A STUDY OF

RELATIONSHIP BETWEEN ORGANIZATION JUSTICE AND ORGANIZATION CITIZENSHIP BEHAVIOUR AMONG NON-OFFICER WORKERS IN LOCAL GOVERNMENT

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Submitted in Partial Fulfillment of the Requirement for the Bachelor of Business Administration (Hons) in Human Resource Management

FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA CITY CAMPUS

2011
“DECLARATION OF ORIGINAL WORK”

I, AHMAD SHAHIR BIN ABDULLAH, (I/C Number: 870305-52-6521)

Hereby, declare that,

• This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees
• This project paper is the results of my independent work and investigation, except where otherwise stated
• All verbatim extracts have been distinguished by quotations marks and sources of my information have been specifically acknowledged.

Signature: ____________________________ Date: _____________________
LETTER OF TRANSMITTAL

Date: APRIL 11, 2011
Ahmad Shahir Bin Abdullah (2009849254)
Faculty of Business Management,
University Technology MARA City Campus,
110 Off Jalan Hang Tuah, MELAKA.
April, 2011

The Project Advisor,
Encik Nordin bin Yahya,
Universiti Teknologi MARA, Melaka City Campus, Melaka

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER (HRM 662)

Attached is the project title “A STUDY ON RELATIONSHIP BETWEEN ORGANIZATION JUSTICE AND ORGANIZATION CITIZENSHIP BEHAVIOUR AMONG NON- OFFICER WORKERS IN LOCAL GOVERNMENT” to fulfil the requirement as needed by the Faculty of Business Management, University Technology MARA.

Thank you,

Yours sincerely,

_________________________
AHMAD SHAHIR BIN ABDULLAH
2009849254
Bachelor of Business Administration (Hons) in Human Resource Management
ABSTRACT

Organization Citizenship Behavior plays an important role in determining the successfulness of an organization. Organizations around the world face similar business challenges such as the difficulty to manage the employee especially the non executive workers. If the employees are well-behaved, the level of fairness and motivation will be high and therefore, it will influence the organization’s performance resulting in higher productivity and simultaneously bring into organizational successfulness. When looking at this problem area, we found that there might be actions that companies can use to cater to this problem in reducing the employee’s deviant behavior. The past researcher shows that there have many factors that affect the organization citizenship behavior which one of it is organization justice. This study will focus on three factors that could affect employee’s behavior which is distributive justice, procedural justice and interactional justice. If the employee are well behaved, the level of fairness and motivation will be high and therefore, it will influence the organization performance resulting in higher productivity in organization successful. About 120 respondents have been selected among 600 workers to interpret the result in this study. For measuring the three factors, quantitative method has been selected, using questionnaire that were determined through Likert Scale. Due to the finding that shows the positive result organization justice is factors that influence the organization citizenship behavior elements. Coefficient Correlation shows among three elements of Organization Justice is all above 0.30 means that it have significant but low in relationship toward organization citizenship behavior elements which is altruism, courtesy, conscientiousness, sportsmanship and civic virtue. Several recommendations were given in this research such as instilling good behaviors within the organizations through great examples and leadership. Besides that, clear cut fairness, wellness and equal treatment towards employees may play a big role in increasing the performance level of the company. In future research can be done by test others elements that can influence OCB to indicate a high quality of performance and best productivity can be produce.