



**Influence of Psychological Contract Breach on Organisational Citizenship Behaviour:
Mediating Effect of Positive Organisational Behaviour**

Name of the Employee (optional)

Name of the Organisation (optional)

What is your gender?

- Male
- Female

What is your age?

- 20 – 30
- 31- 40
- 40

What is your educational qualification?

- BE/ B.Sc / MCA (Software related)
- BCOM / BBA / MBA (Commerce & Management)
- Medical / Pharma related Qualification

What is your Occupation?

- Software Trainee / engineer/ Team Lead
- Doctor / medical practitioner
- Academician
- Others

Mention your Monthly Income

- 20K - 40K
- 41K - 60K
- 61K - 80K
- 81K - 100K

How long you have been employed in this Organisation?

- < 1 year
- 1 to 2 yrs
- 2 to 3 yrs
- 3 yrs

What is your marital status?

- Married
- Unmarried
- Separated / Divorced



What type of family do you live with?

- Nuclear
- Joint
- Live – in



The following survey items refer to your perception of PSYCHOLOGICAL CONTRACT BREACH. Using the following scale, circle the number that best describes your agreement or disagreement with each statement. *

	Strongly Disagree - 1	Disagree - 2	Disagree to Some Extent - 3	Agree to Some Extent - 4	Agree - 5	Strongly Agree - 6
I feel my organization cares for me.						
Almost all the promises made to me by my employer during recruitment have been kept so far						
I feel proud to work in my organization						
So far my employer has done an excellent job of fulfilling its promises to me						
My organization's policies, goals, and practices seem to have little in common						
I feel pride in my organisation						
When my organization says it's going to do something, I wonder if it will really happen						
I see little similarity between what my organization says it will do and what it actually does						
I feel outrage based on how i have been treated by my organisation						



I often experience irritation when I think about my organisation						
I often experience aggravation when I think about my organisation						
I often experience tension when I think about my organization						
I feel that the organization has violated the (mutual unwritten obligations) contract between us						
I often experience anxiety when I think about my organization						
I feel admiration for my organization						
I complain about how things happen at my organization to friends outside the organization						
I exchange "knowing" glances with co-workers						
I feel extremely frustrated by how I have been treated by my organisation						
I feel resentment towards my organization						



I often talk to others about the ways things are run at my organisation						
I criticize my organization's practices and policies with others						
I find myself mocking my organization's slogans and initiatives						
I received the Salary which was promised at the time of hire.						
My Pay package is revised at the rate in was promised during my recruitment.						
I receive a competitive salary.						

The following survey items refer to your PSYCHOLOGICAL WELL BEING. Using the following scale, circle the number that best describes your agreement or disagreement with each statement. *

	Strongly Disagree - 1	Disagree - 2	Disagree to Some Extent - 3	Agree to Some Extent - 4	Agree - 5	Strongly Agree - 6
In general, I feel I am in charge of the situation in which I live.						
Most people see me as loving and affectionate.						
When I look at the story of my life, I am pleased with how things have turned out.						



My decisions are not usually influenced by what everyone else is doing.						
The demands of everyday life often get me down.						
I think it is important to have new experiences that challenge how you think about yourself and the world.						
I have a sense of direction and purpose in life.						
In general, I feel confident and positive about myself.						
I am quite good at managing the many responsibilities of my daily life.						
I have the sense that I have developed a lot as a person over time.						
I enjoy personal and mutual conversations with family members or friends.						
I like most aspects of my personality.						
I have confidence in my opinions, even if they are contrary to the general consensus.						
People would describe me as a giving person, willing to share my time with						



others.						
I enjoy making plans for the future and working to make them a reality.						
For me, life has been a continuous process of learning, changing, and growth.						
Some people wander aimlessly through life, but I am not one of them						
I judge myself by what I think is important, not by the values of what others think is important.						
I have been able to build a home and a lifestyle for myself that is much to my liking.						
I know that I can trust my friends, and they know they can trust me.						
When I compare myself to friends and acquaintances, it makes me feel good about who I am.						



The following survey items refer to your ORGANISATIONAL CITIZENSHIP BEHAVIOUR. Using the following scale, circle the number that best describes your agreement or disagreement with each statement. *

	Never - 1	Once or twice - 2	Once or twice in a month - 3	Once or twice a week - 4	Everyday - 5
Picked up meal for others at work					
Took time to advice, coach, or mentor a co-worker.					
Helped co-worker learn new skills or shared job knowledge.					
Helped new employees get oriented to the job.					
Lent a compassionate ear when someone had a work problem					
Lent a compassionate ear when someone had a personal problem					
Changed vacation schedule, workdays, or shifts to accommodate co-worker's needs					
Offered suggestions to improve how work is done.					
Offered suggestions for improving the work environment					
Finished something for co-worker who had to leave early					
Helped a less capable co-worker lift a heavy box or other object					
Helped a co-worker who had too much to do					
Volunteered for extra work assignments					
Took phone messages for absent or busy co-worker					
Said good things about your employer in front of others					



Gave up meal and other breaks to complete work					
Volunteered to help a co-worker deal with a difficult customer, vendor, or co-worker					
Went out of the way to give co-worker encouragement or express appreciation.					
Decorated, straightened up, or otherwise beautified common work space					
Defended a co-worker who was being "put-down" or spoken ill of by other co-workers or supervisor.					

The following survey items refer to your IMMEDIATE SUPERVISORS' AUTHENTIC LEADERSHIP STYLE, AS YOU PERCEIVE IT. Choose the option that best grades how frequently each statement fits his /her leadership style using the following scale. *

	Not at all - 0	Once in a while - 1	Sometimes - 2	Fairly often - 3	Frequently / Always - 4
Says exactly what he/she means					
Admits mistakes when they are made					
Encourages everyone to speak their mind					
Tells us the hard truth					
Displays emotions exactly in line with feelings					
Demonstrates beliefs that are consistent with actions					
Makes decisions based on his / her core values					
Asks us to take positions that support our core values					
Makes difficult decisions based on high standards of					



ethical conduct					
Solicits views that challenge his / her deeply held positions					
Analysis relevant data before arriving at a decision					
Listens carefully to different points of view before arriving at conclusions					
Seeks feedback to improve interactions with others					
Accurately describes how others view his / her capabilities					
Knows when it is time to re-evaluate his/her positions on important issues					
Shows his/her understanding on how specific actions impact others					