

A STUDY ON RELATIONSHIP BETWEEN ORGANIZATIONAL
CITIZENSHIP BEHAVIOR AND ORGANIZATIONAL COMMITMENT ON
JOB PERFORMANCE AT PEJABAT PENDIDIKAN DAERAH (PPD) PASIR
MAS, KELANTAN

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JANUARY 2014

ABSTRACT

The research proposal was done to identify the relationship between organizational citizenship behavior and organizational commitment toward job performance in *Pejabat Pendidikan Daerah Pasir Mas, Kelantan*. The conceptual framework is Organizational Citizenship Behavior (OCB) and Organizational Commitment as independent variable and Job Performance as dependent variable. The 100 supporting staffs from the grade of N17 until N36 are the participants in this study. For this study, the survey research design using survey questionnaires were utilized to obtain the data. The data obtained from the questionnaires are analyzed and computed by using the Statistical Package Social Science (SPSS) Software. Tables will be presented to show the results for a better view.

This study seeks to identify the level of organizational citizenship behavior and organizational commitment towards job performance and relationship of organizational citizenship behavior and organizational commitment towards job performance. . The researcher has reviewed the previous study that similar with this topic from any relevant aspect. In Chapter 4, the researcher presented the analysis and the results of the study that contain the response rate, normality test, reliability instrument, demographic analysis, analysis of finding and Pearson correlation analysis. Lastly, in chapter 5 the researcher had concluded the result of the study and gave recommendation to improve the ture study.

ACKNOWLEDGEMENT

Bismillahirrahmanirahhim

Alhamdulillah, thanks to Allah SWT, with His willing to give me the opportunity 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 me valuable information, suggestion and guidance in the preparation and compilation of this proposal. I would also like to convey my gratitude to my Research Methodology lecturer, Dr Siti Asiah Binti Md Shahid, who guided me to complete my research proposal. Lovely thanks and appreciation to my parents, family and friends for their cooperation, encouragement, constructive suggestions and supports for the completion of this research proposal from the beginning until the end.

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January 02, 2014

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CHAPTER 1

INTRODUCTION

Background of the Study

Many organizations emphasize their employees to be more effective in performing their work. Punctuality, innovative, creative, loyalty and professional are the example of effective elements. Some of the employees' lacks of awareness are their loyalty and commitments 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 showed the effect on job satisfaction and quality of their job.

Organizational citizenship behavior (OCB) is referred 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).