Influences Of Socio-Economic Diversity Of IT Employees On Organisational Citizenship Behaviour

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ARTICLE INFO	ABSTRACT
	The study examines the influences created by socio-economic status of IT employees among the dimensions of organizational citizenship behavior. The study has used empirical research design to obtain and to examine the opinions of IT employees based on the impact created by the socio-economic variables on OCB. This research design has scientific approach in measuring the impacts created based on observations and opinions derived from the participants. The research work has used non- random sampling technique for the selection of IT employees who are the participants of the study. The study involves top IT companies of Chennai city based on the turnover of the companies. The list of the employees were obtained from the top five IT companies which involves the population size of 4,612 IT employees spread across the state of Tamil Nadu. The employees working in Chennai were selected for the study based on snowball sampling by enquiring the IT employees and selecting next employees based on the inputs from existing sample. The study has fixed a sample size of 279 based on the outcome of testing of hypothesis which is evaluated based on the variance testing. The study has used ANOVA and regression model for examining the opinions of IT employees for assessing the impacts created by the socio-economic diversity of IT employees on OCB. The socio-economic diversity of the IT employees has a significant influence on the OCB in the study area which is clearly evaluated by the quantitative modeling using the regression analysis. **Keywords:** Diversity, IT sector, Managerial Policies, Organisational Citizenship Behaviour (OCB), Socio- Economic Influences and Wellness.

Introduction

When it comes to reaching excellence in terms of generating profit, product output, or providing services, every firm in today's world of competition aspires to achieve perfection. In the process, companies are dependent on their resources, which include their human, physical, and social capital, in order to accomplish such objectives and obtain an edge over their rivals when it matters of effectiveness and productivity. The performance of workers in terms of official job descriptions as well as outside specified job duties are taken into consideration for determining the effectiveness of an organization. This performance is also referred to as OCB. Considering the enormous influence that these kinds of behaviors have on people, teams, and organizations, it is essential to investigate them in order to get familiar with the social constructions that are responsible for the success of businesses. Over the course of the last several decades, behaviors outside of roles have also garnered a great deal of attention, much like in-role behaviors, owing to the fact that they contribute to the operation of an organization. OCB is one of the other extra role behaviors that have garnered a lot of interest in the field of organizational research.

This type of behavior encompasses actions such as helping behaviors towards coworkers in the work environment, adherence to regulations and rules, loyalty and involvement, and participation. These are actions that are expected by majority of organizations, but they are not prescribed in formal job roles. The 'best' performing workers created the greatest relationship between performance and functional engagement, which is an OCB that is of the helping-type (Altruism) kind. It has been discovered that the attitudes of employees

have an effect on eventual organizational citizenship. Indeed, given that citizenship seems to be comprised of actions that are at the discretion of the individual, the manner in which the employee views the organization (as shown by his or her attitude towards it) is likely to predisposition this employee to either perform or refrain from doing such behaviors. Increasing productivity is not the only thing that organizations need; they also need staff that is dedicated, productive, and loyal to the organization.

It is vital to investigate the notion of OCB and work abilities in order to enhance the growth and development of the organization as a result of the fact that these organizations are undergoing change. To battle the competition and to build an atmosphere that is cooperative and to offer support to good performance, organizational citizenship behavior may prove to be extremely useful. Both of these goals can be accomplished via the implementation of this behavior. There is a substantial amount of data to demonstrate that the level of OCB influences the success of the company via the interaction between workers and employers. It is possible for firms to be successful in the present environment with the assistance of OCB, which may also speed up the process of innovation and innovative ways used by businesses. The behaviors that constitute organizational citizenship are more akin to psychological contracts, and they play a very significant role in enhancing the overall health and well-being of the company.

As a result, they have an influence on the efficiency and effectiveness of work teams and organizations. There is potential for the organization to enhance the demonstration of OCB by giving its members the impression that the organization is supporting them. It further raises the level of commitment of the employees, which may be helpful for the business on the whole. Attempts made by workers to extend voluntary collaboration are necessary to accomplish the organizational performance that is required. Companies and organizations that have personnel that go above and above their required collaboration and official responsibilities are more likely to achieve success. As a result, the organization requires employees to collaborate with their fellow workers in order to assist the completion of tasks. Employees may go above and beyond their allotted work if they are not subject to any constraints. Actions among coworkers of different organization, finding methods to gain new skills that are not necessary or taking on chores that are not part of the job are examples of actions that fall under the category of OCB. On the other hand, research has repeatedly shown that feelings of rage and irritation are often linked to organizational limitations, which frequently result in Creative Work Behavior (CWB).

