



# Office Form Design and Employee Performance of Deposit Money Banks in Rivers State

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**Abstract:** *This study examined the relationship between office forms design and employee performance of Deposit Money Banks in Port Harcourt. The study utilized a cross-sectional research survey design. Data were primarily sourced through structured questionnaire. The population of the study embraced 272 permanent employees of the 21 Deposit Money Banks in Rivers State. The sample size of 162 was determined using the Taro Yamane's formula for sample size determination. A 4 points Likert Scale questionnaire was initially validated by the supervisor and also subjected through the reliability test using the Cronbach Alpha reliability with accepted coefficient value for all items at above 0.70 selected. Data generated was analyzed and presented using both descriptive and inferential statistical techniques. The hypotheses were tested and analyzed using the Spearman's Rank Order Correlation Coefficient. Study findings revealed that there is a significant relationship between office forms design and the measures of employee performance of Deposit Money Banks studied. The study thus concludes that office forms design significantly influences employee performance of Deposit Money Banks in Port Harcourt. The study recommends that Deposit money banks should conduct a survey or feedback session with employees to gather their input on current office forms and identify areas for improvement. This approach would allow for a more collaborative and employee-centered approach to form design, ensuring that the forms are tailored to the specific needs and preferences of the employees using them.*

**Key Words:** *Office Forms Design, Employee Performance, Task Accomplishment, Employee Creativity*

## INTRODUCTION

The role of office forms design in enhancing employee performance has been established in various research studies. Samani, Rasid, and Sofian (2015) agreed that when office forms were designed with simplicity and clarity, employees were able to complete tasks with greater efficiency and accuracy. This was attributed to the fact that the forms were easier to read and understand, which reduced the amount of time and effort needed to complete the tasks. Furthermore, when forms were designed in a structured and organized manner, it allowed for better tracking and monitoring of employee performance. This was beneficial in that it provided a clear view of the employee's progress and allowed for identification and rectification of any errors in terms of both time and accuracy. Overall, the research concluded that office forms design can be a powerful tool in improving employee performance.

Good office forms design can provide a myriad of benefits to employees in terms of improving productivity. According to Munarko (2022), the design of an office form should be based on the needs of the user and should be well organized, making it easier to understand. An effective form design can help reduce the amount of time needed to complete the form, as well as the number of errors. By minimizing the number of errors and ensuring that users understand the form, the amount of time and resources needed for data entry and processing can be reduced. Additionally, a good form design can improve communication between employees, as well as between the employer and employees. This type of communication can help to reduce the number of misunderstandings and mistakes, as well as to improve collaboration between team members. Furthermore, good form design can help to increase morale and engagement among employees, leading to higher levels of productivity. In conclusion, good office forms design can provide a range of benefits to employees in terms of improving productivity.

The design of office forms can have a significant impact on employee performance, which is why it is so important to implement effective strategies to ensure maximum productivity. With the right strategies in place, employees can be better equipped to complete tasks in a timely and efficient manner (Armstrong, 2010). According to Armstrong (2010), one of the most effective strategies for office form design is to ensure that the form is organized, concise, and easy to understand. Forms should be designed to be as user-friendly as possible, with clear instructions and labels, and a simple layout. Additionally, forms should be designed to capture only the necessary information, with any unnecessary data removed. Furthermore, it is essential to make the forms easy to access and use by providing easy access to an electronic version that can be filled in and submitted online. Finally, it is important to ensure that the forms are secure, with adequate protection from unauthorized access. By implementing these strategies, employers can maximize their employees' performance with effective office form design.

