



**THE RELATIONSHIP BETWEEN THE LEVEL OF THE
OCCUPATIONAL STRESS, ORGANIZATIONAL
COMMITMENT (AFFECTIVE), AND JOB
SATISFACTION WITH ORGANIZATIONAL
CITIZENSHIP BEHAVIOR (OCB) BETWEEN GENDERS
IN BERNAMA TV SYNERGY SDN BHD EMPLOYEES**

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**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE)**

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DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (HUMAN RESOURCE)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

“DECLARATION OF ORIGINAL WORK”

I, MALINI BINTI MD KAMAL, (I/C Number: 861105 - 43 - 5460)

Hereby, declared 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 other degrees.
- This project paper is 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 SUBMISSION

Date:

The Head of Program

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Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER (HRM 661)

Attached is the project title **“THE RELATIONSHIP BETWEEN THE LEVEL OF THE OCCUPATIONAL STRESS, ORGANIZATIONAL COMMITMENT (AFFECTIVE), AND JOB SATISFACTION WITH ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) BETWEEN GENDERS IN BERNAMA TV SYNERGY SDN BHD EMPLOYEES”** to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you,

Yours sincerely,

MALINI BINTI MD KAMAL

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Bachelor of Business Administration with Honours (Human Resource)

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1.0 INTRODUCTION

The Organizational Citizenship Behavior (OCB) is an important variable in to study of organization management. It's a part to build relationship and performance within the organization. The purpose to create impression to the variable do to contribute significantly toward organization management. Compared with other organizational behavior present by the employees, OCB is the employees personal behavior that difficult to identify by the employer because it was the personally apply by the employer. Occupational stress (stressor), organizational commitment and job satisfaction are predictors variable to the Organizational Citizenship Behavior (OCB). All the variable useful to the organization to avoid the employees from making problems and if the variable not being apply, the company will be face by the comment employees problem such as low productivity and low performance. The employers should provide conducive working environment to reduce or to overcome the employee's problem within the organization.

Further, the findings show that only one component of organizational commitment-affective commitment-has a positive direct effect on OCB. In addition, the study indicates that occupational stress, organizational commitment (affective) and job satisfaction has relationship on OCB.

According to Organ's (1988) definition, OCB represents "individual behavior that is discretionary, not directly or explicitly recognized by the