Literature Review

Yogamalar, I., & Samuel, A. A. (2016)[1]

A comparison between the Western settings with the Indian context was presented in this paper, highlighting the generational groupings. In addition to this, it was intended to determine the areas of the generational research that are lacking and to pave the path for more study. This article which was based on the research gaps that were found recommended and explored the impact of generational differences on shared values and OCB in the academic field in the context of India. Additionally, it reframed the list of shared values from an academic viewpoint for the purpose of future exploration. Furthermore, the academic area is one of the most prevalent jobs where there is a significant rate of contact across different generations. In order for the institution to achieve its objective, it is necessary to pay a greater amount of attention to the behaviors of the generational cohorts that are being considered.

Purnama, C. (2013)[2]

The study examined the extent to which organizational culture, job satisfaction, organizational commitment, and organizational citizenship behavior (OCB) have an impact on the performance of a company. In the province of East Java, the population of the study consisted of people working in small and medium companies (SMEs) with positions ranging from supervisor to manager. The method of sampling that was used was a collection of samples, which were obtained using stratified cluster sampling, with a total of 174 respondents. The places that have an opportunity for industrial growth were the ones that were responsible for the selection of sample areas. The findings of this research revealed that attitudes towards OCB were influenced by factors such as corporate culture, job satisfaction, and organizational commitment. There was a correlation between organizational commitment and OCB and the effectiveness of a company.

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[1]Yogamalar, I., & Samuel, A. A. (2016). Shared values and organizational citizenship behavior of generational cohorts: A review and future directions. Management: journal of contemporary management issues, 21(2), 249-271.

[2]Purnama, C. (2013). Influence analysis of organizational culture organizational commitment job and satisfaction organizational citizenship behavior (OCB) toward improved organizational performance. International journal of business, humanities and technology, 3(5), 86-100.

Ahmed, N., Rasheed, A., &Jehanzeb, K. (2012)[3]

The notion of OCB is considered to be one of the developing management concepts that are being emphasized for the purpose of improving the efficiency of organizations. The objective of this research was to investigate OCB and the relevance it has for companies in the current context, with the focus specifically on the banking industry. A thorough literature study was used to identify key predictors of OCB, and qualitative research methods were used in order to investigate the connection between the two. An extensive approach that expands on organizational citizenship behavior and its significant relationship with job fulfillment and dedication, worker engagement, and HRDC was provided by the researchers. It has been proposed that widely recognized predictors of OCB may lead towards the promotion of certain behaviors in order to encourage workers to engage in activities that are necessary for improved performance and voluntary intentions.

Mamman, A., Kamoche, K., &Bakuwa, R. (2012)[4]

In general, experts are in agreement that having a varied workforce may result in beneficial results such as the generation of unique and different ideas. However, there is evidence from studies that suggests that more diversity in the workforce might also result in unfavorable consequences. The primary objective of this research is to provide an analytical framework that might assist in explaining why some types of workers, namely those who are considered to be members of Perceived Low Status Minority (PLSMs), do not always deliver results that are desired. PLSMs would react to what they perceive as injustice in an unusual fashion, which would result in decreased engagement and disengagement from OCB, as shown by a number of theories, such as social interaction, justice in organization, status, and altruism theories. This would be the reason why such individuals would respond in such a manner.

Boiral, O. (2009)[5]

Research was conducted on organizational citizenship behaviors in an effort to get a better understanding of the factors that motivate these activities, the manifestations of these behaviors, and the implications these behaviors have on the growth of organizations. On the other hand, the majority of the researches have been conducted from an anthropocentric and intra-organizational point of view, which has a tendency to disregard more widespread environmental concerns. Due to the complexity of environmental challenges and the human, informal, and preventative components of these issues, it is necessary to take into account these issues via initiatives that are conducted on a voluntary and decentralized basis and that rely on the behaviors of corporate citizenship. In studies concerning ecological administration, which have mostly focused on the obvious, official, and prescribed characteristics of organizations, the significance of these actions has been neglected, or even ignored. Research on environmental management was also conducted. It was because of this that the role of those actions has been disregarded, which has led to the current predicament.

