

The reality of organizational citizenship behaviors and their relationship with job performance quality of the athletes specialists employees in the Directorate of Assuit Youth and Sports

***Dr/ Abdullah Farghaly Ahmed Khamis**

Abstract

This study aimed to recognize the behaviors of organizational citizenship and its relationship with the quality of job performance of athletes specialists employees in the Directorate of Assuit Youth and Sports. This study used the deductive method and it had been applied upon sample from 35 specialists from Directorate of Assuit Youth and its branches. The researcher used the questionnaire as a tool to collect the initial data which prevail the reality of organizational behavior. The second questionnaire discovered the reality of job performance quality. The search had discovered the following results- there is a relationship between the assistant behavior as one axes of citizenship behaviors for development and increasing the capacity of individual of job performance

as an axes of job performance quality- there is a relationship between sportsmanship as one axes of citizenship behaviors organizational and the increasing of employees accuracy in their tasks as one of the job performance quality

Keywords:

The organizational citizenship behaviors- the quality of organizational performance

The Introduction and research problem:

The sports field is considered one the most important real investment of human resource since it's containing a lot of educational and behavioral processes which has a deferential trends and aspects that aims to at raise the next generation to enrich all areas of life and the sportive activity for is characterized by- from all the other activities- practice and interaction that

* Assistant Pro. At the Physical Educational & Psychological Sciences- Faculty of Physical Education , Assiut University

aims to modify the behavior of the human being and the preparation of the good citizen. (Lubna Mahmoud Sanusi 2007, page 25)

And due to the importance of physical education in the modern age , the increasing need to it ,the multiplicity of its functions and its large number staff in the various fields, this has led to increased interest in the science of sports management. (Lutfy Yousef Jahim "2006 page 4)

And the behavior is a social necessity to maintain the life of the community, it is the guarantee of the life continuation , achieve its goals, linking members of the community and achieve harmony between them, since every community has its behaviors which distinguish it from the others, and it's known with the original behaviors which stemming from the cultural heritage that should be preserved and developed. (Jadallah Fatima Al , Volume 19th , December 2010.page 288).

The behavior of organizational citizenship is considered a desired behavior from the organization because it is linked to aspects that affect

the quality and success of the organization such as increasing the available resources and reduce the need for the use of official control methods reduce and encourage the automatic activity and regenerative addition to the link between the citizenship behavior with the environment work , job satisfaction and productivity then the Department is will be responsible for creating the appropriate work environment which encouraging to follow the citizenship behavior . (Hamid Said Shaaban No. (61) 2003. Page 48)

"Cooper" (2001) indicates that organizational citizenship behaviors are presents in the job performance and hope among the employees to take over many functional positions, then without this hope there will be little or no organizational loyalty among workers. (Cooper: 2011: page. 56).

Through previous concepts of functional performance it is clear that the concept of performance is linked to the concept of quality.

And the job performance quality indicators relate to the

achievement derived by an individual through maximizing the quantity and quality of functional outputs, it's the most important factors which must be taken into account when the job performance evaluation had been done and the individual decisions arising there from, rewards , bonuses and promotions, so we must take into account the accuracy and fairness in conducting this assessment (Alsisi Shaaban Mohammed, "2007: 157)

Bennett "(2000) said that the job performance is defend as the individual's ability to achieve the job expectations in many ways such as mass production, quality of production, planning, cooperation, dependability, effort, diligence in work, innovation, and creativity. **(Bennet, thomas experiment origination, vol.p 5).**

Youth and Sports Directorate in Assuit is also considered one of the most important institutions, which is responsible of initiative prepare an integrated citizen physically, mentally and socially, by organizing various activities and supervise technically , administratively and legally upon Youth and

Sports Directorate and sporting activities in Assuit. As it is considered an open system with the community, it does not a separate system, but a part of a larger system which called the society and therefore, when we plan and perform activities we must implement within it the framework of the forces that shapes and formulates a society in which we practice this educational activity.

The success of any educational system in achieving its goals depends largely on the efficiency and quality of human resources working out performance, and there is an agreement between management society that the management and development of human resources is the most successful approach to raise or improve the efficiency of the human resources performance . (Abdullah Farghaly 2002, p. 122).

