cover other employees mistake nor they not. It shows the flexible behaviour in work place. It also helps employees in getting recognized in the organization and they can be rewarded in getting involved with OCB.

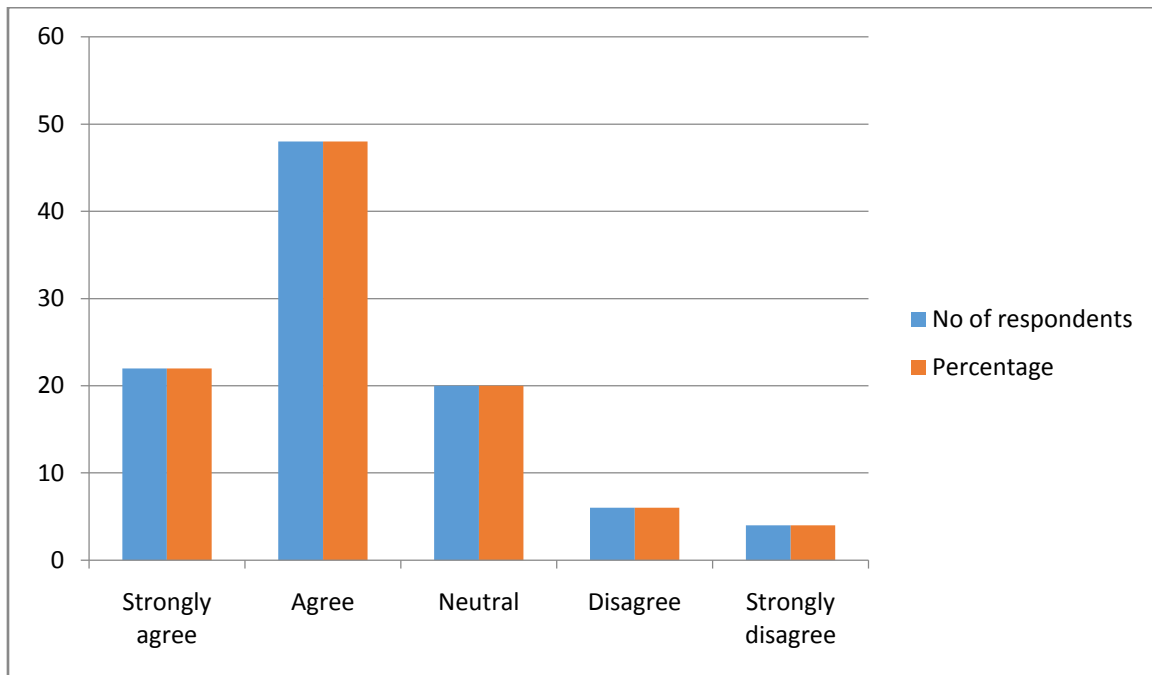
TABLE -4.21: Table showing employees level of agreement to the following statement " I offered suggestions regarding work environment".

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	22	22%
2	48	48%
3	20	20%
4	6	6%
5	4	4%
Total	100	100%

Analysis: From the above table out of 100 respondents 22% of the respondents strongly agree and 48% of respondents agree. 20% of them are neutral, 6% of them disagree and 4% of respondents strongly disagree.

GRAPH -4.21: Employees who offered suggestions regarding work environment



Interpretation: From the above observation it is understood that employees of LeeBoy are involved in decision making. Where they can raise their suggestions regarding organizational principles in maintaining working environment without any issues.

