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The Reflection of Organizational Citizenship Behavior on Knowledge Sharing : An Applied Research in The Baghdad Al-Karkh Health Department

Hussain Alaa Alshamaa*

Department of Public Administration
College of Administration and Economics,
The University of Baghdad
Baghdad, Iraq

Hussainaalsh84@gmail.com

*Corresponding author

Sarah Ali AL-Ameri

Department of Public Administration
College of Administration and Economics,
The University of Baghdad
Baghdad, Iraq

dr.sarah_ali@coadec.uobaghdad.edu.iq

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Abstract:

The objective of the study is to assess the degree of knowledge sharing and diagnose organizational citizenship behavior and explain the existence of a correlation between organizational citizenship behavior with its dimensions (altruism, consciousness of conscience, politeness, voluntary participation, and sports spirit) and knowledge sharing with its dimensions (enjoyment in helping others, competent self-knowledge, senior management support, organizational incentives, and information as well as communication technology). Targeting 846 employees who work at the department's headquarters. The study has been carried out in Al-Karkh Health Department. With the use of a specific method for random sample selection, the 264 research participants were divided across the divisions and areas of the department. The assumes that organizational citizenship behavior and information sharing inside the Al-Karkh Health Department are correlated and have an impact on each other. The research sample was given a questionnaire to fill out to collect data to collect data. With the use of programs AMOS and SPSS, several statistical techniques have been applied to analyse data including arithmetic mean, standard deviation, and the coefficient of variation. The study's key finding most important results that there is an influence between the factors under investigation.

Paper: Research paper.

Keywords: Organizational citizenship behavior, knowledge sharing.

1.Introduction:

There is a partial consensus that organizational citizenship behavior embodies the silent behaviors of organizational institutions and contributes to eliminating undesirable behaviors, as organizational citizenship behavior is considered one of the most important assets, even a form of capital that ensures the survival and continuity of organizations. The goal of the presented study is to comprehend how organizational citizenship behavior is reflected in knowledge sharing, which is one of an organization's intangible resources and is crucial to its operations. This is because knowledge-sharing facilitates the smooth operation of on-going operations as well as the change and development in which organizations seek to thrive in the marketplace. Unwanted behaviors, like sit-ins, strikes, refusal to work, indifference, and information concealment or distortion through support and medical workers in the Ministry of Health generally and the Al-Karkh Health Department especially serve as a representation of the research problem.

1.1. Literature review:

There are many studies about organizational citizenship behavior, including:

Al-Zaidi(2007) provided the relationship between organizational citizenship behavior and transformational leadership as well as their impact on organizational excellence by distributing a questionnaire to the research sample and using the descriptive-analytical approach, the results show considerable correlations between the two. Their combined influence on organizational excellence is greater than that of any one of them alone.

Hussain et al (2016) investigated the Mediating Effect of OCB on the Relationship between job attitudes and knowledge-sharing behavior. The findings suggested an indirect association between knowledge sharing and citizenship behaviour, indicating that job attitudes are significantly related to organizational citizenship conduct but not to knowledge-sharing behavior.

Thiruvankadam and Durairaj (2017) studied organizational citizenship behavior: its definition and dimensions. The study aimed to review recent literature on organizational citizenship behavior and its various dimensions. The questionnaire was used as a tool for collecting information and data. The most important results were that organizational citizenship behavior is subject to multiple antecedents, and theoretical frameworks are considered for all other categories of organizational behavior, starting from job performance to turnover to absenteeism.

Umdasch (2021) specified by studied the voluntariness perception of organization citizenship behavior acrosscultural studies on the perceived level of voluntariness of organizational citizenship behavior in Europe and Asia. It aimed to compare the voluntary perception of organizational citizenship behavior in two cultural regions-Central Europe and East Asia, the questionnaire was used as a tool to collect data and information, and the results showed significant cultural differences for three of the five dimensions of organizational citizenship behavior (initiative, volunteerism, and sportsmanship).

