



**FACTORS THAT INFLUENCE ORGANIZATIONAL CITIZENSHIP
BEHAVIOR AT AGENSI KAUNSELING & PENGURUSAN KREDIT**

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FACULTY OF BUSINESS MANAGEMENT
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BANDARAYA MELAKA**

JULY 2018

**THE FACTORS THAT INFLUENCE ORGANIZATIONAL CITIZENSHIP
BEHAVIOR AT AKPK**

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**Submitted in Partial Requirement of the
Requirement for the
Bachelor of Business Administration with Honours (Human Resources)**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITY TECHNOLOGY MARA
BANDARAYA MELAKA**

JULY 2018

DECLARATION OF ORIGINAL WORK



BACHELOR IN BUSINESS ADMINISTRATION

WITH HONOURS (HUMAN RESOURCES)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

“DECLARATION OF ORIGINAL WORK”

I, Fatin Syahirah Binti Faizul Maulud, (960303105458)

Hereby, declare that:

- This work has not been 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 result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:

Date:

LETTER OF TRANSMITTAL

July 2018

Head of Program

Faculty of Business Management

University Teknologi Mara

Kampus Bandaraya Melaka

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75300 Melaka

Dear Madam,

SUBMISSION OF PROJECT RESEARCH PAPER (HRM672)

Attached here is the copy of Project Research Paper (HRM672) which entitled with “Factors that Influence Organizational Citizenship Behavior” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

Thank you.

Yours sincerely,

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Fatin Syahirah Binti Faizul Maulud

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ABSTRACT

Organizational Citizenship Behavior (OCB) is a fundamental element in ensuring organization's survival and productivity. OCB has exists since decades ago but it is still in the emerging of development. The objective of this study is to determine the factors that give impact to organizational citizenship behavior where the following factors are altruism, conscientiousness, sportsmanship, civic virtue and courtesy. Moreover, the researcher also investigates the significant relationship between all independent variables and dependent variables. For data collection, the researcher distributes questionnaires as primary data to get feedback from the employees at AKPK. Furthermore, 113 respondents from various departments participated in this study. Findings showed that all independent variables have positive relationship with dependent variables. On the other hand, multiple regression test displayed that only altruism, sportsmanship and courtesy are significant in this study whereas other independent variables such as conscientiousness and civic virtue are not. The findings of the study will give tremendous benefits to the Agensi Kaunseling & Pengurusan Kredit (AKPK). The organization can determine the most preferred behaviors by employees and focus on enhancing those behaviors. The employees also will gain knowledge and better understanding about good behaviors that should be implemented at the workplace.