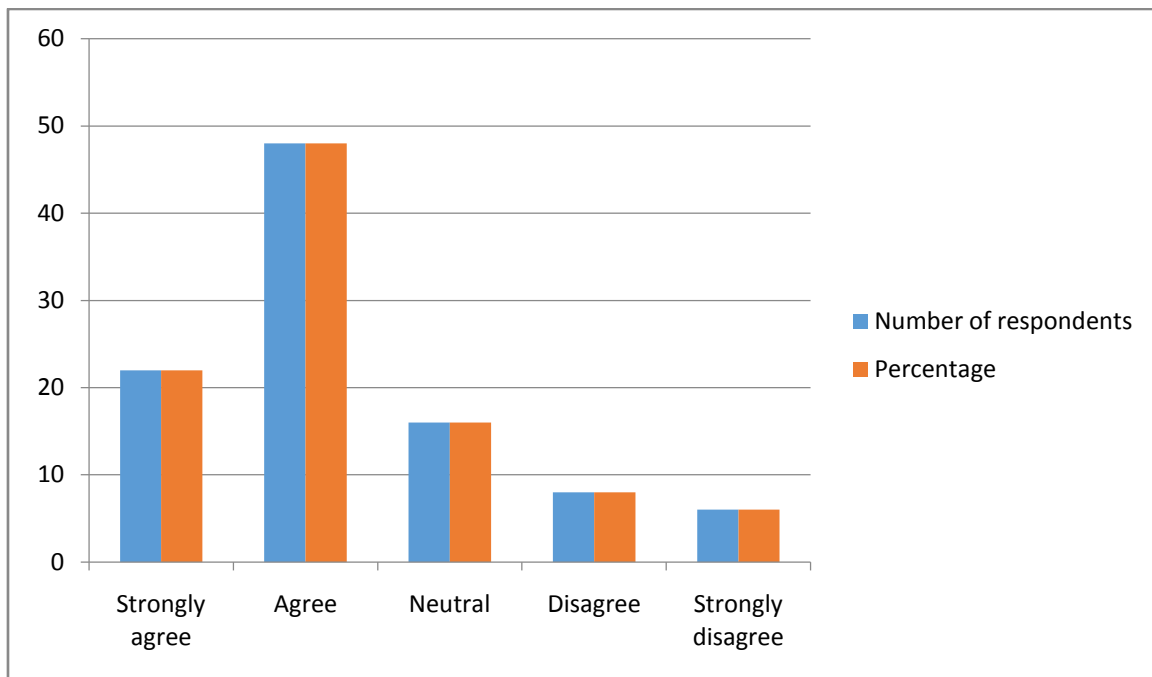
TABLE -4.22: Table showing employees level of agreement to the following statement " I finished some work related to co worker who had to leave early ".

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	22	22%
2	48	48%
3	16	16%
4	8	8%
5	6	6%
Total	100	100%

Analysis: From the above table out of 100 respondents 22% of the respondents strongly agree and 48% of respondents agree. 16% of them are neutral, 8% of them disagree and 6% of respondents strongly disagree.

GRAPH -4.22: : Employees who finished some work related to co worker who had to leave early



Interpretation: From the chart it is said that other than the compliance job it is better to maintain good relationship among other co workers without any conflicts. Employees obtain OCB and there is good mutual understanding between employees where they tend to help each other voluntarily.

TABLE -4.23: Table showing employees level of agreement to the following statement " I took time to mentor, coach and advice co worker ".

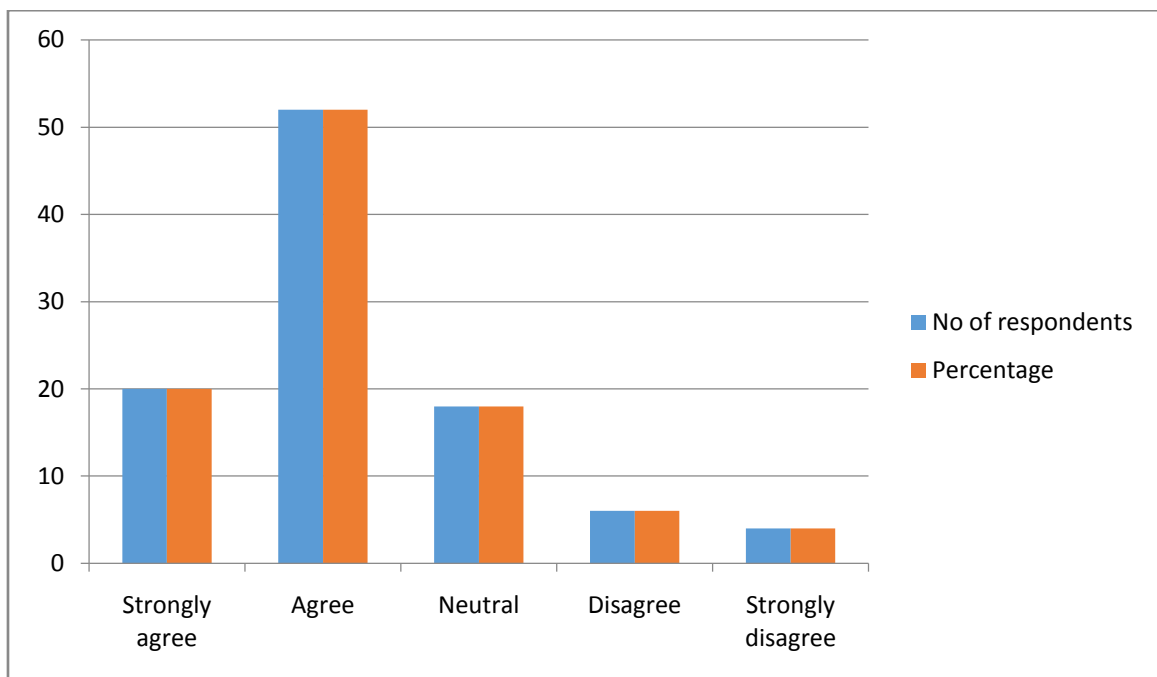
1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

