



**DETERMINANT OF ORGANIZATIONAL CITIZENSHIP
BEHAVIOR AT IIUM MEDICAL SPECIALIST CENTRE,
KUANTAN CAMPUS**

**NUR AISYAH BINTI JOHARI
2014680106**

**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA**

JANUARY 2018

ACKNOWLEDGEMENT

Assalamualaikum w.b.t,

First of all I would like to take this opportunity to acknowledge the creator, ALLAH S.W.T for giving me the determination, the skills and the will to persist, the good health to endure and the spirit for me to finish this research.

In order to complete this research, this is the result of the following people that kindly dedicated her valued time to read, evaluated and giving opinion to a better outcome of this research. Highly gratitude thanks to my advisor, Madam Ainaa Idayu Binti Iskandar for her advices, ideas and guided me to conduct this research from the initial stage until the final stage of this report. I would like to thank my second examiner, Madam Azmawati Binti Husin who involved in assessing this final research.

I additionally might want to thank my supervisor Madam Fazlina Binti Mohd Fadzil, HR Executive at IIUM Medical Specialist Centre teach me many thing in human resource which is needed.

Lastly, a great thanks to my family and friend who tried their best to give their support for me either by giving a lot of encouragement in order completing this research or by supporting for use to pay all the cost in completing the research.

Thank you.

TABLE OF CONTENT

DECLARATION OF ORIGINAL WORK	iii
LETTER OF SUBMISSION	iv
ACKNOWLEDGEMENT	v
TABLE OF CONTENT	vi
LIST OF FIGURES	viii
LIST OF TABLES	ix
ABSTRACT.....	x
CHAPTER 1 INTRODUCTION	1
1.0 Introduction	1
1.1 Background of Study.....	1
1.2 Background of Company	4
1.3 Problem Statement	6
1.4 Research Questions	7
1.5 Research Objectives	7
1.6 Scope of Study	8
1.7 Significant of study	8
1.8 Limitation of study	9
1.9 Definition of Terms	9
CHAPTER 2 LITERATURE REVIEW	12
2.0 Introduction	12
2.1 Organizational Citizenship Behavior (OCB)	12
2.2 Transformational Leadership	15
2.3 Empowerment	17
2.4 Emotional intelligence.....	19
2.5 Theoretical Framework	20
2.6 Hypothesis.....	21
CHAPTER 3 METHODOLOGY	22
3.1 Introduction	22
3.2 Research design.....	22
3.3 Sampling Design	22
3.3.1 Target Population	23
3.3.2 Sample Size	23

3.3.3 Sampling Technique	23
3.4 Data Collection Method	23
3.4.1 Secondary Data.....	23
3.4.2 Questionnaire.....	24
3.5 Data Analysis	25
3.5.1 Reliability Test	25
3.5.2 Descriptive Analysis.....	26
3.5.3 Pearson Correlation	26
3.5.4 Regression Analysis	26
CHAPTER 4 FINDING	27
4.1 Introduction	27
4.2 Reliability Analysis	27
4.3 Respondent’s Demographic Information	29
4.4 Descriptive Statistics	32
4.5 Pearson Correlation Analysis	37
4.6 Multiple Regression Analysis	39
CHAPTER 5 CONCLUSION.....	42
5.1 Conclusion.....	42
5.2 Limitation of Study.....	44
5.2.1 Lack of respondent cooperation	44
5.2.1 Generalizability	44
5.3 Recommendations	44
5.3.1 Improve the empowerment.....	44
5.3.2 Future researcher	45
REFERENCES	46
APPENDICES	50

ABSTRACT

The reason for this study is to investigation of Organizational Citizenship Behavior (OCB) at IIUM Medical Specialist Centre (IMSC). The focus of study from staff at IIUM Medical Specialist Centre (IMSC). There factor are transformational leadership, empowerment and emotional intelligence. The objective is to know how the independent variable (transformational leadership, empowerment and emotional intelligence) can be determinant toward the employee Organizational Citizenship Behavior (OCB). 61 staff was selected and questionnaires were distributed to 61 respondents which is staff at IIUM Medical Specialist Centre (IMSC) Kuantan Campus. As a result from the finding of this research show only one variable which is empowerment is accepted. Another, two variables which are transformational leadership and emotional intelligence are rejected. This study has recommended that to improve empowerment at IIUM Medical Specialist Centre. In other word, employees should improve their level of empowerment and understanding with other employees and their task.