The purpose of the study was to examine the relationship between office form design and employee performance of deposit money banks in Rivers State

In pursuance of this purpose, the study objectives are to:

- i. Examine the relationship between office form design and task accomplishment of deposit money banks in Rivers State
- ii. Determine office form design and employee creativity of deposit money banks in Rivers State

## **LITERATURE REVIEW**

### **Office Forms Design**

Automating office form design processes can have numerous benefits. According to Malone (1983), automated form design processes can allow for greater efficiency and accuracy when dealing with large amounts of data. Automation also allows for the streamlining of processes and the elimination of manual data entry, which can drastically reduce errors. Additionally, automated form design processes can help to create a more organized and user-friendly office environment. This is because the automation of forms can allow for a more personalized experience, as it can provide users with tailored forms that are designed specifically for them. Automation can also help to reduce costs associated with maintaining an office form design process, as it can reduce the amount of manpower and resources

needed to complete the task. Overall, automating office form design processes can provide numerous benefits and should be considered when making decisions about office design.

both from a usability standpoint and from a security standpoint. Furthermore, they emphasize the importance of testing forms for usability, and then making improvements to address any issues that are uncovered. In sum, forms design is a complex process, requiring attention to both user needs and technical considerations. By following Begoli and Horey's principles of effective forms design, designers can ensure that the forms they create are both effective and secure. The usability of office forms is an important factor in the success of many businesses. As such, it is of great importance to understand the effective strategies for improving the usability of office forms. According to Payne, Hines, and Chan (2015), there are several strategies available to improve the usability of office forms. These strategies are focused on both the form design and the user experience. In terms of form design, Payne et al. (2015) suggest using a "clean and minimalist design", which includes limiting the number of elements on the form, designing it for easy navigation, and using the appropriate font and color. Additionally, Payne et al. (2015) recommend using a "user-centered design" approach, which includes considering the users' goals, tasks, and preferences when designing the form. Furthermore, Payne et al. (2015) suggest using automated validation to ensure that the form is completed correctly, as well as providing feedback to the user to help them complete the form. Finally, Payne et al. (2015) recommend testing the form with actual users to assess its usability and make necessary changes. By employing these strategies, businesses can ensure that their office forms are both effective and user-friendly.

### **Concept of Employee Performance**

Job performance of employees plays a crucial factor in determining an organisational performance (June & Mahmood, 2011) Job performance is defined as it focuses directly on employee productivity by assessing the number of units of acceptable quality produced by an employee in a manufacturing environment, within a specific time period (Ambrose, *et. al.*, 2013). Performance is what the organization hires one to do, and do well (Campbell, 1990, as in June and Mahmood, 2011). Performance is a multi-dimensional concept (Sonnentag & Frese, 2002). On the most basic level, Borman and Motowidlo (1993) distinguish between task and contextual performance (Sonnentag & Frese, 2002). Use of several criteria becomes needed in order to evaluate job performance of an employee accurately (Opatha, 2009). He further noted employee performance can be focused based on traits, behaviours and results.

Job performance directly focuses on productivity of worker via assessment of the units' number of suitable quality created by a worker in a processing environment, in a specific period of time (Putterill & Rohrer, 1995). The business success is dependent on performance of employees. Increasing the employees' performance from the lowest organization levels to senior management is one of the most efficient techniques of increasing business profit as well as performance.

According to Al-Ahmadi (2009) improvement of performance is not only an outcome of well-running system but as well as dependent on efficient strategies of human resource that thrive in employing as well as keeping motivated and committed employees. Ivancevich (1998) reported that the performance dimensions on which a worker is assessed are called the evaluation criteria. Literature has shown that numerous criteria turn out to be useful so as to assess performance of job of a worker correctly (Opatha, 2002). Mathis and Jackson (2003) reported that the information or data that managers obtain on how well workers are executing their tasks can be divide into three dissimilar types and they include;

Behavior-based information, Trait-based information, Result based information. Trait-based information spots employees' subjective character for instance initiative, creativity or attitude (Opatha, 2002). Mathis and Jackson (2003) revealed that behavior-based assessment of performance of job focuses on what is incorporated in the task itself. The outcomes are the results produced by the worker. On the other hand result based information put into consideration achievement of employee. For the case of jobs in which evaluation is obvious and easy, an approach of results-based is appropriate.

Different evident for association between performance of employees and design of job exists. According to Al-Ahmadi (2009) the job nature is positively associated with performance, which signifies that satisfaction together with quantity of variety as well as challenge in one's job essentially impact on performance. The feeling important in eyes of others, sense of job significant, realizing competence of an individual, and liberty to make decisions have been shown to be positively associated to performance.