Rating	Number of respondents	Percentage
1	20	20%
2	52	52%
3	18	18%
4	6	6%

5	4	4%
Total	100	100%

Analysis: From the above table out of 100 respondents 20% of the respondents strongly agree and 52% of respondents agree.18% of them are neutral, 6% of them disagree and 4% of respondents strongly disagree.

GRAPH -4.23: Employees who took time to mentor, coach and advice co worker



Interpretation: From the graph it is observed that employees of LeeBoy without being selfish they voluntarily get committed to help and guide and give suggestions to other co-workers. They take their own time with patience to help others. As there is positive attitude towards OCB there can be increase in productivity and efficiency of company.

TABLE -4.24: Table showing employees level of agreement to the following statement " I lent a concerned compassionate ear when someone had personal problem " .

1 - Strongly agree, 2 - Agree, 3 - Neutral, 4 - Disagree, 5 - Strongly disagree

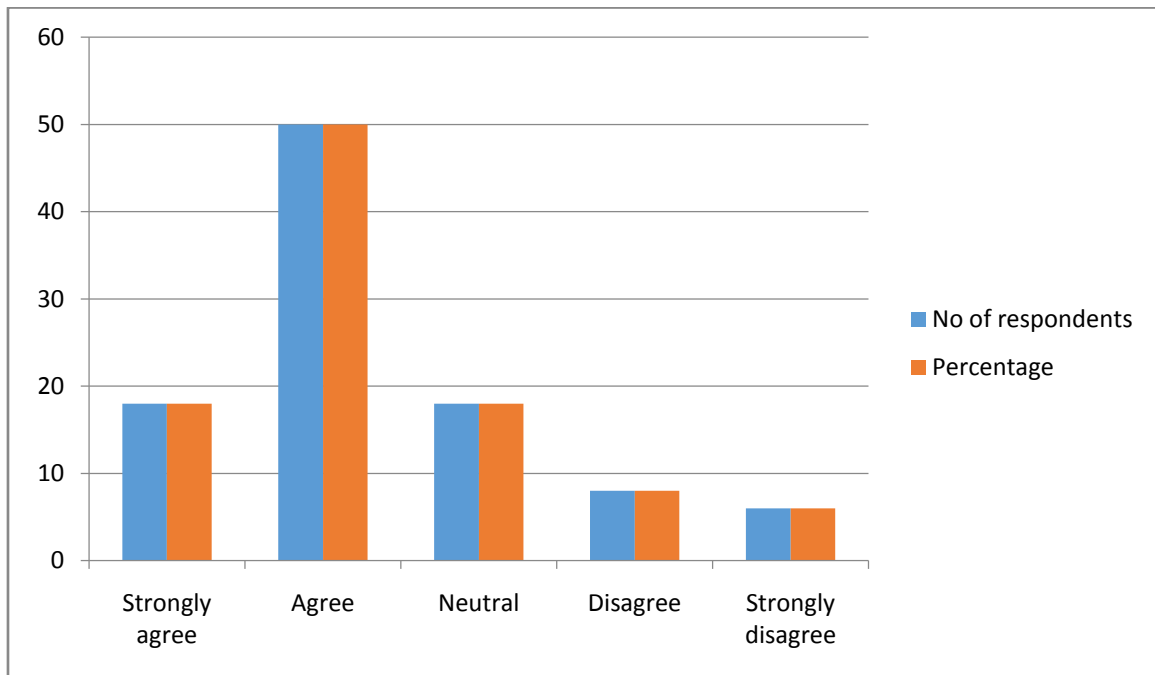
Rating	Number of respondents	Percentage
1	18	18%



2	50	50%
3	18	18%
4	8	8%
5	6	6%
Total	100	100%

Analysis: From the above table out of 100 respondents 18% of the respondents strongly agree and 50% of respondents agree.18% of them are neutral, 8% of them disagree and 6% of respondents strongly disagree.

