

# **ÖRGÜTSEL VATANDAŞLIK DAVRANIŞI**

Doç. Dr. Fatma Nur İPLİK



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## ÖNSÖZ

Globalleşmenin işletmeler üzerindeki rekabet baskısını artırması doğrultusunda, değişen çevre koşullarında faaliyet gösteren ve rakiplerine göre üstünlük elde etmek veya farklılaşmak isteyen işletmeler açısından insan kaynakları daha önemli bir hale gelmiştir. Bu bağlamda işletmelerin başarısının temelinde işgörenlerin yetenek, beceri ve davranışlarının yer alması nedeniyle, günümüzde çağdaş işletmeler açısından, iş tanımlarında belirtilen davranışların dışında örgütsel ve bireysel verimliliğin artırılmasında büyük paya sahip örgütsel vatandaşlık davranışı gibi gönüllülüğe dayalı davranışların önemi giderek artmıştır.

Örgütün etkinliğine ve müşteri tatminine olan katkısı nedeniyle araştırmacıların büyük ilgisini çeken örgütsel vatandaşlık davranışının örgütsel, sosyal ve psikolojik bağlamda, işletmede gerçekleştirilen faaliyetleri destekleyen faydalı davranışları kapsamı doğrultusunda, yöneticilerin işletmeler açısından önemli sonuçlar yaratan bu tür davranışların daha fazla gösterileceği ortamı hazırlamaları gerekmektedir. Bu bağlamda bireysel ve örgütsel performansa katkı sağlayan örgütsel vatandaşlık davranışı kavramının teorik anlamda derinlemesine incelendiği bu çalışmada, öncelikle örgütsel vatandaşlık davranışının tanımı, ilişkili olduğu kavramlar, öncülleri, ilgili teorik yaklaşımlar, yapısı, boyutları ve fonksiyonları ayrıntılı bir şekilde ele alınacaktır. Daha sonra örgütsel vatandaşlık davranışına etki eden faktörlere ve sonuç kısmında ise, işgörenleri örgütün vatandaşı haline getirmenin koşullarını hazırlamaya ilişkin, yöneticilere yönelik olarak geliştirilen önerilere yer verilecektir.

Doç. Dr. Fatma Nur İPLİK

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