



## **Journal of Recreation and Tourism Research**

Journal home page: [www.jrtr.org](http://www.jrtr.org)  
ISSN:2148-5321

### **A FIELD STUDY ON ORGANIZATIONAL CITIZENSHIP PERCEPTION OF ADMINISTRATIVE STAFF EMPLOYED AT UNIVERSITIES: THE CASE OF ANKARA**

Ercan YAVUZ<sup>a</sup>

Özgür YAYLA<sup>b</sup>

Mehmet İPEK<sup>c</sup>

<sup>a</sup> Gazi Üniversitesi, Turizm Fakültesi, Ankara, Türkiye (eyavuz@gazi.edu.tr)

<sup>b</sup> Gazi Üniversitesi, Turizm Fakültesi, Ankara, Türkiye (ozguryayla@gazi.edu.tr)

<sup>c</sup> Gazi Üniversitesi, Eğitim Bilimleri Enstitüsü, Ankara, Türkiye (mehmet.ipek@gazi.edu.tr)

#### **EXTENSIVE SUMMARY**

This study examines whether there is differentiation in the perception level of organizational citizenship of the administrative staff by demographic features. The population of the study is comprised of 21,000 administrative staff at state and foundation universities. Data collected were analysed through SPSS 20TR software and frequency tables based on the variable structure were utilized. Differences between the variables were measured through t-test and ANOVA.

When the perception of organizational citizenship of the participants are examined by demographic variables, the results suggest that there are statistically significant differences in educational status, age, employment duration, monthly income and the type of university employed. When the average scores are examined, the organizational citizenship perception of those between 32 and 38 years of age are more positive. It has been found out that the higher is the educational status the higher is the perception of organizational citizenship. In the same vein, the higher is the duration of employment the more positive is the perception of organizational citizenship. On the other hand, those with lower monthly income have more negative perception of organizational citizenship than those with higher monthly income. Also, those employed at foundation universities have more positive perception of organizational citizenship than the ones employed at state universities.

The following suggestions can be made in the research conducted and the results obtained:

The perception of organizational citizenship is increasing day by day for businesses. In this context, university administrators should make efforts to strengthen the organizational citizenship perception of the employees.

While the perception of organizational citizenship of young and middle-aged employees was found to be more positive in the study, it was found that the perception of organizational citizenship of older employees is lower than that of older workers. In this context, university administrators are required to move towards strengthening organizational compatibility and sense of belonging in order to raise the perception of organizational citizenship towards this age group.

This study was carried out by administrative staff working at public and foundation universities in Ankara and the organizational citizenship perception was measured. It is recommended that future studies should be applied both to the university staff in other provinces and to the private sector employees.