GRAPH -4.24: Employees lent a concerned compassionate ear when someone had personal problem



Interpretation: From the above chart it is understood that employees of LeeBoy think that they are under the same organization and they are paid for their contribution and hard work. Not only human resource is treated as a big assets of company but employees working in that organization also respect each other with great understanding.

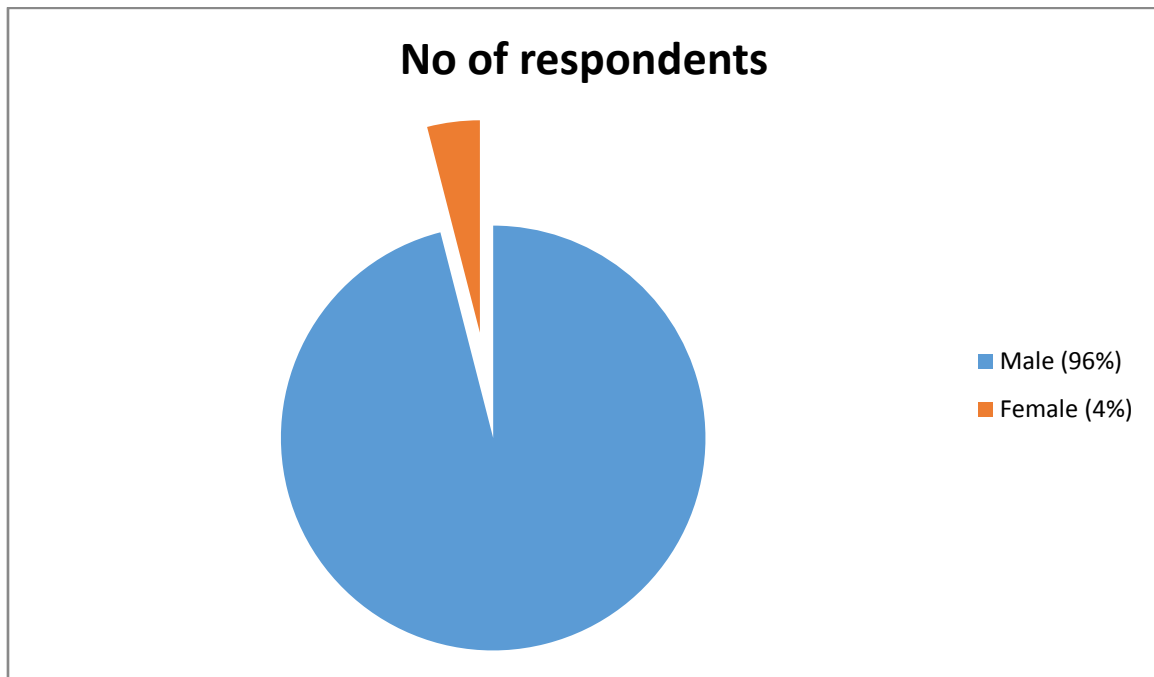
TABLE -4.25: Table showing employee gender

Gender	No. of respondents	Percentage
Male	96	96%
Female	4	4%

Total	100	100%
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Analysis: From the above table it is understood that out of 100 respondents 96% of them were males and rest 4% of them were females.

GRAPH -4.25: Graph showing employee gender.