Farh, J. L., Zhong, C. B., & Organ, D. W. (2004)[6]

The study investigated the many types of OCB that were prevalent in the People's Republic of China (China) by using an inductive methodology. It gathered 726 OCB occurrences or things that were often witnessed in the workplace from a broad sample of 158 workers and managers working in 72 state-owned, collective, town and village, foreign-invested, and private firms in China. These enterprises were all located in China. Content analysis on them was performed in order to determine the most prominent types of OCB. The findings indicated ten aspects of OCB, with at least one dimension not present in any way in the Western literature and four dimensions that did not play a significant role in the current OCB measures. The reporting of various types of OCB was susceptible to being impacted by the types of organizations. It was found that the Chinese formulation of OCB was distinct from the Western formulation, and that this difference was rooted in the distinctive social and cultural background of China.

Van Dyne, L., & Pierce, J. L. (2004)[7]

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[3]Ahmed, N., Rasheed, A., & Jehanzeb, K. (2012). An exploration of predictors of organizational citizenship behaviour and its significant link to employee engagement. International Journal of business, humanities and technology, 2(4), 99-106.

[4]Mamman, A., Kamoche, K., & Bakuwa, R. (2012). Diversity, organizational commitment and organizational citizenship behavior: An organizing framework. Human Resource Management Review, 22(4), 285-302.

[5]Boiral, O. (2009). Greening the corporation through organizational citizenship behaviors. Journal of business ethics, 87, 221-236.

[6]Farh, J. L., Zhong, C. B., & Organ, D. W. (2004). Organizational citizenship behavior in the People's Republic of China. Organization science, 15(2), 241-253.

[7]Van Dyne, L., & Pierce, J. L. (2004). Psychological ownership and feelings of possession: Three field studies predicting employee attitudes and organizational citizenship behavior. Journal of Organizational Behavior: The International Journal of Industrial, Occupational and Organizational Psychology and Behavior, 25(4), 439-459.

The study stated there were positive relationships among a sense of psychological ownership of the company and attitudes among staff members (such as commitment to the company, job fulfillment, and organization-based self-esteem), as well as work behavior. These linkages were also beneficial. In particular, the fact that psychological control increased explained variance in organization-based optimism and civic engagement in organizations was a very noteworthy finding. Moreover, this was in alongside the effects of being satisfied with one's job and being committed to one's company. The findings, on the other hand, did not demonstrate an added benefit of psychological ownership in terms of forecasting employee performance. This was in contrast to the theoretical work that was done in the past on psychological ownership.

Williams, S., Pitre, R., &Zainuba, M. (2002)[8]

The likelihood of OCB was examined in a group of 114 workers who came from a wide range of industries, firms, and positions. The results showed that as employee perceptions of equal consideration by supervisors improved, the risk of OCB increased. There was no correlation between their perceptions of fair formal processes and fair incentives and their willingness to engage in OCB. After taking into account previously identified patterns of organizational citizenship behavior (OCB) and demographic variables, the authors found that there was a substantial relationship between the perceptions of interactional fairness and the desire to engage in certain activities that are beneficial to the company.

Stamper, C. L., & Dyne, L. V. (2001)[9]

The aim of the research was to construct and evaluate a model of variations in the OCB of full-time and part-time workers based on social exchange theory. The model was constructed using a survey-based field study that included 257 service personnel. There was no difference in the voice behavior of part-time workers and full-time employees, according to the results of a questionnaire that was administered to matched pairs of employees and their supervisors. Instead, part-time employees indicated less helpful organizational citizenship conduct than full-time employees. In addition, the correlations between work status and citizenship were moderated by both the component of desired job status and the contextual element of corporate culture. The findings indicated that favored status was more important to part-time workers than it was to full-time workers when it came to providing assistance.

Moorman, R. H. (1991)[10]

There has been a significant growth in the study of organizational justice over the last several years; nevertheless, there has been a relatively little amount of research that has concentrated on the link between justice views and extra role activities. Using a sample that was taken from two different companies located in the Midwestern region of the United States, this research investigated the link between opinions on fairness and corporate citizenship practices. To provide a theoretical foundation for a link between fairness and citizenship, the theory of equity and other concepts of social interaction were used as sources of inspiration. Through the use of structural equation analysis using LISREL 7, it was discovered that four hypotheses were supported. One of these hypotheses was that there is a connection between views of procedural fairness and four of fifty citizenship dimensions. On the other hand, views of distributive justice did not have any effect on any aspect of citizenship.

