

UNIVERSITI TEKNOLOGI MARA

**RELATIONSHIP BETWEEN
ORGANIZATIONAL CITIZENSHIP
BEHAVIOUR AND
ORGANIZATIONAL COMMITMENT
AT DEPARTMENT OF STATISTICS
MALAYSIA, SARAWAK**

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ABSTRACT

The main objective of this study is to determine the relationships between organizational citizenship behaviour and organizational commitment at Department of Statistics Malaysia, Sarawak. Census population was used in this quantitative research. For the purpose of the study, the conceptual framework have been constructed. The independent variable using the dimensions of Organizational Citizenship Behaviour (Civic Virtue, Conscientiousness, Altruism, Courtesy and Sportsmanship) by Organ (1988) and dependent variable of Organizational Commitment of three components (Affective Commitment, Continuance Commitment and Normative Commitment) based on Meyer and Allen (1991) concept. The data have been collected through sets of cross-sectional questionnaire which answered by 150 respondents who are employees in Department of Statistics Malaysia, Sarawak. The result of this study reveals that the level of organizational citizenship behaviour and organizational commitment is high. Findings also show that there are relationship between dimensions of organizational citizenship behaviour (civic virtue, conscientiousness, altruism, courtesy and sportsmanship) and organizational commitment based on correlation analysis. The study also concludes that civic virtue and altruism of dimension of organizational citizenship behaviour were the main factor that influences organizational commitment. Another finding on the Demographic (Gender, Length of Service and Educational Level) has no significant difference on organizational commitment. Implications on limitation and future research, and recommendation on policy, knowledge and practice are also discussed.

Keyword: Organizational Citizenship Behaviour, Civic Virtue, Conscientiousness, Altruism, Courtesy, Sportsmanship, Organizational Commitment, Affective Commitment, Continuance Commitment, Normative Commitment, Demographic, Gender, Length of Service and Educational Level.

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CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

More studies have been conducted since the introduction of organizational commitment, including testing its relationship with another theory of organizational behaviour such as job stress, organizational justice and job satisfaction following globalization challenges. The theory of organizational citizenship behaviour enthusiastic characteristics cannot be separated its relationship with organizational commitment create a platform in gaining merit on organization job requirement. An effective looking forward to the high level of job performance support in developing organizational citizenship behaviour requires level towards organizational commitment either in private sector or public sector.

Public services in Malaysia considered as a service industry and a provider towards driving Malaysia become developed nation in the year 2020. The globalization provides challenges which make the public service administration unpredictable in geopolitical environment, complexity and multi-faceted. Therefore, the government play vital role managing the performance of government servant as require by nation and citizens including the Department of Statistics Malaysia. As a premier government agency under the Prime Minister's Department, they entrusted with the responsibility to collect, interpret and disseminate latest and real time statistics in the monitoring of national economic performance and social development.

In line with Malaysia vision 2020, the Department of Statistics Malaysia set to become a leading statistical organization internationally and producing data with integrity and reliability as their mission. In strengthening the vision and mission, there are seven objectives: (i) To improve and strengthen statistical services and delivery system; (ii) To be highly responsive to customer needs in a dynamic and challenging environment; (iii) To have strong research and analytical capabilities; (iv) To ensure maximum use of superior technology and statistical methodology; (v) To inculcate a culture of innovation