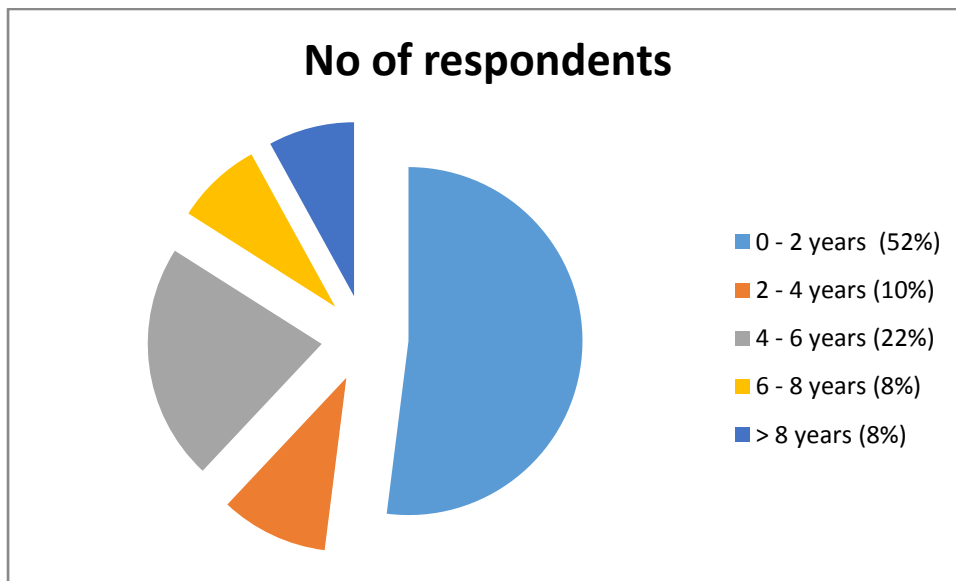
Interpretation: From the above chart it is said that male employees are more than the female employees at LeeBoy. As LeeBoy is into manufacturing industry there are more number of male employees.

TABLE -4.26: Table showing tenure of employees.

Tenure	No of respondents	Percentage
0 - 2 years	52	52%
2 - 4 years	10	10%
4 - 6 years	22	22%
6 - 8 years	8	8%
> 8 years	8	8%
Total	100	100%

Analysis: From the above table it is observed that out of 100 respondents 52% of them are working in the organization since 0 - 2 years, 10% of the respondents are working for about 2 - 4 years, 22% of them since 4 - 6 years, 8% of them are experienced for about 6 - 8 years and 8% of them are above 8 years.

GRAPH -4.26: Graph showing tenure of employees.



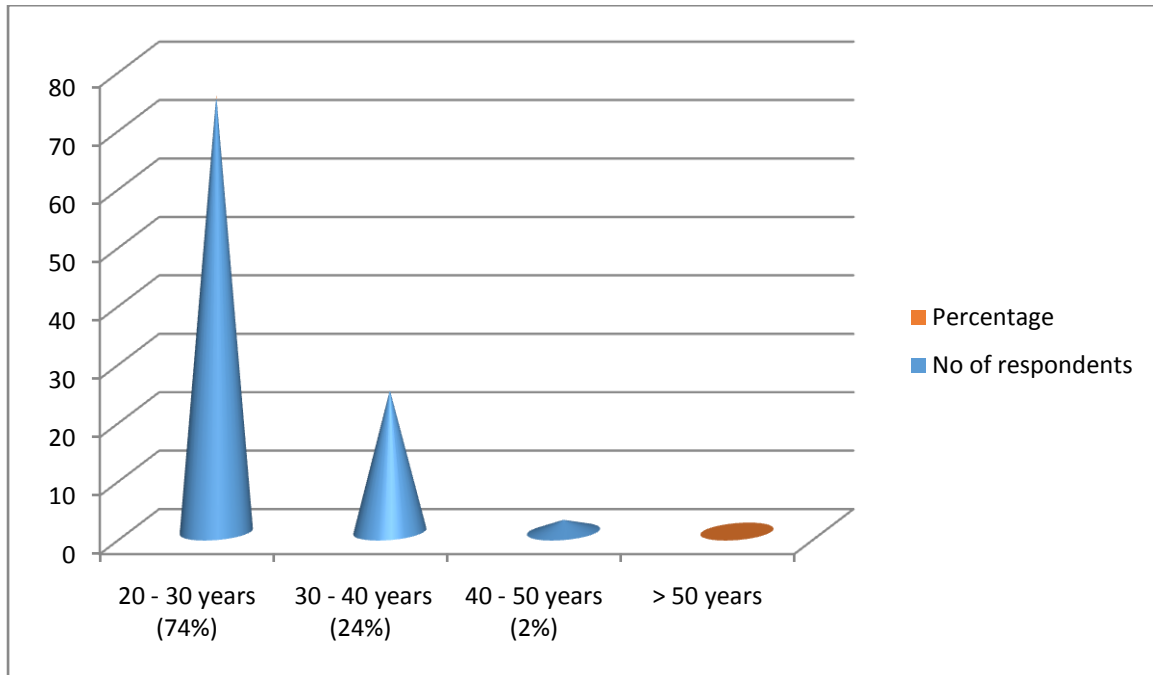
Interpretation: From the graph it is observed that most of the employees of LeeBoy are working since zero to two years. OCB is implemented by the organization and nothing to do with their tenure. It all depends on the individual each employees perception and attitude.

