

Organisational Citizenship Behaviour among BEST Employees Affecting Work Culture

Dr. Bageshree Bandekar¹ and Mr. Rishabh Desai²

Assistant Professor, Department of Commerce

Valia College of Arts, Commerce and Science, Mumbai, Maharashtra, India¹

Nirmala Memorial Foundation College of Commerce and Science, Mumbai, Maharashtra, India²

Abstract: *This research paper examines the impact of Organizational Citizenship Behaviour (OCB) on the work culture among employees of Brihanmumbai Electric Supply and Transport (BEST). OCB, which includes voluntary, non-obligatory actions by employees that contribute to the organization, plays a crucial role in shaping the work environment. This study investigates the prevalence of OCB among BEST employees and its effects on organizational work culture, job satisfaction, and overall productivity. The findings highlight the importance of fostering OCB to enhance work culture and suggest strategies for management to encourage such behaviors.*

Keywords: Electric Supply