



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

Prepared for:  
PUAN WAN NOR HAZIMAH BINTI WAN AZIB

Prepared by:  
ARINA BINTI ALI  
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)

UNIVERSITI TEKNOLOGI MARA (UiTM)  
FACULTY OF BUSINESS MANAGEMENT

January 2014

## 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.

## ACKNOWLEDGEMENT

Bismillahirrahmanirrahim

Alhamdulillah, thanks to Allah SWT, with His willing giving us the opportunities to complete this research proposal. Firstly I would like to express my special thanks to my supervisor Madam Wan Nor Hazimah Binti Wan Azib who has given valuable information, suggestion and guidance in the preparation and compilation on this research. I would also like to convey our gratitude to my co. supervisor, Madam Salina Binti Noranee who has also given me a guidance to complete my research. Lovely thank and appreciation to the staff in Bahagian Sumber Manusia, Pejabat Setiausaha Kerajaan Negeri Kedah for their cooperation by positively response to the questionnaire that had been given. Finally, special thanks to my family and friends for their encouragement, constructive suggestion and support for the completion of this research from the beginning until the end.

Arina Binti Ali

January, 2014

Faculty of Business Management

Universiti Teknologi Mara (UiTM)

## TABLE OF CONTENT

	Page
ABSTRACT.....	i
ACKNOWLEDGEMENT.....	ii
TABLE OF CONTENT.....	iii
LIST OF FIGURE.....	v
LIST OF TABLE.....	vi
<b>CHAPTER 1</b>	
<b>INTRODUCTION</b>	
1.1 Background of the Study.....	1
1.2 Statement of the Problem.....	2
1.3 Research Objectives.....	2
1.4 Research Question.....	3
1.5 Significance of the Study.....	3
1.6 Limitation of Study.....	4
1.7 Definition of Terms.....	4
<b>CHAPTER 2</b>	
<b>LITERATURE REVIEW</b>	
2.1 Introduction.....	5
2.2 Research Variable.....	5
<b>CHAPTER 3</b>	
<b>METHODOLOGY</b>	
3.1 Research Design.....	9
3.2 Sampling Frame.....	10
3.3 Population.....	10
3.4 Sampling Technique.....	10
3.5 Sample Size.....	10
3.6 Unit of Analysis.....	11
3.7 Data Collection Procedure.....	11
3.8 Survey Instrument.....	11
3.9 Validity of Instrument.....	12
3.10 Data Analysis.....	12

## **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 (Swales, 2006)