TABLE -4.27: Table showing age of the employees at LeeBoy

Age	No of respondents	Percentage
20 - 30 years	74	74%
30 - 40 years	24	24%
40 - 50 years	2	2%
Total	100	100%

Analysis: From the above table it is understood that out of 100 respondents 74% are within the age group of 20 - 30 years, 24% of them belong to the age group of 30 - 40 years, 2% of them belong to the group of 40 - 50 years.

GRAPH -4.26: Graph showing age of employees at LeeBoy.



Interpretation: From the above graph it is said that most of the employees belong to the age group between 20 - 30 years. It is observed that LeeBoy company gives good opportunities for fresher's and tend to learn more at the young age.

Hypothesis:

H0: The opinion about helping others does not vary with Age group

Ha: The opinion about helping others vary with Age group

I am all the time ready to give a helping hand to those around me

Age	N	Mean
20-30	37	2.0270
30-40	12	2.1667
40-50	1	5.0000
Total	50	2.1200

### ANOVA

I am all the time ready to give a helping hand to those around me

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	8.640	2	4.320	4.354	.018
Within Groups	46.640	47	.992		
Total	55.280	49			

Interpretation:

the above Anova table shows that the opinion about helping others varies with Age groups with significant value 0.018 which is less than 0.05. the descriptive table shows that, as the age increases the people tendency to help others increases.

Hypothesis 2:

H0: The voluntary Commitment to help others does not varies with Tenure

Ha: The voluntary Commitment to help others varies with Tenure

### ANOVA

Volunteered commitment to help others who have heavy work load

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	4.065	4	1.016	1.040	.397
Within Groups	43.955	45	.977		
Total	48.020	49			

Interpretation:

The ANOVA table shows that, the voluntary commitment to help others does not vary with Tenure. Irrespective of experience/tenure, employees extend their voluntary help to other who have heavy workload . the significant value is 0.397 which is greater than 0.05. it means, Null hypothesis is accepted.

## **FINDINGS, CONCLUSION AND SUGGESTIONS**

### **5.1 SUMMARY OF FINDINGS**

- How employees would be trained regarding OCB
- How OCB can be implemented in the organization
- Majority of the employees are satisfied by the working atmosphere at “LeeBoy India”.
- Majority of the respondents are satisfied with work place in the organization
- Most the respondents have good relations with their co-workers.
- Many number of respondents are interested in implementing OCB at their work place
- If individual employee is voluntarily interested in helping co-workers then it is influenced by other employees in the organization.
- As there is positive response from the respondents OCB is already followed by employees to help each other at work place.
- By voluntarily helping others in the organization it also builds social environment in work place.
- As age of the employee increases their helping behaviour and attitude to help others also increases.
- It is observed that employee voluntary commitment is nothing to do with that of their experience . It depends on the different individual with different perception and attitude.

## **5.2 CONCLUSION**

There are many kinds of forms and sorts of citizenship. Employees who are traditionally appeared as “beyond the minimum requirements” also can be personnel who are active and always willing to lend a supporting hand; knowledgeable, helpful and cooperative colleagues; senior body of workers who can convey with them; or be pleasant, approachable. The managers confirmed new employees across the workplace and introduced them to other personnel. All these styles of OCB's should be actively recommended - personnel assist the employer by enhancing every different performance and well-being. This is reflected inside the reduction of charges and multiplied profitability at the organizational stage.

It is concluded that Employees need to know where they stand by determining their motivated and engagement in their work environment. By giving compliments, enthusiastic greetings to employees can be energized. Implement and train employees to adopt OCB at work place so that there is no conflicts between superiors and workers. Encourage each individual employee to develop his positive behaviour towards organization.



