



FACTORS THAT LEAD TO ORGANIZATIONAL CITIZENSHIP BEHAVIOUR  
AT SALAM SENAWANG SPECIALIST HOSPITAL

NUR DIYANA BINTI MOHD FADZIL

2014687512

NUR NADIATUL FAHIYANA BINTI ABD HALIM

2013304241

BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITY TEKNOLOGI MARA  
KAMPUS BANDAR MELAKA

JULY 2016

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITY TEKNOLOGI MARA  
“DECLARATION OF ORIGINAL WORK”

We, NURDIYANA BT MOHD FADZIL, (I/C Number : 930918-05-5402 and,  
NUR NADIATUL FAHIYANA BT ABD HALIM, (I/C Number : 930220-14-5246)

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 result of my independent 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: \_\_\_\_\_

(Nurdiyana Bt Mohd Fadzil)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(Nur Nadiatul Fahiyana Bt Abd Halim)

## TABLE OF CONTENTS

	PAGE
TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	iv
LIST OF FIGURES	viii
LIST OF TABLES	ix
LIST OF ABBREVIATIONS	x
ABSTRACT	xi
<b>CHAPTER 1      INTRODUCTION</b>	
1.1 Background of Study	1
1.2 Background of Company	2
1.3 Problem Statement	4
1.4 Research Questions	8
1.5 Research Objectives	8
1.6 Theoretical Framework	10
1.7 Hypotheses	12
1.8 Significant of Study	13
1.9 Scope of Study	14
1.11 Definition of Terms	14
<b>CHAPTER 2      LITERATURE REVIEW</b>	

## ABSTRACT

An organization without good citizenship behaviour could not survive or prosper for sustainability in the industry. Good citizenship behaviour enables organization to retain their key employees, increase productivity and consequently lead to higher profitability. The main aim of this study was to investigate the most important presence factors that lead to organizational citizenship behaviour which consist of organizational justice, perceived organizational support and organizational commitment at SALAM Senawang Specialist Hospital. Another objective of this study was to determine the relationship between organizational justice, organizational commitment and perceived organizational support towards organizational citizenship behaviour.

Thus, the researcher used correlation research to interpret and determine the relationship between identified variables and look for a relationship between them. The population for this research was 240 populations and the sample size involved 148 respondents as referred to *Krejcie and Morgan (1970)* in Uma Sekaran book. Besides that, the researcher used non-probability sampling which is a convenient sampling technique to complete this research. A set of questionnaires were used to collect the data, and the researcher used SPSS 22.0 DATA software analysis to compute the correlation of the variables. Furthermore, the data were analyzed by using Descriptive Analysis, Pearson Correlation Analysis and Regression Analysis.

As a result, organizational justice, perceived organizational support, and organizational commitment were significant elements in nurturing the sense of belongingness and citizenship behaviour in SALAM Senawang. In addition, the results revealed that the most influential factors that fostering citizenship behaviour is organizational commitment. The implication of this research hopefully will make

contribution to the all industries, employees and employers in attempted to understand the relationship between the factors that lead to organizational citizenship behaviour and together fostering it in achieving common goals.