Researcher finds through access to some research and scientific references that athletes specialist employees must some citizenship behaviors which will contribute significantly to the upgrading and development the job performance quality

which does not depend on employees tasks, But it appears to grow from the application of citizenship behaviors effort from each individual and the work within departments takes a routine form according to the law in addition to the lack of respect for privacy, the large number of complaints, Exaggeration in handling matters and not to help colleagues to one another, not to participate in decision-making , lack of discipline in fully working and not attending meetings , seminars, which are being developed by sports departments and non-interference of employees submission of proposals for the management and all these factors had led to weakness in the upgrade level .

And through some "unregulated" interviews with some Specialists working in the Directorate of Youth and Sports and its departments in Assuit the researcher noted that the culture of citizenship behaviors is likely to weakness and that its members adhere to their mandated work only and perform these tasks in routine manner with a dearth of encouraging citizenship behaviors which leading not

to overcome these departments on the problems which they face , of the achievement low level and the elimination of the shape typical at work, although it does not consider an official performance in itself, But it allows and contributes to the achievement of the overall objectives of the organization and if exploited optimal exploitation in turn leads to increased job performance quality, this prompting a researcher to conduct a study to identify the practice of organizational citizenship behaviors and their relationship to job performance quality

.The importance of research and the need to it :

1-This research may contribute to the enrichment of the intellectual Educational subject of organizational citizenship behaviors and the quality of job performance

2. This study seeks to identify the organizational citizenship behaviors and dimensions on the quality of job performance, which may lead to the improvement, development and raise the quality level of functionality

3. The Arab library lacks the contributions of researchers in the field of organizational

citizenship behaviors.

- the research of Aim's:

- The research aims to identify the organizational citizenship behaviors and their relationship to job performance of athletes specialists working quality in the Directorate of Youth and Sports in Assuit, through the identification of:

1- Organizational citizenship behaviors among athletes Specialists workers Directorate of Youth and Sports in Assuit

2- Job performance of employees at the Quality Specialists athletes working the Directorate of Youth and Sports in Assuit

3- The relationship between organizational citizenship behaviors and the quality of job performance among athletes Specialists workers Directorate of Youth and Sports in Assuit

4- Conceived proposal to organizational citizenship behaviors and the quality of job performance among athletes Specialists workers Directorate of Youth and Sports in Assuit.

- Research questions:

1-What is the organizational citizenship behaviors among sites Specialists athletes working the Directorate of

Youth and Sports in Assuit?

2. What about job performance quality of the athletes Specialists workers Directorate of Youth and Sports?

3. What is the relationship between organizational citizenship behaviors and the quality of job performance athletes Specialists workers Directorate of Youth and Sports in Assuit?

4. What is the suggested proposed to advocate citizenship behaviors and the job performance of Specialists athletes Directorat in Youth and Sports in Assuit?

Research procedures: - the methodology:

The researcher used the descriptive approach for the relevance and appropriateness of the study nature .:

The community of this research are specialists athletes in Directorate of Youth and Sports in Assuit

data collection tools:

A researcher used in data collection the following tools:

- Studies and specialized research in the field of organizational citizenship behaviors and functionality.
- Specializing in educational

and psychological science, sports management and scientific references.

. The two forms of a questionnaire designed by the researcher: -

- The first form is designed to recognize the reality of organizational citizenship

behaviors Specialists working athletes and sports in Assuit.

- The second form aims to identify the functionality Quality Specialists athletes and sports workers .

Management and scientific referencen:-

Table (1)

The views of experts gentlemen axes proposed questionnaire for organizational citizenship behaviors (n = 19)

No.	Axes	agree	Not agree	Percentage
1	Assistant behavior	١٥	٤	%٧٩
2	Sport spirit	١٨	١	%٩٥
3	Individual initiative	١٨	١	%٩٥
4	The credibility of citizenship	١٧	٢	%٨٩.٥
5	Regulatory obedience	١٧	٢	%٨٩.٥
6	Self-development	١٧	٢	%٨٩.٥
7	Organizational Commitment	١٧	٢	%٨٩.٥

- Financial transactions of organizational citizenship behaviors form:

First: Honesty questionnaire (organizational citizenship behaviors).