Many studies have discussed knowledge sharing including:

Lin (2007) investigated knowledge sharing and firm innovation capability: an empirical study, the study aimed to examine the influence of individual factors (enjoyment of helping others and knowledge self-efficacy), organizational factors (top management support and organizational rewards) and technology factors (the use of information and communication technology) on knowledge sharing processes and whether more leads to superior fixed innovation capacity. The results showed that two individual factors (enjoyment of helping others and knowledge self-efficacy) and one organizational factor (top management support) significantly influence the knowledge sharing process. The results also indicate that an employee's willingness to donate and collect knowledge enables a company to improve innovation capacity

Najibullah et.al (2013) their study explained the barriers and enablers of knowledge sharing: A qualitative study of ABB, Bombardier, Ericsson, and Siemens. The study aimed to investigate the barriers and enablers of knowledge sharing within multinational companies, the most important findings reached by the researchers were that language and technology (sub-factors of culture) as collaborative tools represent a problem, and thus create obstacles to knowledge sharing.

The study of Murtaza et.al (2016) examined the impact of Islamic Work Ethics (IWE) on organizational citizenship behaviors(OCBs) and knowledge-sharing behaviors (KSBs) among university employees in Pakistan. A total of 215 respondents from educational institutions participated in this research. The findings suggest that IWE has a positive effect on OCBs. In other words, individuals with high IWE demonstrate more citizenship behaviors than those with low IWE. The findings also suggest a positive effect of IWE on KSBs. Individuals with high IWE exhibit more KSB, than those with low IWE. The paper also discusses the theoretical and practical implications of these findings.

Halaf and Dawood (2022) mentioned factors affecting knowledge sharing among faculty members specializing in information and libraries: an exploratory study prepare, the factors influencing the practice of knowledge sharing among faculty members specializing in information and libraries in Iraqi universities that affect knowledge sharing between faculty members specializing in information and the office are the weakness of faculty members' initiatives in communicating and sharing with those with whom they do not share knowledge, and the tendency of some to monopolize knowledge as a source of power. To stand out organizational and administrative factors that affect the exchange of knowledge between faculty members specializing in information and libraries: Poor availability of material incentives for participants with their knowledge, as well as lack of moral incentives.

The connection between knowledge sharing and organizational citizenship behavior has been the subject of numerous works:

Al-Zu'bi (2011) examined the effects of five dimensions of organizational citizenship behavior (conscience, sportsmanship, civic virtue, altruism, and courtesy) on knowledge sharing in the business environment of Jordan, with a focus on pharmaceutical manufacturing companies. The research's most significant findings have been made public. Knowledge sharing was more significantly impacted by the organizational citizenship behavior characteristics of conscientiousness, sportsmanship, and altruism. The variations in this study's sample and research community may be the most obvious distinctions.

The importance of organizational citizenship behavior in fostering knowledge-sharing was covered by Dehghan et al (2015) proved the efficiency of an organization as a whole was connected to organizational citizenship behavior. Therefore, there are significant consequences for such types of employee conduct at work. Knowledge sharing can be described as one of the significant effects of such kinds of actions. Therefore, to promote knowledge sharing, the presented work looked at organizational citizenship behavior. For example, more knowledge sharing and the organization's ability to utilize its competitive advantage will result from greater organizational citizenship behavior.

The research problem lies in the emergence of undesirable behaviors such as strikes, sit-ins, indifference, and unwillingness to work from workers, whether medical or support staff, in the Ministry of Health and the Baghdad-Karkh Health Department. This requires research and investigation into the extent to which they possess organizational citizenship behavior and determining the level and whether there is an effect on levels of knowledge sharing. The main problem arises from this question: What is the reflection of organizational citizenship behavior in knowledge sharing in the Karkh Health Department? The most important objectives of this research are to:

1. Diagnose the level of organizational citizenship behavior in the researched organization.
2. Determine the level of knowledge sharing in the researched organization.

3. Determine the extent to which there is an effect of organizational citizenship behavior on knowledge sharing in the researched organization.

2. Materials and Methods:

2.1 Data Collection Sources:

The researchers relied on Arabic and foreign sources in covering the theoretical aspect of the study, as well as the World Wide Web, focusing on the topic of organizational citizenship behavior and cognitive participation, as well as the practical aspect of the study. Data was obtained by distributing the questionnaire at the headquarters of the Baghdad Al-Karkh Health Department.

2.2 The research sample:

The research sample included 846 employees who work at the Baghdad Al-Karkh Health Department. The targeted sample consisted of 264 employees, selected randomly from the research community, encompassing various job grades in all administrative fields (department managers, section managers, and employees). The questionnaire tool was used to reach an interpretation that illustrates the relationship between the variables and their effects on each other.

