

IMPLEMENTING ORGANIZATIONAL CITIZENSHIP BEHAVIOR FOR SCHOOL IMPROVEMENT

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ABSTRACT

Disruption occurs in many sectors including in education, and it causes pressures for school to change the way they operate today. The shifting paradigm leads to behavior changes of the organization members that may causes more variation and it could create obstacles to reach the organization's goals. Schools is at risk because they encounter the paradox, such as innovation versus norms and standard or the battle of professionalism and collegiality. These paradox is resulting the downside effect toward organizational behavior. Therefore, it is important to deliver the knowledge and skill to school members especially teachers to be able to control their organizational behavior. One of the prominent approach to examine organizational behavior is Organizational Citizenship Behavior (OCB). OCB consists of five dimension, there are civic virtue, altruism, consciousness, sportsmanship, and courtesy.

The training conducted in school of SMAN 2 Wates was aimed to provide the teachers with knowledge and skills to exhibit OCB. The training used andragogy approach and employed lecturing, discussion, simulation and games also self-assesment. Overall, the training was successful and it received favorable response from the teachers.

Kata Kunci: *organizational behavior, school management, organizational citizenship behavior*