



TRANSFORMATIONAL LEADERSHIP, TECHNOLOGY ADOPTION AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR A CASE OF MTN UGANDA

ABSTRACT

The purpose of this study was to examine the relationships between transformational leadership, technology adoption and organizational citizenship behavior in MTN Uganda. The study was prompted by the inadequate performance of staff which was reported as lacking. Averagely, a big number of staff performed below the set objectives hence questioning if employees had the required technological skills and infrastructures to undertake their work effectively and whether the leadership had vested much in ensuring that OCB was steered. The study adopted a cross sectional research design using Morgan and Krejcie Table 1970 to get a sample size of 196 respondents. Simple random sampling technique was used in selection of respondents. Self-administered questionnaires were used to collect the responses. The questionnaire was tested for reliability and validity. Further, data was cleaned to check for missing values and outliers. Data was then analyzed using SPSS to generate pair wise correlation matrix and hierarchical regression model to answer the objectives. Thus, figures and results presented based on the study objectives. Findings indicated that, there was a positive and significant relationship between

transformational leadership and OCB ($r=.341$, $p<.01$), technology adoption and OCB ($r=.711$, $p<.01$). In the last objective, there was a joint significant effect of transformational leadership and technological adoption on OCB. With these findings, the study contributes in providing empirical evidence on the effect of transformational leadership and technology adoption in enhancing OCB in MTN Uganda. Therefore, there is need for continued improvement of intellectual stimulation, inspirational motivation, idealized influence and individualized consideration, and technology adoption practices as they are vital in achieving OCB.