### **5.3 SUGGESTIONS**

- By making intra engagement of employees in developing voluntary commitment at LeeBoy
- By including family members of the employees as a part of company
- By involving family members to get motivated by conducting get together
- Retention strategies should be developed and to retain employees strategies should be planned in such a way where employees should be motivated
- By rewarding each individual employee to develop his /her positive behaviour towards the company
- By giving motivation to employees an influence towards OCB employees can attain positive attitude towards the objectives of company

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## ANNEXURE

### Balance Sheet

Particulars	Note	31/03/2017	31/03/2016	31/03/2015
<b>Equity And Liabilities</b>				
Shareholders' Funds				
Share Capital	1	1479708040	999708040	799708040
Share Application Money	2	-	-	-
Retained Earnings		-	-	-
Reserves And Surpluses	3	1360069738	1090309245	-805738708
<b>Equity Attributable To Owners Of The Company</b>		<b>119638302</b>	<b>-90601205</b>	<b>-6030668</b>
<b>Non-Current Liabilities</b>				
Long-Term Borrowings	4	672012960	641030968	299525000
Long-Term Provision	5	8199223	7959624	5115862
		<b>680212183</b>	<b>648990592</b>	<b>304640862</b>
<b>Current Liabilities</b>				
Short-Term Borrowings	6	75842030	54674621	185819674
Trade Payables	7	-	-	140105352
Dues Of Micro Enterprises And Small Enterprises		-	-	-

Dues Of Creditors Other Than Micro Enterprises And Small Enterprises		255319714	212522523	-
Other Current Liabilities	8	45779664	35572774	33173400
Short-Term Provisions	9	54602423	9224441	158160
<b>Total Current Asset</b>		<b>431543831</b>	<b>311994359</b>	<b>359256586</b>
<b>Total Liabilities</b>		<b>1231394316</b>	<b>870383746</b>	<b>657866780</b>
<b>Assets</b>				
<b>Non-Current Assets</b>				
Tangible Assets	10	102260419	119744338	173595233
Intangible Assets	10	2706911	4662933	5413615
Capital Work-In-Progress		1482707	3001443	4759148
		<b>106450037</b>	<b>127408714</b>	<b>183767996</b>
Long-Term Loans And Advances	11	38347694	37892760	39710025
		<b>144797731</b>	<b>165301474</b>	<b>223478021</b>
<b>Current Assets</b>				
Inventories	12	419832277	263035256	198643796
Trade Receivables	13	304716444	247423980	84653589
Cash And Bank Balance	14	235233058	39543719	27530698

Short-Term Loans And Advances	15	126458697	155079317	120889512
Other Current Assets	16	356109	-	2671164
<b>Total Current Assets</b>		<b>1086596585</b>	<b>705082272</b>	<b>434388759</b>
<b>Total</b>		<b>1231394316</b>	<b>870383746</b>	<b>657866780</b>

<b>Particulars</b>	<b>Note</b>	31/03/2014	31/03/2013	31/03/2012
<b>Equity And Liabilities</b>				
Shareholders' Funds				
Share Capital	1	742880	545874	272784
Share Application Money	2	577477	101940	90183
Retained Earnings		-758674	-448003	-210811
Reserves And Surpluses	3	-	-	-
<b>Equity Attributable To Owners Of The Company</b>		<b>41683</b>	<b>199781</b>	<b>152156</b>
<b>Non-Current Liabilities</b>				
Long-Term Borrowings	4	309050	191030	-

Long-Term Provision	5	3620	2547	1070
		<b>41683</b>	<b>193577</b>	<b>1070</b>
<b>Current Liabilities</b>				
Short-Term Borrowings	6	199695	-	-
Trade Payables	7	114073	85454	49352
Dues Of Micro Enterprises And Small Enterprises		-	-	-
Dues Of Creditors Other Than Micro Enterprises And Small Enterprises		-	-	-
Other Current Liabilities	8	26485	31823	19847
Short-Term Provisions	9	-	-	19
<b>Total Current Asset</b>		<b>340253</b>	<b>117277</b>	<b>69218</b>

<b>Total Liabilities</b>		<b>340253</b>	<b>510635</b>	<b>222444</b>
<b>Assets</b>				
<b>Non-Current Assets</b>				
Tangible Assets	10	159390	148366	44953
Intangible Assets	10	36625	36385	34800
Capital Work-In-Progress		-	-	-
		-	-	-
Long-Term Loans And Advances	11	-	-	-
		<b>196015</b>	<b>184887</b>	<b>79753</b>
<b>Current Assets</b>				
Inventories	12	242552	190201	38901
Trade Receivables	13	114724	23328	17047
Cash And Bank Balance	14	36461	45713	52904
Short-Term Loans And Advances	15	-	-	3973
Other Current Assets	16	104854	66642	29866
<b>Total Current Assets</b>		<b>498591</b>	<b>325884</b>	<b>142691</b>
<b>Total</b>		<b>694606</b>	<b>510635</b>	<b>222444</b>



## **Questionnaire on Organizational Citizenship Behaviour**

Dear Sir/ Madam,

I am Pooja K H pursuing my post graduation in MBA under Visvesvaraya Technological University in Acharya Institute Of Technology. As a part of my curriculum I am doing my project report on Organizational Citizenship Behaviour.