Research Gap

Organizations in today's highly competitive market are looking for individuals whose performance extends beyond the typical job reports or official obligations at their place of employment. OCB has been a significant contributor to the expansion of social capital and resources, and it also contributes to the enhancement of the running of an organisation. Several studies have shown that when an employee goes above and beyond their assigned duties to provide assistance to their coworkers and superiors, as well as to aid the company in achieving its goals, the organization reaps the benefits of increased performance, efficiency, and production. As a conclusion to the analysis of literature, with regard to the elements that influence both OCB and socio-economic variables that anticipated that individuals who believe that they have received benefits from others would later experience a sense of responsibility and obligation, and that they would then give back through their additional effort and loyalty. Given their unwavering dedication to their work and their firm determination to continue working for the company, it is not difficult to comprehend the level of effort and devotion that they have shown.

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[8]Williams, S., Pitre, R., & Zainuba, M. (2002). Justice and organizational citizenship behavior intentions: Fair rewards versus fair treatment. The journal of social psychology, 142(1), 33-44.

[9]Stamper, C. L., & Dyne, L. V. (2001). Work status and organizational citizenship behavior: A field study of restaurant employees. Journal of Organizational Behavior: The International Journal of Industrial, Occupational and Organizational Psychology and Behavior, 22(5), 517-536.

[10]Moorman, R. H. (1991). Relationship between organizational justice and organizational citizenship behaviors: Do fairness perceptions influence employee citizenship?. *Journal of applied psychology*, *76*(6), 845.

The positive behavior that is revealed through a high level of OCB should always shape other attitudes and behaviors. For instance, employees report lower intentions to leave their current job. This would cause them to stop looking for alternative jobs elsewhere because they would feel obligated to remain with the organization and compensate it for the support they have received. The research presented a theoretical structure that was pertinent to investigate the important association between organizational citizenship behavior and socioeconomic diversity among IT personnel. The framework was based on reviews, and the hypothesis was framed to explore the relationship.

Statement of the Problem

One of the most important aspects that an employee looks for in a company is the atmosphere he or she will be working in. It is the responsibility of a business to offer its workers with a working environment that is not just safe and secure but also relaxing and enjoyable. Consequently, this would make it possible for the workers to concentrate on their task, which would guarantee that they would work diligently and provide their best effort. In spite of the fact that an organization may not offer the most ideal working conditions, it is nevertheless required to give the workers with just the most fundamental requirements. By doing so, the workers would be better able to protect themselves from the potential health risks that they could face when working in circumstances like these. A company has a responsibility to offer its workers with a working environment that is optimal to the greatest extent feasible. People were pulled to the knowledge technology industry because they realized that the compensation given by IT companies was far more enticing than that provided by any other organization, and it is also featured a number of conveniences. This was the reason why people were attracted to the IT industry. Initially, the compensation that was provided was of an astronomical kind; however, as time progressed and information technology firms began to become more mature and cost-conscious, the compensation component began to decrease. There was a significant disparity between the supply and the demand, which was another factor that contributed to the reduction of remuneration. Academic hostility, frustrations, envy, groupism, and professional competition among employees and colleagues are some of the challenges that ambitious information technology workers must overcome. This contributes to the creation of a totally unfavorable working atmosphere inside the firm. There are many instances in which their attitude and mentality have a significant influence on the well-being of the groups as well as the aims of the organization. A competitive organizational climate has an effect on the OCB of IT professionals, which is also connected with performance. For information technology workers to be able to deal with the pressures of their organizations, it is essential for them to have improved psychological well-being and the effect of socio-economic characteristics. With respect to the organizational citizenship behavior of the organization, this fact brings to light the relevance of the issues that are brought about by the socio-economic diversity of the IT professionals working for the organization inside the company. Employees in the information technology on the other hand, are under the burden of creating an environment that facilitates the delivery of work and enhancing the nature of the task.

