

A STUDY ON THE RELATIONSHIP BETWEEN EMPLOYEES  
ORGANIZATIONAL COMMITMENT (OC) TOWARDS  
ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) AMONG  
EMPLOYEES AT INSTITUT KEMAHIRAN TINGGI BELIA  
NEGARA, ALOR GAJAH, MELAKA

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## ABSTRACT

The main purpose of this study was to measuring the relationship between organizational commitment and organizational citizenship behavior and also to identify the level of three-component model (TCM) in organizational commitment with organizational citizenship behavior in Institut Kemahiran Tinggi Belia Negara, Alor Gajah Melaka. This study utilized convenience sampling techniques. The data collected by using questionnaires that required respondents to rate the suitable answers. It was measuring by using five point of Likert scales. Social Science Software (SPSS) version 23.0 was used to analyze the result collected. The comparison has been used by means. Based on the findings of this research, most of employees at IKTBNAG proved that they have very strong commitment in their workplace. Therefore, to improve the level of commitment of employees at IKTBNAG, researcher recommended to the top management by encourage their employees with reward in order to motivate them becomes more committed toward their job. Besides, develop effective training programs for employee's job satisfaction and also develop the supportive environment where everyone in the whole organization should practicing OCB and also positive environment toward their working environment.

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