

THE RELATIOSHIP BETWEEN JOB SATISFACTION AND
ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) : A STUDY IN
SHORUBBER (M) SDN. BHD.

By

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ABSTRACT

This study examines the relationship between job satisfaction with extra role behaviour so-called organizational citizenship behaviour (OCB) by using reliability analysis, descriptive analysis, correlation coefficient analysis, multiple regression analysis and beta analysis. This study is a replication of Organ (1988), Organ, Podsakoff and McKenzie (2006) and Ge, Su and Nankai (2010) which adapting 34 item instruments on affective job satisfaction and cognitive job satisfaction on the exhibition of organizational citizenship behaviour among the staffs in the factory like Shorubber (M) Sdn. Bhd. The study highlights on both affective and cognitive job satisfaction which are said to be the best predictors in influencing the practise of organizational citizenship behaviour. Based on the findings, it is confirmed that affective job satisfaction made significant contributions to organizational citizenship behaviour. Recommendations and implications for future research and practise were also discussed.

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CHAPTER 1 :

INTRODUCTION

1.1 Introduction

An employee's citizenship behaviour at the workplace is actually a form of reciprocation of the favourable treatment he or she receives from the organization (Aryee, Budhwar & Chen, 2002). Workers would respond positively to those actions of the organization that would support them in their work and reciprocate such support by enacting their role requirements adequately, and by performing non role tasks to facilitate organizational goals (Griffin & Ebert, 2006). There are many factors which can induce organizational citizenship behaviour (OCB) practice on the part of employees. Job satisfaction is one of that, to enhance OCB practises.

1.2 Background of The Study

Sometimes people at work may make extra efforts that go 'above and beyond the call of duty'. They may do things to help other individuals. For example a worker volunteered to pick up a co-worker at the airport, or to help the organization; like stayed late to finish up work that had to be done. It also involves working overtime without expectation of extra salary, or volunteering to organise any activities in the office, reach the office earlier than the normal working hour, preparing tea for the guests or entertain clients during weekends. These are the typical examples of organizational citizenship behaviour (OCB). It has received an enormous deal of interest in the literature (Swaminathan & Jawahar, 2013; Marshall, Moncrief, Laskk & Shepherd, 2012; Mehboob & Bhutto, 2012; and Mohamad, Habib & Alias, 2011).

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