Importance of the Study

Managing the differences that are caused due to societal and economic diversity among IT workers has become an urgent need for the companies that has been the topic of this study, which has been carried out by evaluating the concept of employee compensation benefits and its associated features. This research has been carried out by looking at the related components of employee compensation. Several studies have been carried out in order to investigate the factors that employees consider to be significant in deciding the significance that an organization places on the management of socio-economic impacts that IT personnel have on organizational citizenship behavior (OCB). As an example, the company's efforts to promote policies and practices that strive to create diversity in the workplace include recruiting women and people with different abilities, providing maternity benefits, mentoring all employees equally, creating awareness about diversity issues, and holding team managers and top management accountable for the successful implementation of diversity related programs and initiatives. These are just some of the factors that contribute to how diverse the workplace is. In addition, the organization prioritizes impartial recruitment by offering equitable job possibilities to those who are interested in working for the firm. Given the principles of organizational citizenship behavior (OCB), it is expected that the employees would exhibit a higher degree of engagement and a lower inclination to quit the firm. This is in accordance with the expectations that have been set out. There is a possibility that the employees' perception of the value that an organization places on diversity might be enhanced via the implementation of different diversity management solutions that are successful. Not only is it necessary to address the issue of diversity management, but it is also essential to make certain that employees are made to feel welcome by the organizations and teams in which they are employed. In addition to being able to maintain favorable ties with other members of their team, they will also be able to maintain connections with individuals outside the business, which will result in increased participation at work. The extent to which IT employees believe that they are part of the environment at workplace, thus particular job groups are likely to have impacts on the OCB. The development of positive psychology has resulted in a higher emphasis being put on mental wellness and engagement. This is in response to the rising levels of stress that are present in the environment. According to the findings of the research, the socio-economic factors have a major effect on organizational

citizenship behavior (OCB), which is assessed based on the perceptions of IT workers. This view is crucial for addressing the behavioral traits.

Objective of the Study
➢ To examine the influences created by the socio-economic status of IT employees among the dimensions of organisational citizenship behaviour.

Research Methodology

The study has used empirical research design to obtain and to examine the opinions of IT employees based on the impact created by the socio-economic variables on OCB. This research design has scientific approach in measuring the impacts created based on observations and opinions derived from the participants. The research work has used non- random sampling technique for the selection of IT employees who are the participants of the study. The study involves top IT companies based on the turnover which are operating in the study area of Chennai city. The list of employees is obtained from the top five IT companies which involve the population size of 4,612 IT employees spread across the state of Tamil Nadu. The employees working in Chennai were selected for the study based on snowball sampling by enquiring the IT employees and selecting next employees based on the inputs from the existing sample. The study has fixed a sample size of 279 based on the outcome of testing of hypothesis which is evaluated based on the variance testing. The study has used ANOVA and regression model for examining the opinions of IT employees for assessing the impacts created by the socio-economic diversity of IT employees on OCB.

Analysis and Interpretations

The results of the variance analysis is discussed below, which contributes to a better understanding of the effect of socio-economic factors on the OCB of IT workers in the region under consideration. The OCB is affected by various socio-economic diversity of IT employees which can be measured based on the variance calculated using the opinions of the participants. The following discussion helps to understand the evaluation based on the impacts created by the socio-economic diversity.

H_0: There is no significant relationship between socio-economic diversity variables and factors of OCB among IT employees.

H_1: There is no significant relationship between socio-economic diversity variables and factors of OCB among IT employees.

Table -1: Variance - Socio-Economic Diversity Variables and Factors of OCB among IT Employees

S. No	Diversity Variables affecting factors of OCB among IT employees	p. value		
		Category of Age	Family	Earning Capacity
1.	Compliance towards the organisational goals and compliment	0.037*	0.058	0.007**
2.	Better coordination among inter-personal activities	0.087	0.030*	0.003**
3.	Enhancement of harmony at working environment	0.013*	0.020*	0.092
4.	Safeguard of organisational resources	0.011*	0.016*	0.059
5.	Initiative towards individual achievement	0.052	0.789	0.024*
6.	Skill and career development of employees	0.048*	0.153	0.464
7.	Task clarity and evaluation	0.021*	0.024*	0.048*
8.	Promotion of loyalty among the employees	0.038*	0.900	0.059
9.	Higher level of conscientiousness	0.070	0.021*	0.585
10.	Enhancement of helping nature of employees	0.012*	0.653	0.010*
11.	Promotion of organizational participation among the employees	0.690	0.024*	0.013*
12.	Higher level of innovativeness	0.010*	0.215	0.367
13.	Reduced inter-group conflicts among employees	0.028*	0.917	0.006**

