THE RELATIONSHIP BETWEEN PERSONAL ETHICS AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR:
A CASE OF
PT. TOA GALVA INDUSTRIES,
JAKARTA

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ABSTRAK

Objektif kajian ini ialah untuk mengenalpasti amalan tingkahlaku kewarganegaraan organisasi (OCB) di kalangan para pekerja di sektor perkilangan dan mengenalpasti perhubungan di antara faktor demografi dan etika personal terhadap OCB. Tambahan lagi, kajian ini dilakukan untuk mengenalpasti dimensi-dimensi etika personal yang mempunyai perkaitan terhadap OCB. Data kajian telah diperolehi daripada 130 pekerja dari sebuah syarikat telekomuniksi dengan menggunakan kaedah persampelan stratifikasi untuk memastikan kesemua jabatan dapat mewakili responden. Sebanyak 61 soalan yang dihantar pada responden. Dapatan kajian menunjukkan bahawa para pekerja mengamalkan tingkahlaku OCB dan dimensi 'altruism' serta 'conscientiousness' telah menunjukkan ianya paling tinggi di amalkan. Namun dimensi 'courtesy' berada pada tahap yang rendah. Faktor demografi juga tidak mempunyai perbezaan yang signifiakan terhadap OCB. Namun terdapat juga beberapa faktor demografi seperti umur dan pengalaman yang mempunyai perbezana terhadap etika personal. Dapatan kajian juga menunjukkan bahawa kesemua dimensi etika personal telah mempengaruhi OCB. Maka dapat disimpulkan bahawa dimensi etika personal sememangnya mempunyai perkaitan yang signifikan terhadap OCB

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Take Baby Steps

*Start small, start slowly but steadily. There is no point knowing a lot but not doing anything about it. Knowledge is only "Potential" Power. **True Power comes from taking action**, no matter how small the action is at beginning.*

Action beats Inaction any time

DEDICATION

This piece of work is humbly dedicated to these people closest to my heart…

My Parents…

Asep Saleh

Lilis Eka Srihastuti

My Loving Sisters…

Suci Puspa Rahmaningtyas

My Sweet Lovely…

Ajeng Titie Lestyoningrum

Listen Honey!!!

We are apart just a moment of phone pulse and time world

I own you for this thesis

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CHAPTER V : CONCLUSION AND RECOMMENDATIONS

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CHAPTER I

INTRODUCTION

1.0 Introduction

Individuals in organizations exhibit a wide range of behaviors from the minimalist who does the least possible to maintain membership to those who go beyond expectations, engaging in extra-role behavior to promote the effective operation of the organization or to benefit others. Extra-role behaviors that are discretionary, going beyond those measured by formal job evaluations, and which are organizationally desirable, have been called organization citizenship behaviors (OCBs), or the "good soldier syndrome" (Organ, 1988). OCB is intended and perceived positively, and is done primarily to benefit someone or something (the organization) other than the actor (Van Dyne, Cummings, & Parks, 1995). Organizational desirability, positive intent, and positive other-perception suggest that OCB may be a value-based phenomenon linked to individual ethical beliefs.

OCBs may be job related, and they advance the effective operation of the organization, either directly or indirectly, but are not tied to the formal reward system (Organ, 1988, Organ & Konofsky, 1989; Puffer, 1987; Williams & Anderson, 1991). Thus, failure to engage in these behaviors may not be formally penalized (Van Dyne et al., 1995). OCBs may be performed by a member of an organization with the intention of promoting the welfare of the individual, group, or organization towards which the behavior is directed (Witt, 1991). Deciding to engage in these actions promoting the welfare of other

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The contents of the thesis is for internal user only

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