

Impact of Perceived Organizational Support on Organizational Citizenship Behaviour in Manufacturing Industries of Malaysia: The Mediating Role of Job Insecurity and Organizational Trust

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ABSTRACT

Organizational citizenship behaviour is regarded as an explanation of employee performance which is crucial to make greater contributions to the process and success of the organization. Therefore, it is essential to understand the factors affecting employees' organizational citizenship behaviour to improve organizational effectiveness and achieve its goals. Manufacturing sector is an economic engine that drives innovation and growth by creating jobs and improving life through providing goods and services, they play a vital role in the global economy. This previous study has focused on positive behavioural outcomes to investigate the POS and OCB; however, there are negative behavioural outcomes that may be negatively influenced due to POS, like counterproductive behaviours; The current study aims to fill this gap in the literature. Therefore, this research is important because it to study new variables as mediators, such as the job insecurity and organizational trust, as they related directly to OCB and POS. Organizational Citizenship Behaviour (OCB) is one of the contributing factors for organizational growth. Therefore, the purpose of this research is to investigate the mediate role of job insecurity and organizational trust among employees in manufacturing sector in Malaysia. The contribution of this study can be viewed both theoretical and practical implications as it will provide a comprehensive framework to better understand the factors influencing the organizational citizenship behaviour of the employees.

Keywords: Perceived Organizational Support, Organizational Citizenship Behaviour, Job Insecurity, Organizational Trust, Malaysia