*(**- relationship significantly differing @ 1 % level and *- relationship significantly differing @ 5 % level)*

Category of Age and Factors of OCB among IT Employees
The variables that are found to be having significant difference based on the diverse categories of age Compliance towards the organisational goals and compliment, Enhancement of harmony at working

environment, Safeguard of organisational resources, Skill and career development of employees, Task clarity and evaluation, Promotion of loyalty among the employees, Enhancement of helping nature of employees, Higher level of innovativeness and Reduced inter-group conflicts among employees. The significant value suggests that difference in the age of IT employees has caused impact on these dimensions of OCB. These variables are statistically proven to be significant which is evident from the opinions of IT employees.

Family and Factors of OCB among IT Employees
The nature of family can impact the level of OCB portrayed by the IT employees which reveals that difference in the nature of family impact the OCB dimensions of Better coordination among inter-personal activities, Enhancement of harmony at working environment, Safeguard of organisational resources, Task clarity and evaluation, Higher level of conscientiousness, and Promotion of organizational participation among the employees.

Earning Capacity and Factors of OCB among IT Employees
The differences in the remuneration and earning capacity of the IT employees have significant impact on OCB dimension among the areas of Compliance towards the organisational goals and compliment, Better coordination among inter-personal activities, Initiative towards individual achievement, Task clarity and evaluation, Enhancement of helping nature of employees, Promotion of organizational participation among the employees and Reduced inter-group conflicts among employees where the p-value is found to be significant.

Socio-Economic Diversity Variables and Factors of OCB among IT Employees
The variables of area of living and job status are compared with the factors of OCB to identify the impacts created by these variables on the behaviour of IT employees in the study area.

Table -2: Variance - Socio-Economic Diversity Variables and Factors of OCB among IT Employees

S. No	Diversity Variables affecting factors of OCB among IT employees	p. value	
		Area of Living	Job Status
1.	Compliance towards the organisational goals and compliment	0.013*	0.023*
2.	Better coordination among inter-personal activities	0.019*	0.018*
3.	Enhancement of harmony at working environment	0.047*	0.055
4.	Safeguard of organisational resources	0.049*	0.045*
5.	Initiative towards individual achievement	0.016*	0.030*
6.	Skill and career development of employees	0.057	0.120
7.	Task clarity and evaluation	0.971	0.983
8.	Promotion of loyalty among the employees	0.009**	0.613
9.	Higher level of conscientiousness	0.001**	0.039*
10.	Enhancement of helping nature of employees	0.021*	0.012*
11.	Promotion of organizational participation among the employees	0.045*	0.557
12.	Higher level of innovativeness	0.010*	0.801
13.	Reduced inter-group conflicts among employees	0.644	0.001**

(**- relationship significantly differing @ 1 % level and *- relationship significantly differing @ 5 % level)

Area of Living and Factors of OCB among IT Employees
The area of living is statistically significant among the OCB factors of Compliance towards the organizational goals and compliment, Better coordination among inter-personal activities, Enhancement of harmony at working environment, Safeguard of organizational resources, Initiative towards individual achievement, Promotion of loyalty among the employees, Higher level of conscientiousness, Enhancement of helping nature of employees, Promotion of organizational participation among the employees and Higher level of innovativeness.

Job Status and Factors of OCB among IT Employees
The categories of job status has an impact on the OCB factors of Compliance towards the organisational goals and compliment, Better coordination among inter-personal activities, Safeguard of organisational resources, Initiative towards individual achievement, Higher level of conscientiousness, Enhancement of helping nature of employees, and Reduced inter-group conflicts among employees which is explained by the significant p-values among the variables tested.

Regression Modelling- Impacts of Socio-Economic Diversity Variables on Factors of OCB Dimensions among IT employees

The variance testing revealed significant difference in the impacts created by the diverse socio-economic variables on the dimensions of OCB based on the perception of IT employees. The relationship among the variables is measured quantitatively using the regression modeling. The following table provides the results of the model which reveals the relationship among the socio-economic diversity and OCB dimensions in IT sector.