2.3 Data collection:

The questionnaire is the primary tool for collecting data for research purposes. It addressed the fundamental variables of the study, namely (human organizational citizenship behavior and cognitive participation), each one comprising several sub-dimensions representing the research questionnaire's structure.

2.4 The research plan:

The assumed research design aims to establish a clear relation between the important sub-variables and the main variable. Based on the findings of the research literature on organizational citizenship behavior and cognitive participation in public organizations, the dimensions of the variables were selected, with some modifications to suit the researched environment. Figure 1 illustrates the assumed research plan.

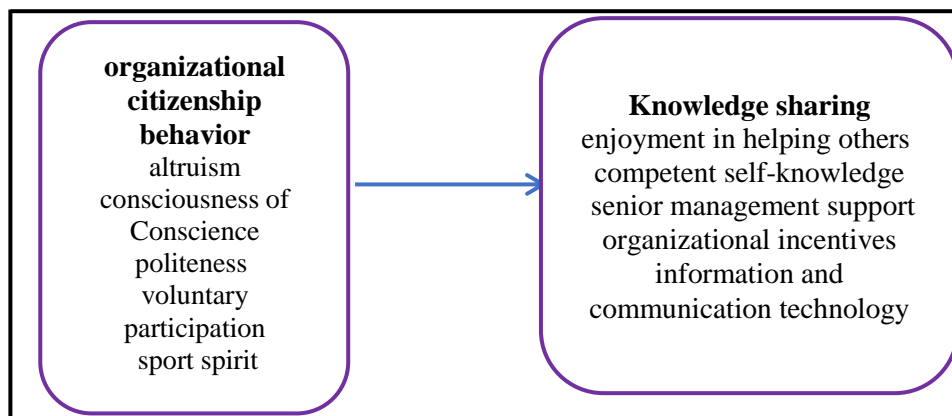


Figure1: The hypothetical model of the research

2.5 The research hypotheses:

Among the research objectives and problem, which constitute the relationship of correlation and influence, we can formulate the main research hypothesis: There is an influence of organizational citizenship behavior on knowledge sharing.

2.6 Organizational citizenship behavior:

Organizational citizenship behavior can be defined as spontaneous and voluntary conduct that isn't specified in the reward system or job description. The goal of this conduct is to encourage effective and successful organizational performance; a person must not suffer any consequences for not engaging in this activity (Umdasch, 2021). The original definition of organizational citizenship behavior has been characterized as individual actions that improve efficient organizational performance but are not explicitly acknowledged by the official system of rewards (Organ, 1988). Organizational citizenship behavior. According to Raharso, (2022), employee acts go above and beyond what is specified in the job description. Most of the time, they are voluntary actions that employees take since they want the company to run smoothly, and they differ from their work roles. Those workers also don't anticipate receiving compensation for their efforts. Using the aforementioned examples, an individual's behavior that shows up as cooperative traits as well as a voluntary can assist and care for others. This behavior explicitly and directly supports the efficiency and performance of the organization and is not subject to any official reward systems within the organization. It also supports a positive work environment.

2.6.1 Dimensions of Organizational Citizenship Behavior:

2.6.1.1 Altruism:

Altruism is described as an individual's ethical stance or spiritual mood to help others. At the organizational level, it represents voluntary acts that help others with work-related issues (Popescua et al, 2015). It is also described as aiding others and preventing laziness at work (Nielsen et al, 2012). According to Kurairaj and Thiagarajan, (2017), altruism is the voluntary assistance of others in a task connected to one's job, such as aiding a colleague with their workload. From a conceptual standpoint, voluntary actions to aid others in preventing or solving work-related issues are included in assistance (Rauf, 2015). The first portion of this definition, which deals with assisting others with work-related issues, covers employee incentivizing, altruism, and encouragement in all its manifestations. The second section exemplifies complements, which entail lending a hand by taking precautions to keep colleagues from getting into trouble.