Approaches to design of job put dissimilar stress on satisfaction and performance as preferred results (Ivancevich, 1998). Some job enrichment methods are interested chiefly in improvement of performance while others are mostly concerned with satisfaction. Borman (2004) reported that training of employee as well as redesigning of job, the aim is roughly at all times on improving performance of job. Other researchers have disputed that design of job gets better motivation of employees and their devotion to their job nevertheless at closer assessment design of job could simply contribute to improved effectiveness in an institution eradicate several problems of health, but will not influence morals of employees and their interest at work. Jobs which are well designed can have a helpful influence on equally satisfaction of employee and performance quality (Garg & Rastogi, 2006). According to Love and Edwards, (2005) the supposed demands of work, social support and job control via design of job results to high efficiency. In addition, work nature has a considerable influence on attitude and performance of employees (Campion, 2005).

## **Measures of Employee Performance**

### **Task Accomplishment**

Task accomplishment is a measure of an employee's productivity and involves their contribution to overall organizational productivity and effectiveness, it refers to actions that are part of the formal reward system and addresses the prescription as indicated in the descriptions of the role (Williams and Karau, 1991). It shows the level or the extent an employee achieves a given target. In general, task accomplishment comprises of activities that translates the organizations policies, missions and resources into tangible and intangible goods produced by the organization and to enable efficient operation of the organization (Motowidlo et al., 1997). Thus, task accomplishment covers the fulfilment of the requirements that are part of the agreement between the employee and the organisation. Borman and Motowidlo (1993) pointed out that task accomplishment is the effectiveness and efficiency with which job incumbents perform activities that contribute to the organization's technical core and assist in moulding the psychological state of the organization (Borman and Motowidlo, 1993). They further suggested that in accomplishing a given task there are two aspects to it, which are interpersonal facilitation and job dedication. Interpersonal facilitation includes cooperative and helpful acts that help the effectiveness of co-employee. While job dedication includes self-disciplined and motivation to support organizational objectives and goals (Van Scotter and Motowidlo, 1996).

## **Employee Creativity**

Creativity is defined as an effort to make an objective change in social or economic power of organization. Creativity refers to making use of mental capacity for creation of a new notion or idea. Creativity in management is defined as constructing or fostering a new idea and in management; it refers to producing a new production. Creativity means to travel a new road or to make a new journey through a familiar road. According to Woodman et al., (1993) organizational creativity is the creation of a valuable, useful new product service, idea, procedure or process by individuals working within a complex social organization. Various factors contribute to the generation of creative products both at the individual and organizational levels (Mumford and Gustafson, 1998). In organizations including businesses creativity is the process through which new ideas that make innovation possible are developed (Paulus and Nijstad, 2003). Additionally, at least for business organizations, creative ideas must have utility. They must constitute an appropriate response to fill a gap in the production, marketing or administrative processes of the organization. Thus, organizational creativity is concerned with both the generation of ideas and the implementation of these ideas.

At an individual level, Amabile's (1997) extensive body of research suggests that individual creativity essentially requires expertise (knowledge, proficiencies and abilities of people to make creative contributions to their fields), creative-thinking skills (cognitive styles, cognitive strategies and personality variables), and intrinsic task motivation (the desire to work on something because it is interesting involving, challenging and rewarding). Her studies confirm that the higher the level that each of these three components, the higher and better the creativity.

Creativity is the ability to produce work that is both new and valuable (Csikszentmihalyi, 1996; Amabile, 1998). New means unusual, unique, new point of view, varied, original, breaking from existing patterns and contributing something to the field which was not there before. Medium businesses which produce valuable products or services indicate that the product meets a need or solves a problem, it is useful, effective and efficient, serves a purpose and contributes to society. According to Meetha, (2009) organizational creativity is a fairly recent field. Its objective is to study what makes certain organizations come up with more creative solutions that are often translated into innovations and value creation. Developing creativity involved creative thinking techniques and this technique are helpful in generating a large number of ideas in a short period time. Few researchers has suggested that creativity can be promoted by creating an open, fun, trusting and caring environment where new understanding is valued (Mumford and Gustafson, 1988).