Table -3: Squared Estimates

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	0.901	0.845	0.812	1.2157	0.032	15.132	4	275	0.001	1.361

Dependent Variable: OCB Dimensions among IT Employees

The measurement of the coefficient R square, which displays the predictive component of the model, reflects the interpretive skill of the technique, which was found to be 85%. This has been determined based on the opinions of IT employees and the model has significant explanatory capacity based on independent socio-economic variables involved. The results of the Durbin-Watson test indicate that there is no auto-correlation between the residual values. Due to the fact that the information does not include any redundant information, the accuracy of the model is quite high.

Table – 4: Summary- Variance - Impacts of Socio-Economic Diversity Variables on Factors of OCB Dimensions among IT employees

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	66.779	4	13.355	15.31	*0.001***
	Residual	182.83	275	0.599		
	Total	249.61	279			

a. Dependent Variable: *OCB Dimensions among IT Employees*

A significant link exists between the different components of the socio-economic characteristics of IT employees which have an influence on the OCB of IT professionals working in the IT sector, as shown by the findings of the variance assessment, which provide support for the validity of the model. These results are the result of an investigation on the relationship between the variety of workers in the information technology industry and the manner in which they behave with regard to OCB.

Table – 5: Co-efficient- Impacts of Socio-Economic Diversity Variables on Factors of OCB Dimensions among IT employees

Overall Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Co linearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	8.323	0.081	0	12.450	*<0.001***		
Earnings	1.973	0.032	0.5162	1.113	*0.003***	1.214	1.947
Job Status	1.496	0.052	0.166	0.900	*0.047**	1.120	1.412
Age	3.835	0.075	0.286	0.211	*0.009***	1.009	1.396
Literacy	1.595	0.041	0.451	0.083	*0.007***	1.326	1.003

Dependent Variable: OCB Dimensions among IT Employees

The key components that were retrieved are responsible for the effects that were caused by the variety of socio-economic status of IT personnel on organizational citizenship behavior (OCB), which is vital for improving the efficiency of human resource management. It is determined that the socio-economic aspects have a significant influence on the OCB dimensions, which are assessed based on the comments provided by the personnel of the IT department. The results of the multiple regression analysis indicate that the OCB is impacted by the effects that are brought about by the variety of IT personnel depending on their socio-economic position. A significant amount of dependence exists between the effects and the components.

▪ *OCB Dimensions among IT employees =*
8.323 +
1.973*(Earnings)* +
1.496*(Job Status)* +
3.835*(Age)* +
1.595 *(Literacy)*

Increased optimistic beta coefficients are seen in the critical regions that have an adverse socio-economic effect on the OCB dimensions. These areas are determined by on the uncorrelated factors of category of age, earnings, job status, and literacy. Due to the significant character of the variance analysis, the veracity of the model parameters is supported, and the conclusions of the regression study has also given credibility. The numerous posterior assessments of heteroskedascity and multi-co linearity fall well within the allowed range for the purpose of developing credible forecasts about the effects on the OCB that are based on the diversity of the IT staff. A model that examines the effects of the socio-economic diversity of IT personnel on OCB is provided by the research in a complete manner.

Discussion and Conclusion

It is believed by workers that they would be able to more easily identify themselves with an organization and demonstrate greater OCB if they were given the authority to make choices and were consulted prior to the implementation of new or modifying policy decisions. In order to create a more positive and competitive work environment that results in a stronger sense of attachment to the business, organizations need to foster socio-economic and culture values that encourages collaboration and the sharing of information among colleagues. This would guarantee that IT employees remain with the organization for a longer period of time and are able to contribute to the success of the organization since they are more satisfied with their jobs and are dedicated to the organization's ongoing development. It is the obligation of an organization to guarantee that all IT workers who are in the same grade get the same benefits, and it is also the responsibility of the business to ensure that there is parity in the respective benefits. Since this parity is one of the key variables that influence the behavior of an employee, it is imperative to ensure it whenever possible. When it comes to an employee's alignment and commitment to a company, the leaders of that organization need to have close interactions with the workers, sympathize with them about their issues, and make certain that necessary steps are taken to assist the employees in developing their skills and capabilities. By doing so, not only does this result in a higher level of devotion to the organization, but it also guarantees that workers will gladly contribute more to the expansion of the organization through a favorable attitude towards the company.

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