Therefore I kindly request you to fill the questionnaire which is very helpful for my study. The information is kept confidential and will be used for academic purpose only.

Please fill in the below demographic details before providing your opinion.

Thanking you

### **Demographic Questions:**

Name: \_\_\_\_\_

Gender: Male \_\_\_\_\_

Female \_\_\_\_\_

Tenure: 0-2 Years \_\_\_\_\_

2-4 Years \_\_\_\_\_

4-6 Years \_\_\_\_\_

6-8 Years \_\_\_\_\_

>8 Years \_\_\_\_\_

Age: 20 – 30 Years \_\_\_\_\_

30 – 40 Years \_\_\_\_\_

40 – 50 Years \_\_\_\_\_

>50 years -----

1) Volunteered to help others who have heavy work load

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

2) I will be there for meetings that are not compulsory, but essential".

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

3) Helped a less capable co-worker to perform their work voluntarily

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

4) Helped co-worker to learn new skills or shared job knowledge voluntarily

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

5) Volunteered for extra work assignments

- a) Strongly agree
- b) Agree
- c) Neutral

- d) Disagree
- e) Strongly disagree

6) Conveyed good things about our employer in front of others.

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

7) Helped co-worker with personal matter such as moving, childcare, car problems, etc

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree.

8) Picked up or dropped off co-worker at airport, hotel, etc.

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

9) I help others who have been absent

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

10) I guide new people even though it is not required

- a) Strongly agree
- b) Agree
- c) Neutral

- d) Disagree
- e) Strongly disagree

11) I respect company rules and policies even when no one is watching me

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

12) I take steps to try to avoid problems with other workers

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

13) I share my own ideas with people/organization voluntarily

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

14) I try to solve problem related to others voluntarily

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

15) I attend functions that are not required, but help to build the company image

- a) Strongly agree
- b) Agree
- c) Neutral

- d) Disagree
- e) Strongly disagree

16) I am always ready to give a helping hand to those around me

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

17) Voluntarily help organization to build social environment in work place

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

18) I help co workers by motivating them to enhance their skills

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

19) I have helped co worker by lending money

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

20) I have covered co workers mistake

- a) Strongly agree
- b) Agree
- c) Neutral

- d) Disagree
- e) Strongly disagree

21) I offered suggestions regarding work environment

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

22) I finished some work related to co worker who had to leave early

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

23) I took time to mentor, coach and advice co worker

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

24) I lent a concerned compassionate ear when someone had personal problem

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree



**ACHARYA INSTITUTE OF TECHNOLOGY**  
**DEPARTMENT OF MBA**

**INTERNSHIP WEEKLY REPORT (16MBAPR407)**

**NAME OF THE STUDENT:** Pooja K H



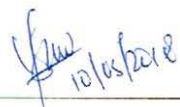

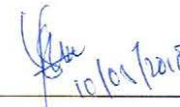
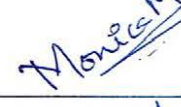




**INTERNAL GUID:** Prof. Monica M

**USN:** 1AY16MBA49

**SPECIALIZATION:** Finance and HR

**TITLE OF THE PROJECT:** A Study on Organizational Citizenship Behaviour.

**COMPANY NAME:** LeeBoy India Construction Equipment Pvt. Ltd.

WEEK	WORK UNDERTAKEN	EXTERNAL GUIDE SIGNATURE	INTERNAL GUIDE SIGNATURE
15/01/2018 - 26/01/2018	Understanding Structure, Culture and functioning of the organization.	 10/15/2018	
29/01/2018 - 9/02/2018	Preparation of Research instrument for Data Collection.	 10/15/2018	
12/02/2018 - 23/02/2018	Data collection.	 10/15/2018	
26/02/2018 - 09/03/2018	Analysis and finalization of report.	 10/15/2018	
12/03/2018 - 24/03/2018	Submission of Report.	 10/15/2018	



  
Head of the Department  
Department of MBA  
Acharya Institute of Technology  
Bangalore, India