A STUDY ON RELATIONSHIP BETWEEN ORGANIZATIONAL CITIZENSHIP BEHAVIOR AND ORGANIZATIONAL COMMITMENT ON JOB PERFORMANCE AT BAHAGIAN SUMBER MANUSIA PEJABAT SETIAUSAHA KERAJAAN NEGERI KEDAH

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ABSTRACT

The research was done to identify the relationship between organizational citizenship behavior and organizational commitment on job performance in Bahagian Sumber Manusia, Pejabat Setiausaha Kerajaan Negeri Kedah. The conceptual framework is Organizational Citizenship Behavior (OCB) and Organizational Commitment (OC) as independent variable and Job Performance as dependent variable.

Hundreds supporting staff from grade N17 until N36 are the participants in this study. There was no sampling technique and sample size used in this study because all of the supporting staff involve in this study.

Started with the process of distributed the questionnaire to all staff, then collect the data and key in in SPSS. A few test were run to identify the relationship between OCB, OC and job performance. As a result, there were relationship between this two independent variable on dependent variable.

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CHAPTER 1

INTRODUCTION

Background of the Study

Many of the organization emphasized their employees to be more effective in perform their work. Punctuality, innovative, creative, loyalty and professional are the example of effective elements. Some of the employees' lack of awareness that their loyalty and commitment that will lead to their job performance. Previous study on the relationship between organizational citizenship behavior (OCB) and organizational commitment (OC) among employees towards their job performance shows the effect on job satisfaction and quality of their job.

Organizational citizenship behavior (OCB) is refer as readiness to do more than need, to go out of our willingness (Derr, 2004) and also represents individual behavior that is optional, the efficient and effective functioning of the organization are not directly or clearly recognized by the formal reward system (Tang, 2008).

The comparative strength of an individual's identification with and commitment to an organization is defined as OC (Schyns, 2007). The bond between the employee and their top management concerns about multidimensional work boldness also can be described as OC (Swailes, 2006)