

Social and health care workers' views on organisational citizenship behaviour

This article offers an analysis of organisational citizenship behaviour (OCB) in social and health care. Study data were gathered from social welfare and health care master's degree students (N=51) using a roleplaying method and then analysed using theory-bound content analysis. According to the results, OCB in social and health care is described from the perspective of individual, professional, and communal actors. The exemplary social and health care worker is described as a skilled actor in work well-being and a professionally skilled developer and promoter of community collaboration in the workplace. Multidimensional OCB in social services and health care includes traits of the following forms of OCB: traditional OCB, change-oriented OCB, and OCB for knowledge workers. The results emphasise social and health care workers' skills in collaboration and work well-being in organisations undergoing change. Opening up the traits of OCB enables us to understand the tensions experienced by employees in social and health care.