



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE
& POLICY STUDIES**

**A STUDY OF JOB SATISFACTION AND ITS RELATIONSHIP
WITH ORGANIZATIONAL CITIZENSHIP BEHAVIOUR (OCB) IN
SIBU DIVISIONAL ADMINISTRATION OFFICE**

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THE DECLARATION

I hereby declare that the work contained in this research proposal is my own except those which have been duly identified and acknowledged. If I am later found to have plagiarized or to have committed other forms of academic dishonesty, action can be taken in accordance with Universiti Teknologi MARA's rules and academic regulations.

Signed

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ABSTRACT

The purpose of this study is to examine the relationship between job satisfaction and organizational citizenship behavior (OCB) among the employees in Sibuluan Divisional Administration Office. The sample data are derived from a questionnaire survey of 102 employees in Sibuluan Divisional Administration Office. The survey was conducted to investigate the job satisfaction and their organizational citizenship behaviour (OCB) using a 5-point Likert- scale research instrument that was developed based on the work of Smith, Kendall and Hulin (1996) and that of Podsakoff and MacKenzie (1994). Based on the analysis, it is found that overall; job satisfaction has significant relationship to OCB.

Key Words: Job Satisfaction, Organizational Citizenship Behavior (OCB)

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CHAPTER 1

INTRODUCTION

This chapter provides the background of the study, problem statement, research questions and research objectives, scope of study, significance of the study, limitation of studies and definition of terms, terminology and concepts.

1.1 Background of the Study

This study focussed on the Job Satisfaction and its relationship to Organizational Citizenship Behaviour (OCB) in Sibul Divisional Administration Office. Based on Sarawak Civil Service Innovative Ideas (SCS-ii) Portal) report, the Sarawak State Secretary Tan Sri Mohamad Morshidi Abdul Ghani has initiated an action plan "Sarawak Civil Service 2010 to 2020 Action Plan (SCS) 10-20" consisting of 7 initiatives to realize its vision to become a "World Class Civil Service". The action plan, launched by Pehin Sri Haji Abdul Taib Mahmud in 2012 Civil Service day gathering, is a 10 - year comprehensive undertaking that provides a structured and focused platform to highlight actions that must be undertaken by Sarawak Civil Service to become a world class civil service. This study was important for the Sarawak State Government particularly Sibul Divisional Administration Office in order to become the "World Class Civil Service", and therefore the government should be aware of the importance of Job Satisfaction and its relationship towards OCB.

The action plan deals with seven critical initiatives namely Managing Culture Change; HR Talent Management; Managing Customer Needs; Innovation and Creativity; e-Government; Project and Program Delivery Excellence and Financial Management. In order to fulfil this vision, the employees are the one who makes this vision materialised and therefore this study can determine to which extent that the Job Satisfaction can affect the OCB and the government can come out with the initiatives to promote OCB in the organization.