2.6.1.2 Consciousness of Conscience:

Consciousness of conscience is described as employees' commitment to deadlines, reliability, rules, and systems, even when external control is absent. Awareness of conscience is considered a sum of behaviors that may not immediately impact helping a particular individual but contribute in one way or another to the performance of the team, department, or organization as a whole (Popescua et al, 2015). Today, what is referred to as consciousness of conscience is a renaming or extension of what was previously known as the working statute (which was believed to be a link to slavery and weakness). Consciousness of conscience is one of the important organizational citizenship behavior elements. It includes commitment to deadlines, use of work time, and adherence to rules for using the organization's resources and properties (Organ, 2018).

2.6.1.3 Politeness:

Politeness is a behavior that reduces the intensity of work-related issues faced by others (Kumar et al., 2009). It is also described as an appreciative behavior aimed at preventing conflicts with others related to work procedures (Akturan and Çekmecelioğlu, 2016). Politeness assists prevent problems and saves time through prior notifications and reminders and the timely conveyance of information (Jahangir et al, 2004). Appreciative behaviors intended to avoid disagreements and issues at work are part of being polite. As an illustration, it involves giving coworkers advance notice when making changes that could have an impact on other people (Furairaj and Thiagarajan, 2017). According to Al-Zaidi, (2007), such dimension typically entails early notice of inaccurate information or unfavorable circumstances that could hurt others, and consultations and reminders that aid in time investment and problem prevention.

2.6.1.4 Voluntary participation:

In the same way that citizens of a nation accept their responsibilities and actively participate in the organization's governance policies, voluntary participation is mirrored in organizational behaviors and shows an individual's recognition of being a part of a larger entity (Popescua et al, 2015). Employees who assist in organizational administrative tasks can voluntarily participate (Nielsen et al, 2012). Similarly, employees who support organizational functions on a social and professional level can voluntarily participate (Kumar et al, 2009). According to Çekmecelioğlu and Akturan, (2016), the worker is conscientiously involved in and concerned regarding the organization's operations. Employees who actively support the organization's goals and offer suggestions for improvement (Thiagarajan and Durairaj, 2017) are demonstrating their genuine worries about the organization (Jahangir et al., 2004).

2.6.1.5 Sport spirit:

Sportsmanship represents employees' focusing on the positive aspects more than the negative aspects (Nielsen et al., 2012). It includes restrictions on raising destructive issues even if they feel discomfort (Kumar et al, 2009). According to Organ, (1990), employees are willing to endure hardships and inevitable work demands without complaint (Rauf, 2015). It denotes an employee's willingness to accept organizational frustrations and disappointments without complaint, often arising from interactions within the organization or working within a particular group. An employee's acceptance of these work-related frustrations without grumbling can lighten the direct supervisor's workload and lead both the manager and the employees in solving actual work problems (Mohammed, 2015).

2.7 Knowledge sharing:

Knowledge sharing helps groups, people, and organizations exchange knowledge, including experiences, abilities, and understanding. Knowledge sharing practices include a variety of interpersonal interactions, including conferences and talks in which people are impacted by the experiences of others (Mohammed, 2018). One of the most important organizational processes is knowledge sharing, which frames the strategic significance of knowledge from the knowledge-based viewpoint of the organization. Yet, success and the creation of a sustainable competitive advantage are not ensured by the sheer existence of knowledge sources. Workers should impart knowledge and use it in their daily work (Ahmed and Karim, 2019). Knowledge sharing is the process which people impart their vision, experience, or comprehension to others, empowering the recipient to gain and apply knowledge to carry out their tasks more effectively (Mohammed et al, 2019). It is a crucial component of knowledge management (Mohammed et al, 2017; Wasko and Faraj, 2005)

2.7.1 Dimensions of Knowledge Sharing:

2.7.1.1 Enjoyment in helping others:

Helping Others as the base of knowledge sharing can make the case that people's inherent motives to share knowledge, such as the satisfaction of assisting others (Arekkuzhiyil 2019). The concept of assisting others is related to sharing knowledge might be motivated by an altruistic desire to help others (Davenport and Prusak, 1998). People could share their knowledge with the community since they find it enjoyable to assist others in solving challenges. Furthermore, institutional structures like social communication values and norms as well as personal beliefs are the sources of motivational forces. For these reasons, a lot of people believe that it is morally required of them to spread knowledge to further society for altruistic or pro-social reasons (Yu, 2010).