- Ratified the arbitrators (content). - Internal believe consistency

The researcher used the sincerity of the internal

consistency of the expense of honesty coefficient at the questionnaire in order to verify the authenticity of the questionnaire, which was applied questionnaire on a group of 10 individuals from the research community and from outside the sample of basic research in the period from 15/11 until 30/11/2015.

Table (2)

show the correlation coefficients between sum of all organizational citizenship behavior questionnaire axes

The total of the forms n =(10)

No.	Axes	SMA	Standard deviation	The calculated value of r
١	Assistant behavior	٢٥.٥٥	١٥.٩١	٠.٩٧
٢	Sport spirit	١١.٦٥	٤.٦٢	٠.٩٣
٣	Individual initiative	١٨.٥٥	٧.٨١	٠.٩٩
٤	The credibility of citizenship	٢٧.١٥	١٢.١٦	٠.٩٧
٥	Regulatory obedience	١٢.٧٥	٥.٢٢	٠.٩٧
٦	Self-development	١٨.٨٥	٧.٥٤	٠.٩٨
٧	Organizational Commitment	١٥.٥٥	٦.٨٥	٠.٩٦

Tabular value of r at the level of (0.05= 0.33)

It is clear that the correlation coefficients between the sum of each axis of the total score for the form ranged between (0.93: 0.99), a statistically significant correlation coefficients at level (0.05), which refers to the phrases and themes questionnaire organizational citizenship behaviors characterized by a high degree of honesty.

The Reliability:

1. Method of application and

re-application

The researcher used the method of application and re-application to calculate the reliability coefficient of the questionnaire survey which was applicable to the number of (10) member of the research community and outside the research sample core, from 17/11/2015 and that interval of 15 days and Table (3) shows that :

Table (3)
the correlation coefficient between the first application and the
second application to the axes of organizational citizenship
behavior questionnaire and form a whole n= (10)

No.	The variable	1st application		2nd application		Value of r
		a	P	A	p	
١	Assistant behavior	٢٥.٠٥	١٠.٩١	٢٥.٦٠	١٠.٢٩	٠.٩٩
٢	Sport spirit	١١.٦٥	٤.٦٢	١١.٤٥	٤.٠٨	٠.٩٥
٣	Individual initiative	١٨.٥٥	٧.٨١	١٨.٢٥	٦.٧٧	٠.٩٨
٤	The credibility of citizenship	٢٧.١٥	١٢.١٦	٢٦.٨٥	١١.٠٦	٠.٩٩
٥	Regulatory obedience	١٢.٧٥	٥.٢٢	١٢.٦٥	٤.٦٩	٠.٩٧
٦	Self-development	١٨.٨٥	٧.٥٤	١٨.٧٥	٧.٠٣	٠.٩٨
٧	Organizational Commitment	١٥.٥٠	٦.٨٥	١٥.٢٥	٥.٩٩	٠.٩٧
٨	The firm as whole	١٢٩.٥٠	٥٣.٢٩	١٢٨.٨٠	٤٧.٧٨	٠.٩٩

he value of tabular r at (0,05 = 0.33) is evident from Table (3) that the correlation coefficients between the first application and the second application ranged between (0.95: 0.99), a statistically significant correlation at the level of transactions (0.05) which indicates that the phrases and themes organizational citizenship behavior questionnaire

characterized by a high degree of stability.

2- Alpha Cronbach Method:

The researcher used Alfa equation cronbak it's an equation used to illustrate the general logic of the stability tests, the value of the stability of the scale coefficient of (0.247), which is considered as a high value indicates stability.

The second questionnaire: (job performance quality).

