ANTESEDEN TINGKAH LAKU KEWARGANEGARAAN ORGANISASI DI KALANGAN PENDIDIK

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2000

Sekolah Siswazah
(Graduate School)
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Kertas projek sarjana dikemukakan kepada Sekolah
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KEBENARAN MENGGUNA

Kertas Projek ini adalah sebagai memenuhi sebahagian daripada pengajian lepasan ijazah Universiti Utara Malaysia (UUM). Saya bersetuju supaya pihak perpustakaan UUM mengadakan kertas projek ini bagi tujuan rujukan. Saya juga bersetuju bahawa kebenaran untuk membuat salinan, keseluruhan atau sebahagian daripadanya, bagi tujuan akademik mestilah mendapat kebenaran daripada penyelia saya atau semasa ketiadaan beliau, kebenaran tersebut boleh diperolehi daripada Dekan Sekolah Siswazah. Sebarang penyalinan, penerbitan atau penggunaan ke atas keseluruhan atau sebahagian daripada kertas projek ini untuk perolehan kewangan tidak dibenarkan tanpa kebenaran bertulis daripada saya. Permohonan untuk kebenaran membuat salinan atau lain-lain kegunaan sama ada secara keseluruhan atau sebahagiannya boleh dibuat dengan menulis kepada :

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ABSTRAK

Objektif kajian ini ialah untuk mengenal pasti anteseden tingkah laku kewarganegaraan organisasi (organizational citizenship behavior – OCB) di kalangan pendidik di sekolah menengah.

Kajian ini melibatkan 278 orang guru yang mengajar di lapan buah sekolah menengah di Zon Kelawai, Negeri Pulau Pinang. Dua alat pengukuran OCB telah digunakan dalam kajian ini. OCB diukur dengan penilaian kendiri dan skala pengukuran bersifat kekerapan digunakan untuk memberi satu gambaran amalan OCB yang lebih tepat.

Kajian menunjukkan bahawa para pendidik selalu mengamalkan OCB. Terdapat perbezaan signifikan amalan OCB antara kumpulan etnik di mana kaum India mendapat skor min yang paling tinggi diikuti oleh kaum Melayu dan Cina. Kaum lelaki tunjukkan lebih OCB berbanding dengan kaum wanita. Perbezaan yang signifikan juga didapati antara kumpulan umur dengan OCBA di mana golongan dalam lingkungan umur 41-50 tahun mendapat skor min paling tinggi sedangkan golongan berumur <30 paling kurang.

Hubungan positif yang signifikan wujud antara OCB dengan motivasi, persepsi keadilan dan komitmen organisasi. Dimensi keperluan pencapaian dalam motivasi mempunyai hubungan yang paling kuat dengan OCB. Untuk persepsi keadilan pula, dimensi keadilan interaktif mempunyai nilai korelasi yang paling tinggi.

ABSTRACT

The objective of this study is to identify the antecedents for OCB (organizational citizenship behavior) among educators in secondary schools.

Two instruments measuring OCB were administered to a sample of 278 teachers from eight secondary schools in Kelawai Zone, Penang. OCB was measured by self-rating approach and a scale based on frequency was used in order to give a better representation of OCB practices among the teachers.

The study showed that our teachers practised OCB at quite a frequent level. The result also revealed that there were significant difference in OCB practice among different ethnic groups with the Indian having the highest mean score followed by the Malays and Chinese. Men scored higher in OCB than women. Significant difference also existed among the different age groups when measured with OCBA. Those between 41 to 50 years old had the highest mean score while those below 30 years old scored the least.

Significant positive relationships also existed between OCB with motivation, fairness perception and organizational commitment. Need for achievement had the strongest relationship with OCB among the three dimensions of motivation. For fairness perception, interactive fairness had the highest correlation coefficient with OCB.

PENGHARGAAN

Saya bersyukur kepada Tuhan yang telah memberkati saya sepanjang kursus ini.

Ribuan terima kasih disampaikan kepada penyelia saya, Prof. Dato' Dr. Hj. Wan Rafaei Abdul Rahman yang sentiasa sudi meluangkan masa untuk memberi tunjuk ajar, menyemak hasil tulisan dan memberi komen konstruktif kepada saya. Saya berasa begitu "privileged" dan "honoured" di bawah bimbingan beliau. Tidak ketinggalan juga, saya ucapkan terima kasih kepada Prof. Dr. Abdul Rahim Mohd. Saad yang telah mengajar saya kaedah penyelidikan. Kepada Dekan Sekolah Siswazah, Prof. Madya Ibrahim Abdul Hamid, diucapkan terima kasih kerana memberi panduan dalam menulis kertas projek ini.

Ucapan terima kasih juga dituju kepada Pegawai di Jabatan Pendidikan Negeri dan juga di Pejabat Pendidikan Daerah Pulau, Pulau Pinang; semua pengetua, penolong kanan dan guru yang terlibat dalam kajian ini. Tanpa sokongan dan kerjasama anda semua, kajian ini tidak akan dapat dilaksanakan.

Akhir sekali, saya amat terhutang budi kepada semua ahli keluarga saya yang sepanjang kursus ini, telah banyak memberi saya sokongan moral dan galakan yang tak terhingga.

DEDIKASI

Kepada

Kedua-dua mendiang ibu bapa saya

Teh Kim Chye dan Tan Phuah Neoh

Suami : Khor Hung Teik

Anak : Khor Zhi Qian

Emak Mertua : Chuah Gek Bee

Kakak : Teh Siew Khim

dan

ahli-ahli keluarga yang lain

KANDUNGAN

BAB SATU   :   PENGENALAN

BAB DUA   :   KERANGKA KONSEPTUAL

BAB TIGA : METOD

BAB EMPAT : KEPUTUSAN

BAB LIMA   :   PERBINCANGAN DAN KESIMPULAN

SENARAI JADUAL

SENARAI RAJAH

SENARAI SINGKATAN

OCB   -   Tingkah Laku Kewarganegaraan Organisasi
(Organizational Citizenship Behavior)

OCBA   -   Alat pengukuran OCB yang diubahsuai daripada alat
yang dibentuk oleh MacKenzie, Podsakoff, & Fetter
(1991, 1993).

OCBB   -   Alat pengukuran OCB yang dibentuk oleh pengkaji
bersama-sama dengan penyelia (2000).

OCBO   -   Organizational Citizenship Behavior (Organization)

OCBI   -   Organizational Citizenship Behavior (Individual)

BAB SATU

PENGENALAN

1.0 Pendahuluan

Bagi memenuhi Wawasan 2020, sektor pendidikan adalah pemangkin yang penting. Peranan para pendidik dalam melaksanakan tugas mereka untuk merealisasikan Wawasan 2020 memang tidak dapat dinafikan. Kita perlukan para pendidik yang bukan sahaja berdedikasi dalam melaksanakan tugas pengajaran, tetapi juga dalam serba bidang yang lain. Untuk meningkatkan prestasi para pendidik, banyak kajian telah dibuat tentang kepuasan kerja, motivasi guru dan komitmen guru; satu aspek yang kurang diperhatikan ialah tingkah laku kewarganegaraan organisasi (organizational citizenship behavior – OCB) di kalangan para pendidik.

The contents of the thesis is for internal user only

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