2.7.1.2 Competent self-knowledge:

A key consideration when deciding whether to share knowledge is one's self-competence. People are likely to act in this way if they have faith in their capacity to impart knowledge. As a result, self-knowledge is crucial for choosing knowledge-sharing strategies (Areekkuzhiyil, 2019). It is described as a person's desire to engage in certain activities that enhance satisfaction and promote knowledge sharing. Individuals who possess a high level of self-competence are more inclined to be open about their knowledge and experiences (Marjah, 2019).

2.7.1.3 Senior Management support:

Since management support is crucial for creating an environment that encourages and provides resources, senior management support is believed to have a significant impact on organizational knowledge (Bulan and Sensuse, 2012). Different perspectives on managers have been found in some research; a few works characterize them as impediments to innovation that are either unrelated to innovation or, at most, have an indirect impact on it. Managers are said to play an important role in fostering organizational innovations in other research, concluding that knowledge sharing by senior management enhances creativity may seem reasonable (Yadav et al, 2007).

2.7.1.4 Organizational incentives:

organizations must provide incentives to their workforce to foster a culture of knowledge sharing. Without a strong incentive, people are less likely to share their knowledge, and controlling the flow of knowledge inside an organization is a difficult undertaking that calls for significant management effort (Najibullah et al, 2013). To facilitate this, it should be noted that the formal incentive structure is the main element influencing employee attitudes toward knowledge sharing (Hansen and Avital, 2005). Formal incentives offered by the organization are seen to directly impact employees' attitudes toward knowledge sharing. Knowledge sharing is influenced by organizational procedures. Employee stability and job satisfaction inside the organization are improved, and they become more productive and eager to share knowledge in the case when the organization genuinely values such aspects and offers rewards to employees (Al-Fraiji, 2018).

2.7.1.5 Information and communications technology:

The use of information technology is essential to knowledge sharing. Training programs enhance employees' knowledge, abilities, and expertise, while information technology changes knowledge-sharing behaviors. By giving their human resources training and development opportunities, organizations may adapt, innovate, and compete (Malik and Kanwal, 2018). Human capital can participate in strategic decision-making to a greater extent thanks to information technology, which provides them more effort and time (Qammach, 2016).

3. Discussion of Results:

3.1 Measuring the level of variables (Organizational citizenship behavior, Knowledge sharing)

Table 1 lists the values of descriptive analysis of the study variables (organizational citizenship behavior and Knowledge sharing) where the statistical methods used for the descriptive analysis are (arithmetical means, standard deviations, and the coefficients of difference) as shown below:

Table 1: Statistical measures for the variables (organizational citizenship behavior and knowledge sharing)

Variable	Arithmetic mean	Standard deviation	Coefficient of difference
Organizational citizenship behavior	3.759	0.845	23.09%
Knowledge sharing	3.72	0.931	24%

The organizational citizenship behavior variable has a relative coefficient of difference (23.09%). As for its arithmetic mean, it is 3.759, which indicates that this variable has good availability and that its standard deviation is 0.845, as it indicates homogeneity as well as convergence in the visions of the researched sample, which indicates its availability in the Ministry of Health / Baghdad Al-Karkh Health Department. While the knowledge sharing variable has a relative coefficient of difference (24%), its arithmetic mean is 3.72, which indicates that this variable has good availability and that its standard deviation is 0.931. It indicated homogeneity and convergence in Visions of the researched sample, which indicates its availability in the Ministry of Health / Baghdad Al-Karkh Health Department.

3.1.1 Description of the research sample's responses to the independent variable (Organizational citizenship behavior)

Organizational citizenship behavior consists of five sub-variables, each of which contains sub-questions that were answered within the questionnaire submitted to members of the research sample in the Ministry of Health these variables represented the following dimensions: (altruism, consciousness of Conscience, politeness, voluntary participation, and sport spirit).

Table 2: The importance of organizational citizenship behavior dimensions according to the coefficient of variation

Organizational citizenship behavior Dimensions	Mean	Standard deviation	Coefficient of variation	Rank
Altruism	3.845	0.859	22.4%	1
Consciousness of Conscience	3.751	0.920	24.5%	3
Politeness	3.808	0.898	23.6%	2
Voluntary participation	3.647	0.94	25.7%	5
Sport spirit	3.747	0.879	23.5%	4

The source: Prepared by the researchers based on the outputs of the program (SPSS.V.24)

Table 2 shows that the arithmetic mean for the dimension altruism reached to 3.845, which is a good level, and the standard deviation was 0.859, with a coefficient of variation of (0.224), meaning that the dispersion rate was 22.4% at a homogeneity level of 77.6%. While the arithmetic mean for the voluntary participants was 3.647, meaning it is also good level, the standard deviation was (0.94), and the coefficient of variation was (0.257), meaning that the dispersion rate was 25.7% at a homogeneity level of 74.3%.