Creativity is the process through which new ideas that make innovation possible are developed. Current views on organizational creativity appear to focus largely on outcomes or creative products. A creative product has been defined as one that is both novel and original and potentially useful or appropriate to the organization (Amabile, 1996; Mumford & Gustafson, 1998). Additionally, at least for companies, creative ideas must have utility. They must constitute an appropriate response to fill a gap in the production, marketing, or the administrative processes of the organization. Organizational creativity is the creation of a valuable, useful new product, service, idea, procedure, or a process by individuals working together in a complex social system. Therefore, creativity could be seen as an important organizational capability (Amabile, 1998), a possible source of organizational effectiveness (Woodman, Sawyer, & Griffin, 1993), and a source of competitive advantage (Leonard & Sensiper, 1998).

Research on creativity and innovation indicates that creative efforts require a substantial investment of time and energy on the part of the individual (Redmond, Mumford, & Teach, 1993). The ultimate decision to perform innovative behaviors is coined to the individual, and the willingness and motivation to do so may be influenced by a number of organizational characteristics. According to (Yuan & Woodman, 2010), innovative behavior is defined as “as an employee’s intentional introduction or application of new ideas, products, processes, and procedures to his or her work role, work unit, or organization. Employees deciding to search and apply new technologies for their daily work, or suggesting new ways to achieve objectives in their organization are examples of such behaviors. Those types of behaviors are likely to exert a positive effect on the organizations’ overall innovation performance.

## METHODOLOGY

The study utilized a cross-sectional research survey design. Data were primarily sourced through structured questionnaire. The population of the study embraced 272 permanent employees of the 21 Deposit Money Banks in Rivers State. The sample size of 162 was determined using the Taro Yamane’s formula for sample size determination. A 4 points Likert Scale questionnaire was initially validated by the supervisor and also subjected through the reliability test using the Cronbach Alpha reliability with accepted coefficient value for all items at above 0.70 selected. Data generated was analyzed and presented using both descriptive and inferential statistical techniques. The hypotheses were tested and analyzed using the Spearman’s Rank Order Correlation Coefficient.

## DATA ANALYSIS AND RESULTS

**Table 1; Correlation for office form design and employee performance**

			Office Form Design	Task Accomplishment	Employee Creativity
Spearman's rho	Office Form Design	Correlation Coefficient	1.000	.860**	.753**
		Sig. (2-tailed)	.	.000	.000
		N	155	39	155
	Task Accomplishment	Correlation Coefficient	.860**	1.000	.823**
		Sig. (2-tailed)	.000	.	.000
		N	155	155	39
	Employee Creativity	Correlation Coefficient	.753**	.823**	1.000
		Sig. (2-tailed)	.000	.000	.
		N	155	155	155

\*\* . Correlation is significant at the 0.01 level (2-tailed).

**Source: SPSS output version 23.0**

The table 1: illustrates the test for the three previously postulated bivariate hypothetical statements.

**Ho<sub>1</sub>: There is no significant relationship between office form design and task accomplishment of task accomplishment deposit money banks in Rivers State.**

The correlation coefficient (r) shows that there is a significant and positive relationship between office form design and task accomplishment. The *rho* value 0.860 indicates this relationship and it is significant at  $p\ 0.000 < 0.05$ . The correlation coefficient represents a very strong relationship. Therefore, based on empirical findings the null hypothesis earlier stated is hereby rejected and the alternate held. Thus, there is a significant relationship between office form design and task accomplishment in deposit money banks in Rivers State.

**Ho<sub>2</sub>: There is no significant relationship between office form design and task accomplishment of task accomplishment deposit money banks in Rivers State.**

The correlation coefficient (r) shows that there is a significant and positive relationship between office form design and employee creativity. The *rho* value 0.753 indicates this relationship and it is significant at  $p\ 0.000 < 0.05$ . The correlation coefficient represents a strong relationship. Therefore, based on empirical findings the null hypothesis earlier stated is hereby rejected and the alternate held. Thus, there is a significant relationship between office form design and employee creativity in deposit money banks in Rivers State.

## DISCUSSION OF FINDINGS

Based on the findings that there is a significant positive relationship between office form design and employee performance of Deposit Money Banks (DMBs) in Rivers State, it can be inferred that well-designed office forms can have a significant impact on employee performance in DMBs.