Table (4)
The number of application functionality quality questionnaire statements before and after the display. on the experts

No.	Axes	Before display	Eliminate	After display
1	Functional ability	١٤	١	١٣
2	Career Excellence	١٢	-	١٢
3	Functional literacy	١١	-	١١
4	Functional decisions	١٠	-	١٠
5	Career commitment	٩	-	٩
6	Career Creativity	١٣	-	١٣
7	educational administration	١٣	١	١٢
Total		٨٢	٢	٨٠

The researcher agreed upon proportion (75%) to accept the expert opinion

It is clear from Table (4) there were excluded neutral terms which is No. 14 of the axis from the ability to do the job, and No. (9) of the axis of educational administration and became the total number (80) .

Second: Scientific formulation form functionality quality.

1- Internal consistency:

The researcher used the sincerity of internal consistency to calculate the coefficient of honesty where it was applied on a prospective survey sample of (10) individuals from the research community and outside of basic research sample The following correlation coefficients to form functional performance quality.

Table (5)
correlation coefficients between the sum of all axes of the axis of functionality and overall quality form started to form n (10)

No.	Axes	SMA	standard deviation	The value of calculated r
١	Functional ability	٤٣.٥٠	١٧.٢٦	٠.٩٩
٢	Career Excellence	٤٢.٥٠	١٥.٧١	٠.٩٩
٣	Functional literacy	٣٧.٤٥	١٣.٨٣	٠.٩٩
٤	Functional decisions	٣١.٥٠	١٣.٢٠	٠.٩٩
٥	Career commitment	٣٠.٣٥	١١.٩٩	٠.٩٨
٦	Career Creativity	٤١.١٥	١٧.٣٣	٠.٩٩
٧	educational administration	٢٢.٣٥	٧.٧٦	٠.٩٧

Tabular value of r at the level of (0.05 = 0.33). It is seen from

the table (26) that the correlation coefficients between the sum of each axis of the total score for the form ranged between (0.97: 0.99), a statistically significant correlation coefficients at level (0.05), indicating that the form axes job performance quality questionnaire characterized by a high degree of honesty Stability Form Reliability :

1. Believe of the arbitrators

(content).

The researcher used the method of application and re-application to calculate the reliability coefficient of the questionnaire survey was applicable to the number (10), member of the research community and outside the research sample core, from the period (17.11.2015 to 02/12/2015 and that an interval of 15 days).

**Table (6)
the correlation coefficient between the first application and the second application of the axes form functionality and quality questionnaire form as a whole (n= 10)**

No.	The variable	1st application		2nd application		R value
		a	P	A	p	
1th axis	Functional ability	٤٣.٥٠	١٧.٢٦	٤١.٣٠	١٥.٩٧	٠.٩٧
2th	Career Excellence	٤٢.٥٠	١٥.٧١	٤٠.٠٠	١٤.٥٦	٠.٩٨
3th	Functional literacy	٣٧.٤٥	١٣.٨٣	٣٥.١٠	١٢.٦٣	٠.٩٩
4 th	Functional decisions	٣١.٠٥	١٣.٢٠	٢٩.٤٥	١٢.٦٢	٠.٩٧
5 th	Career commitment	٣٠.٣٥	١١.٩٩	٢٨.٢٠	١٠.٨٧	٠.٩٥
6 th	Career Creativity	٤١.١٥	١٧.٣٣	٣٩.٠٠	١٦.٤٠	٠.٩٨
7 th	educational administration	٢٢.٣٥	٧.٧٦	٢١.٢٠	٧.٤٠	٠.٩٧
٨	The whole form	٢٤٨.٣٥	٩٥.٧٣	٢٣٤.٢٥	٨٨.٦٥	٠.٩٩

Tabular value of r at the level of (0.05= 0.33)

It is evident from Table (6) that the correlation coefficients between the first application and the second application ranged between (0.95: 0.99), a statistically significant correlation coefficients at the level (0.05), suggesting that the behavior of organizational citizenship questionnaire phrases characterized by a high degree of stability.

Application of the questionnaire:

The researcher applying the questionnaire functionality Quality specialists athletes Assuit form, it was applied during the period from (25/12/2015 – 27/12/2015), according to the balance of the estimated triple (agree- to some extent- not agree)it has been corrected questionnaire so I gave the answer (agree) five degrees (to some extent) three degrees and answer (not agree)

Table (7) the level of responsiveness of each phrase and the axis of the questionnaire axes

one degree, it has been collecting the data , organizing, scheduling and processed statistically. annex (7).