3.1.2 Description of the research sample's responses to the depending variable (Knowledge sharing)

The dependent variable (Knowledge sharing) consists of five sub-variables, which included a set of items that were answered within the questionnaire presented to members of the research sample in the Ministry of Health, and included the dimensions (enjoyment in helping others, competent self-knowledge, senior management support, organizational incentives, and information and communication technology).

Table 3: The importance of knowledge sharing dimensions according to the coefficient of variation

Knowledge sharing	Mean	Standard deviation	Coefficient of variation	Rank
Enjoyment in helping others	3.975	0.749	18.8%	1
Competent self-knowledge	3.834	0.799	20.9%	2
Senior management support	3.638	0.964	26.5%	4
Organizational incentives	3.435	1.059	31%	5
Information and communication technology	3.646	1.04	28.8%	3

The source: Prepared by the researchers based on the outputs of the program (SPSS.V.24).

Table 3 shows that the arithmetic mean for the dimension of pleasure in helping others reached to 3.975, which means a good level, and the standard deviation (0.794), with a coefficient of variation of 0.188, meaning that the percentage of dispersion was 18.8% at a homogeneity level of 81.2%). While the results showed the arithmetic mean for the organizational incentives dimension (3.435), meaning also at a good level, and the standard deviation (1.059) and a coefficient of variation of 0.310, meaning that the dispersion rate was 31% at a homogeneity level of 69%.

3.2 Hypothesis testing:

The basic hypothesis of the research was that there was an effect of the independent variable on the dependent variable. This effect has been called (organizational citizenship behavior and knowledge sharing in its dimensions) and is shown below by using a straightforward linear regression analysis to identify the impact between the study's variables, its direction (direct or inverse), and the degree of variation between the variables, the researchers tested the study's hypotheses to determine whether they would be realized.

The research hypothesis test is as follows:

Testing the main hypothesis: Knowledge sharing in all of its forms is significantly correlated with organizational citizenship behavior.

Table 4: Indicators of organizational citizenship behavior on knowledge sharing.

R ²	Significant t	β	α
0.428	0.000	0.787	.729

Table 4 makes it evident that the findings point to a significant impact. Regarding the influence relations (100%) between the organizational citizenship behavior variable and the knowledge sharing variable and its dimensions. Furthermore, even in the case where the degree of citizenship behavior is equal to zero, the value of constant (α) reached to 0.729 which indicates the researched organization's capacity for achieving knowledge sharing is valuable. Whereas the value of (β) was 0.787, which shows that a change of one unit in organizational citizenship behavior can be made directly. It results in a change of 78.7% in the examined organization's knowledge sharing. On the other hand, R² value was 0.428, indicating that employees in the organization under investigation account for 42.8% of the variance in the organization's capacity to exchange knowledge. The level of significance (0.01) and the P-value at the overall level attained (0.000), which is lower than the significance level (0.05) (0.01). This shows a substantial effect. The main hypothesis—that knowledge-sharing in the studied organization has a considerable impact on organizational citizenship behavior—can be accepted about this variable. As a result, the model's estimated equation could be written in the following way:

$$Y = \alpha + \beta x$$

$$\text{Knowledge sharing} = 0.729 + 0.787 (\text{citizenship behavior})$$

3.3 Discussion of Results:

From the results above, it is clear that the researched organization has a good level of organizational citizenship behavior, and altruism obtained the highest level among the dimensions. This indicates that working individuals have mechanisms for transferring information about the work environment to new colleagues, with procedures available to solve work problems. It can be understood that there are a willingness to cover colleagues' tasks when needed, a desire to coordinate with colleagues to accomplish tasks, and volunteering on their part to train others in using information technology and clarify procedures, rules, and instructions related to work. For new colleagues without formal assignment, the lower level of dimensions, represented by voluntary participation, reflects the presence of voluntary behavior among most employees in the organization by taking some work tasks home, taking tasks outside the job description, and working after official working hours if it is necessary.

