

Department	Management
Master thesis/project title:	Impact of Team support and Organisational Citizenship Behaviour on Job Performance in Family Firms
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Thesis background:	<p>Team support is psychological assistance and feedback offered by colleagues in the organization. Therefore, it is an essential channel for sharing organizational knowledge and adopting newcomers into the work environment. The establishment of such support among colleagues generates higher levels of commitment to the organization. Team support also regards whether colleagues are helpful and friendly and whether the job provides the necessary environment to make friends.</p> <p>Organizational citizenship behavior (OCB) can be described as discretionary or 'extra-role' behavior that goes beyond the stated requirements of a job description. Although it is not formally rewarded by an organization, it can have a number of important efficiency and effectiveness benefits for an organization and contribute to competitive advantage, according to recent research. Consequently, organizations may want to pay careful attention to promoting such behavior.</p>
Thesis objective:	The main aim of this study is to empirically test the impact of team support and organizational citizenship behavior on individual job performance in the family business in Bosnia and Herzegovina.
Literature:	<ul style="list-style-type: none"> • Mcbain, R. (2004). Developing Organisational Citizenship Behaviour (OCB). <i>Henley Manager Update</i>, 16(2), 25–33. • Foote, D. and Li-Ping Tang, T. (2008), "Job satisfaction and organizational citizenship behavior (OCB)", <i>Management Decision</i>, Vol. 46 No. 6, pp. 933-947. • Drach-Zahavy, A. (2004). Exploring Team Support: The Role of Team's Design, Values, and Leader's Support. <i>Group Dynamics: Theory, Research, and Practice</i>, 8(4), 235-252. • Snape, E., & Redman, T. (2010). HRM Practices, Organizational Citizenship Behaviour, and Performance: A Multi-Level Analysis. <i>Journal of Management Studies</i>. doi:10.1111/j.1467-6486.2009.00911.x