Statistical processors used:

The researcher used the following data processing: SMA-statistical deviation transactions .- Pearson correlation coefficient. the degree.

results of the study: -

I. The relative account had been weighted , then determine the level of verification for each phrase and the axis of the questionnaire axes:

It was identified during the verification of the level of the equation:

Check the level = $(n - 1) / N$.

Where N means the number of responses (n = 3) - the level of verification = $(3-1) / 3 = 0.67$

The response	Value choice of each phrase (weight)	The rang Of To	
Phrase signify the verification significantly	3	3	2.33
Phrase signify the verification to some extent	2	2.32	1.60
Phrase signify the verification a little	1	1.64	0.97

First . Results about the total sample responses to identify citizenship behaviors:

Second: Results about total samples responses to behaviors citizenship axes:

**Table (8)
weighted averages of the axes for the questionnaire and the questionnaire as a whole**

axes	The correlation coefficient	axes	The correlation coefficient
Assistant behavior	١.٦٦	Regulatory obedience	١.٧٢
Sport spirit	٢.٣٦	Self-development	١.٦٣
Individual initiative	٢.٠٤	Organizational Commitment	١.٦٦
The credibility of citizenship	١.٦٧		
The questionnaire as a whole = 1.82			

The previous table (8) shows the averages weight of the questionnaire axes and the questionnaire as a whole and consistent of this result with Abdullah Abdul Ghani Tjm study (1996), where the study recommended administrative institutions to work on achieve organizational behavior through organizational justice among their employees, to reach a high degree of commitment, allows evolution, and it is the biggest role rests with administrative leaders

Second : Results about a total sample responses on the quality of job performance questionnaire:

- The relative weights had been calculated, then determine the level of verification for each phrase and the axis of the questionnaire axes:

It was identified during the verification of the equation level :

Check the level = $(n - 1) / N$.

Where N means the number of responses (n = 3) the level of verification = $(3-1) / 3 = 0.67$

Table (22) the level of responsiveness of each phrase and the axis of the axes of the questionnaire quality functionality

Second : Results about a total sample responses on the functional interaction hubs:

Table (9)
Weighted averages of the axes of the questionnaire and the questionnaire as a whole

Axes	The correlation coefficient	axes	The correlation coefficient
Functional capacity	١.٧٠		٢.٠٣
Career Excellence	١.٧٩	Creativity of job	١.٧١
Functional decisions	١.٨١	educational administration	١.٩١
Employment Information	٢.١٦		

The questionnaire as a whole = 1.87

The previous table shows the sample responses was moderately this is matching with the study of Atiq Jkh , Abdul Rahim Al Shaheen (2007) and the findings revealed a high degree of confidence in the four components of the administrative system. Also showed that workers in the Ministry of Health have more confident strategic vision and management control from others. Study by Mervat Ibrahim Rashid (2007) found that there is a difference between the dimensions of empowerment and the

dimensions of citizenship behaviors

Third-the correlation relationship between the research sample grades in each of the measurements of the citizenship behavior and job interaction

To verify the existence of correlation between the research sample grades in the two scales we used Pearson correlation coefficient through the statistical program SPSS and tabular (32), and (33) illustrate the description of the sample matrix and correlation coefficients between the two variables.

Table (10)
sample description of the variables of search behavior of
citizenship and job interaction