The results also showed a good level of knowledge sharing, as the enjoyment in helping others was at the highest level, and this indicates that employees are ready to solve the problems facing their colleagues by sharing the knowledge they possess, this strengthens the relationship between them, enhances their knowledge, and makes them feel proud, while organizational incentives received the lowest level. This confirms that organizational incentives affect employees' behavior and require senior management support to transform information into knowledge and share it by granting material and moral rewards for the process of knowledge sharing among employees, as well as strengthening the interconnection between job security and knowledge sharing

4. Conclusions:

Within the organization, organizational citizenship behavior is practiced to a high degree. Employees fear new actions, decisions, and changes. However, they are highly altruistic through their willingness to put the interests of their coworkers and the organization before their own. Conscientiousness reinforces common sense as a behavioral guide, preventing them from begging in a way that might harm these groups of people. In addition, it became clear that there was a high degree of knowledge sharing. Although they do not compete with each other to use their efficient knowledge for the benefit of the organization, employees enjoy helping others.

The high level of altruism, conscientiousness, and civility represents an element of strength for the organization that must be exploited in a way that enhances their self-knowledge. This requires the support of senior management by directing organizational incentives to exemplary employees to enhance their knowledge sharing.

Through the results, the research showed that there is a correlation between organizational citizenship behaviors and knowledge sharing, meaning that the knowledge-sharing process increases. This is an indicator of their possession of citizenship behavior towards the organization, and the results also show that there is an impact indication moral for behavior citizenship organizational knowledge sharing in its dimensions. Employees who help their colleagues at work are sharing with them the knowledge they possess.

Authors Declaration:

Conflicts of Interest: None

-We Hereby Confirm That All The Figures and Tables In The Manuscript Are Mine and Ours. Besides, The Figures and Images, Which are Not Mine, Have Been Permitted Republication and Attached to The Manuscript.

- Ethical Clearance: The Research Was Approved By The Local Ethical Committee in The University.

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انعكاس سلوك المواطنة التنظيمية في التشارك المعرفي: بحث تطبيقي في دائرة صحة بغداد الكرخ

سارة علي سعيد
جامعة بغداد/ كلية الاجارة والاقتصاد/ قسم إدارة الاعمال
العراق ، بغداد
dr.sarah_ali@coadec.uobaghdad.edu.iq

حسين علاء الشماع
جامعة بغداد/ كلية الاجارة والاقتصاد/ قسم إدارة الاعمال
العراق ، بغداد
Hussainaalsh84@gmail.com

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مستخلص البحث:

هدفت الدراسة إلى تقييم درجة التشارك المعرفي وتشخيص سلوك المواطنة التنظيمية وبيان وجود علاقة تأثير بين سلوك المواطنة التنظيمية بأبعاده (الإيثار، ووعي الضمير، الكياسة، المشاركة التطوعية، الروح الرياضية). وتبادل المعرفة بأبعادها (الاستمتاع بمساعدة الآخرين، المعرفة الذاتية الكفوة، دعم الإدارة العليا، الحوافز التنظيمية، تكنولوجيا المعلومات والاتصالات). وجرى البحث في دائرة صحة بغداد الكرخ واستهدف مجتمعاً بلغ (846) موظفاً في مقر الدائرة وتم تحديد العينة البحثية البالغة (264) موزعين على اقسام وشعب الدائرة عبر معادلة مختصة باختيار العينة العشوائية افترض البحث وجود علاقة تأثير لسلوك المواطنة التنظيمية في التشارك المعرفي في دائرة صحة بغداد الكرخ وتم جمع البيانات عن طريق توزيع استبانة خاصة اعدت لهذا الغرض على عينه البحث واستخدم عدة اساليب احصائية للتحليل البيانات منها (الوسيط الحسابي، الانحراف المعياري، معامل الاختلاف) عبر برنامجي (SPSS) و (AMOS). النتيجة الرئيسية للدراسة هي أن هناك علاقة تأثير بين متغيرات البحث.

نوع البحث: ورقة بحثية

المصطلحات الرئيسية للبحث: سلوك المواطنة التنظيمية، التشارك المعرفي