One possible explanation for this relationship is that well-designed office forms can reduce errors and mistakes made by employees, leading to higher levels of accuracy and efficiency. When employees have easy-to-use forms that are well-organized and clear, they are less likely to make mistakes and can complete their tasks more quickly and accurately. This, in turn, can lead to improved customer service and higher levels of customer satisfaction.

Another possible explanation for this relationship is that well-designed office forms can improve communication and collaboration among employees. When forms are designed in a way that promotes clear communication, employees can more easily share information and work together to solve problems. This can lead to improved teamwork and a more cohesive work environment, which can positively impact employee performance.

It is also possible that well-designed office forms can improve employee morale and job satisfaction. When employees have access to forms that are easy to use and well-designed, they may feel more confident in their ability to complete their tasks and more satisfied with their work. This, in turn, can lead to higher levels of engagement and productivity.



Well-designed office forms can bring numerous benefits to Deposit Money Banks (DMBs) in Rivers State. This finding agrees with Ifionu and Keremah (2016) who found that these forms can be used to increase efficiency and accuracy in the organizational processes involved in conducting banking operations. Furthermore, well-designed office forms can help to streamline the process of collecting and organizing data for analysis, making it easier for DMBs to understand customer needs and preferences. Moreover, these forms can also be used to ensure compliance with banking regulations, thus reducing the risk of legal issues arising from incorrect or incomplete information. In addition, well-designed office forms can help to reduce costs, since they can be used to reduce paperwork and manual data entry. Overall, well-designed office forms can bring a range of benefits to DMBs in Rivers State, such as increased efficiency, improved data management, compliance with regulations, and cost savings.

Office design can have a significant influence on employee performance and well-being. This is in line with Oldham (1988) who found that physical design of the office can reduce errors and mistakes made by employees. This is due to the fact that an office design that is conducive to employee comfort and morale is more likely to reduce stress, which can often lead to mistakes and errors. An office layout that allows for easy access to resources, encourages collaboration among staff members, and allows employees to move around easily will help to reduce distractions and help employees focus on their tasks. In addition, providing employees with ergonomic furniture, such as adjustable chairs and desks, can help to improve posture and reduce fatigue, which can lead to improved concentration and fewer errors. Finally, providing adequate lighting and ventilation will help to create a more pleasant work environment and reduce fatigue, which can also lead to fewer mistakes and errors. By taking into account these factors and ensuring that the physical design of the office is conducive to employee comfort and productivity, employers can help to reduce errors and mistakes in the workplace.

It is widely accepted that office form design has a major influence on employee morale and job satisfaction. This agrees with Agbozo, Owusu and Hoedoafia (2017) who found that office form design had a significant influence on employee morale and job satisfaction. The study also showed that a comfortable and aesthetically pleasing office environment increased employee morale and job satisfaction. Furthermore, the study revealed that the office layout, furniture and other design elements had a positive effect on employee morale and job satisfaction. The study concluded that office form design had a positive effect on employee morale and job satisfaction, and that the design of the office should be taken into consideration to ensure a positive work environment and employee morale. The results of this study were significant in demonstrating the importance of office form design on employee morale and job satisfaction.

## **CONCLUSION AND RECOMMENDATIONS**

This research on the relationship between office form design and employee performance of Deposit Money Banks (DMBs) in Rivers State has highlighted the potential benefits of investing in well-designed office forms. By reducing the likelihood of errors, encouraging better communication among employees, and enhancing employee morale and job satisfaction, well-designed forms can play an important role in improving overall employee performance. As such, DMBs in Rivers State should consider investing in well-designed office forms in order to create a workplace that is conducive to increased productivity and success.



Therefore, this study makes the following recommendations:

- i. Deposit money banks should conduct a survey or feedback session with employees to gather their input on current office forms and identify areas for improvement. This approach would allow for a more collaborative and employee-centered approach to form design, ensuring that the forms are tailored to the specific needs and preferences of the employees using them.
- ii. Deposit money banks should incorporate elements of visual design and creativity into the forms themselves. For example, using colors, images, and other design elements can make the forms more engaging and visually appealing, which can help to stimulate employee creativity and encourage them to think outside the box when completing tasks.

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