Dimensions	SMA	standard deviation	Number
Assistant behavior	١٣.٢٤٠٠	٣.١١٢٨٨	٢٥
Sportsmanship	١١.٤٠٠٠	١.٥٢٧٥٣	٢٥
Initiative / individual	١٤.٢٨٠٠	١.٥١٤٣٨	٢٥
Believe / citizenship	١٣.٣٢٠٠	١.٨٨٦٨٠	٢٥
Obedience / regulatory	٨.٦٤٠٠	٥٦٨٦٢	٢٥
Development / own self	١١.٣٦٠٠	١.٣٥٠٣١	٢٥
Loyalty / regulatory	١٠.٠٠٠٠	٢.٤٤٩٤٩	٢٥
Scale / Citizenship	٨٢.٢٤٠٠	٣.٤٩١٤٢	٢٥
Capacity	١٨.٧٦٠٠	٢.٢٢٢٦١	٢٥
Significance	٢٠.٥٢٠٠	١.٢٩٤٨٦	٢٥
Decisions	٢٠.٨٤٠٠	١.٥١٨٧٧	٢٥
Data	٢٠.٢٠٠٠	١.٤١٤٢١	٢٥
commitment	٢١.٠٨٠٠	١.٥٢٥٣٤	٢٥
creativity	١٧.٦٤٠٠	٢.٠٥٩١٣	٢٥
Management	١٦.٤٨٠٠	٢.٤٠٠٠٠	٢٥
Scale / functionality Quality	١٣٥.٥٢	٣.٩١٧.٦	٢٥

The previous table shows that there is a correlation between organizational citizenship behavior and the quality of job performance a study by Saeed Shaaban Hamed (2003) This study found most important results about a positive correlation between job performance and the realization of the individual to

support organizational, as framing the relationship of the individual boss and the realization of the individual support organizational as two mediator variables which has a fundamentally impact on the relationship between job performance and organizational citizenship behavior

Table (11)
matrix Pearson correlation coefficients between grades
The research sample in both the behaviors of citizenship and job
interacting gauge

Dimensions	Ability	significant	Decisions	data	commitment	creativity	Management	Interaction scale
Assistant behavior	- ** .09	** .70	.14	- ** .73	** .07	** .04	** .74	* .30
Sportsmanship	.18	.03	.11	.27	.13	.22	.04	.18
Initiative individual /	- ** .71	.28	.23	* .38	* .32	** .72	** .04	* .42
Believe citizenship /	* .39	.17	* .39	.13	.27	* .44	* .44	* .20
Obedience regulatory /	** .72	** .08	** .46	** .01	* .30	** .72	** .93	** .73
Development / own self	.14	.08	.13	.13	* .38	.07	.00	.18
Loyalty regulatory /	** .48	** .71	.21	** .71	.10	.30	** .09	** .04
Scale Citizenship /	- ** .72	.19	.26	.08	** .07	** .74	** .03	.07

** Significant at the 0.01 level of significance in terms indicate tabular value of the coefficient of Pearson at this level to (0.45).

It had been Seen from the table (32) as follows:

1. Assistant behavior linked statistically with a significant positive dimensions of excellence, commitment, creativity, and has linked statistically significant negative dimensions of power, information, and management, and the total score for the scale of verbal interaction.
2. Sportsmanship linked non-statistically with significant different dimensions of the verbal interaction, commitment scale .
3. Individual initiative is closely associated with

- positive statistically significant dimensions, commitment, creativity, and linked statistically significant negative dimensions of power, information, management, and the total score for the scale of verbal interaction
4. Believe citizenship linked statistically with significant positive dimension of creativity, and is closely associated with negative statistically significant dimensions of capacity, making, management, and the total score for the scale of verbal interaction

5. Organizational and

obedience is closely associated with positive statistically significant dimensions of capacity, decisions, information, and management and the total score for the scale of verbal interaction, and is closely associated negative statistically significant excellence, commitment,

6. Self-development are closely have a negative statistically significant only dimension commitment to measure verbal interaction

7. Organizational loyalty is closely associated with positive statistically significant dimensions of power, information, and management and the total score for the scale of verbal interaction, and is closely associated with negative statistically significant dimension of excellence,

8. Total score which measure behavior of citizenship linked statistically significant with positive excellence, commitment, and is closely associated with negative statistically significant capacity, and management to measure verbal interaction.

First conclusions: Through scientific procedures which followed to achieve the aim of the research, and in the light of

the researcher findings the results can be reviewed the following conclusions:

Identify organizational citizenship behaviors, the quality of performance and its relationship to job performance among workers the quality of the Youth and Sports Directorate in Assuit identify the following :

1. About the organizational citizenship behaviors of the Directorate of Youth and Sports in Assuit.

2. The quality of job performance for employees Directorate of Youth and Sports in Assuit.

3. The relationship between organizational citizenship and the quality of job performance Directorate of Youth and Sports in Assuit.

First, organizational citizenship behaviors:

1. levels as a whole in all axes form behaviors regulatory high levels of organizational behavior questionnaire are:

- Respect for the rights and the specifics of other colleagues.
- Refused of wasting time on trivial things.
- Follow the procedures and instructions of the organization.
- Enjoy talking about the

organization.

- Respect for colleagues at work.

- Provide colleagues with relevant information that will help the performance of their work.

- The feeling of friendliness towards colleagues.

Intermediate levels of organizational citizenship behaviors are:

- Fulfillment of colleagues in their absence from work.

- Work on the development of the positive aspects and address the negative aspects.

- Work on doing business in early action indicated.

- Workers feeling that the organization problems is considered as personal problems of their own.

- Careful appearing with a good looking and disposition high ethics.

- Work on the knowledge and capacity development.

- Addressing the threats that harm the work.

Low levels of organizational citizenship behaviors are:

- The willingness to give some time to help others.

- Lack of rebuke inclination .

- Concern for the subjective and objective evaluation of all the work assigned.

- The participation with colleagues to express an opinion about the best that can be achieved.

- Always careful to follow the rules and procedures associated with the work.- Learn new skills to serve the work.

- Provide colleagues with relevant information that will help their business performance.

Second, the quality of job performance:

Levels as a whole in all axes form functionality quality high levels of quality job performance questionnaire are:

- Do all the work that is the affectation.

- Ensuring good planning and preparation for proper action.

- Put different subjects according to their priority and their relative importance.

- Interest in obtaining all administrative information when making decisions.

- Careful not to delay the completion of the work specified deadlines.

- To ensure the application of good ways to work to resolve any problem facing the workflow.

- Providing the necessary facilities to carry out their missions.

Medium quality job performance levels are:

- Ability to use restraint when exposed to business problems.
- Doing the risks in coordination with all departments in the organization.
- Full regulations which governing the work of know-how.
- Take continents based on facts, data, and availability of information system that serves the proceedings.
- Commitment to labor laws and his knowledge.
- Possess an accurate view of the problems of work.
- To ensure the implementation of the work accurately and mastery commands.

Low-quality job performance levels are:

- The ability to write your own work reports.
- Scheduling of the work will be done accomplishing.
- Experience in the formulation of the damaged organs and scrapped.
- Take functional decisions on the basis of information contribute and help in making career decisions.
- Care to spend most of the hours of work in the performance of work duties.

- Preference for composite business routines Statistics.

- To ensure the follow-up professional growth.

Organizational citizenship behaviors and their relationship to job performance quality:

- There is a relationship between the helper behavior as one of the behaviors of citizenship development axes and increase an individual's job performance as one of the axes of the quality of job performance.

- There is a relationship between the sporting spirit as organizational citizenship behaviors and increase workers in job performance accuracy as job performance quality axes axes.

- There is a relationship between organizational loyalty as organizational citizenship behaviors and to increase educational administration as one of the axes functionality quality axes.

Second: Recommendations:

1. The need to understand the senior management of organizational citizenship behaviors which prevalent within the directorate of sports in Assuit and recognize the positive aspects and try to develop and meet its aspects

2. The need for management's attention with the consent of workers and the development of citizenship behaviors have as follows: -

- Equality of all workers, leading to increased organizational citizenship behaviors.

- Develop a spirit of friendship and understanding between superiors and subordinates and subordinates among them.

- Require periodic informal meetings superiors and subordinates pool.

- The need for a sense of the importance of their workers, leading to increased organizational citizenship behaviors.

3. convince workers of the importance and necessity of change must also be on the administration to explain to employees how to adapt to change.

4. promote a sense of social organizational citizenship behavior of athletes because of its important role in raising the functionality of the organization quality.

5. Persuading the specialists athletes within athletes Specialists workers Directorate of Youth and Sports in Assuit achievement through the

application of organizational citizenship behaviors axes.

6. Interest recognized indices and development of the quality of job performance, in terms of the ability to job performance, and accuracy in job performance, job commitment, creativity and innovation in the performance of the job, and educational administration.

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