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THE RELATIONSHIP BETWEEN SERVANT LEADERSHIP, WORK ENGAGEMENT AND PERCEIVED ORGANIZATION SUPPORT TOWARDS ORGANISATIONAL CITIZENSHIP BEHAVIOUR AT LANGKAWI TOURISM ACADEMY @ KK LANGKAWI.

By

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A Project Paper Submitted to

School of Business Management,

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Master of Human Resource Management
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ABSTRACT

The purpose of this study is to identify the correlation between servant leadership, work engagement and perceived organizational support (POS) towards organizational citizenship behaviour (OCB) at Langkawi Tourism Academy@KKLangkawi. Census method was used in this study by using questionnaire for data collection. The population of this study are 70 respondent. Whole populations were the respondent for this study. The 70 questionnaires were distributed to the employee at Langkawi Tourism Academy@KKLangkawi, out of 70 questionnaire, 57 were returned and valid to be analyze. In its empirical analysis, the study used the SPSS version 20.0. The finding of this study reveals that Servant Leadership, Work Engagement and POS are positively significant with OCB. This study shows that the most dominate factor that affecting the OCB are POS with p-value are 0.048. POS are the most elements that contribute the successful OCB level in Langkawi Tourism Academy@KKLangkawi. Finally this study given an information to the management that servant leadership, work engagement and POS need be priority attention. Furthermore, result shows that POS are the most prioritizes for the management to be engaged.

Keywords: Servant Leadership, Work Engagement, Perceived Organizational Support, Organizational Citizenship Behavior
ABSTRAK

Tujuan kajian ini adalah untuk mengenal pasti hubungan di antara kepimpinan servant, penglibatan kerja dan tanggapan sokongan organisasi ke arah tingkah laku warga kerja di Tourism Academy Langkawi @ KKLangkawi. Kaedah bancian telah digunakan dalam kajian ini dengan menggunakan soal selidik untuk pengumpulan data. Populasi kajian ini adalah 70 responden. Kesemua populasi adalah responden untuk kajian ini. 70 soal selidik telah diedarkan kepada pekerja di Langkawi Tourism Academy@KKLangkawi, daripada 70 soal selidik, 57 telah dikembalikan dan sah untuk di analisis. Dalam analisis empirikal, kajian ini menggunakan perisian SPSS versi 20.0. Dapatan kajian ini menunjukkan bahawa Kepimpinan Servant, Penglibatan Kerja dan tanggapan sokongan organisasi adalah signifikan terhadap tingkah laku warga kerja di Langkawi Tourism Academy@KKLangkawi. Kajian ini menunjukkan bahawa faktor yang paling dominan yang mempengaruhi tingkah laku warga kerja adalah tanggapan sokongan organisasi dengan nilai-p adalah 0.048. Tanggapan Sokongan Organisasi adalah unsur-unsur yang paling yang menyumbang kepada tahap tingkah laku warga kerja di Langkawi Tourism Academy@KKLangkawi. Akhir sekali kajian ini memberi maklumat kepada pihak pengurusan bahawa kepimpinan servant, penglibatan kerja dan tanggapan sokongan organisasi semestinya diberikan keutamaan. Tambahan pula, hasil dapatan menunjukkan bahawa tanggapan sokongan organisasi adalah yang paling utama kepada pihak pengurusan untuk mengambil perhatian.

Kata Kunci : Kepimpinan Servant, Tanggapan Sokongan Organisasi, Penglibatan Kerja
TABLE OF CONTENT

CHAPTER ONE
INTRODUCTION

1.0 Introduction 1
1.1 Background of the Study 6
1.2 Problem Statement 13
1.3 Research Objectives 15
1.4 Research Questions 16
1.5 Significance of the Study 16
1.6 Definition of Key Term 17
1.7 Scope of Study 19
1.8 Organization of Chapters in Thesis 20
1.9 Summary 20
CHAPTER TWO
LITERATURE REVIEW
2.0 Introduction 21
2.1 Organizational Citizenship Behavior 21
2.2 Servant Leadership 23
2.3 Work Engagement 25
2.4 Perceived Organizational Support 27
2.5 The Relationship between Servant Leadership and OCB 29
2.6 The Relationships between Work Engagement and OCB 31
2.7 The Relationship between Perceived Organizational Support (POS) and OCB 33
2.8 Theoretical Framework 34
2.9 Development of Hypothesis 34
2.10 Summary 35

CHAPTER THREE
METHODOLOGY
3.0 Introduction 36
3.1 Research Design 36
3.1.1 Type of Study 36
3.1.2 Sources of Data 37
3.1.2.1 Primary Data 37
3.1.2.2 Secondary Data 37
3.1.3 Unit of Analysis 38
3.2 Population and Sampling Design 38
3.3 Data Collection Procedures 40
3.4 Measurement and Instrumentation 41
3.5 Data Analysis Techniques 43
3.5.1 Frequency Analysis 43
3.5.2 Descriptive Statistics 43
3.5.3 Reliability Analysis 43
3.5.4 Normality Analysis 44
3.5.5 Inferential Statistics
3.5.5.1 Pearson Correlation Analysis
3.5.5.2 Multiple Regression Analysis

CHAPTER FOUR
FINDING
4.0 Introductions
4.1 Overview of Data Collected
4.1.2 Response Rate
4.2 Profile of Respondents
4.3 Reliability Analysis
4.4 Normality Analysis
4.5 Descriptive Analysis
4.6 Pearson Correlation Analysis
4.6.1 H1: There is a significant relationship between servant leadership and OCB
4.6.2 H2: There is a significant relationship between WE and OCB
4.6.3 H3: There is a significant relationship between POS and OCB
4.7 Multiple Regression Analysis
4.8 Summaries of Findings

CHAPTER FIVE
SUMMARY, RECOMMENDATION AND CONCLUSION
5.0 Introduction
5.1 Discussion
5.1.1 Research question one: Does servant leadership have relationship with OCB?
5.1.2 Research question two: Does Work engagement have relationship with OCB?
5.1.3 Research question three: Does POS have relationship with OCB?
5.2 Limitation and Recommendation for Future Research
5.3 Implication of Study
5.4 Conclusion
REFERENCES
APPENDIX A: Questionnaire
APPENDIX B: SPSS Output

LIST OF TABLES
Table 3.1: Krejcie, RV. and Morgan 39
Table 3.2: Rating Scale 42
Table3.3: Cronbach’s Alpha Value 44
Table3.4: Pearson’s Indicate of Correlation 45
Table4.1: Response Rate 47
Table4.2: Respondent’s Profile 48
Table4.3: Result of Reliability Analysis 54
Table 4.4: Test of Normality 55
Table 4.5: Descriptive Statistics of the Variables 55
Table 4.6: Correlation within SL and OCB 56
Table 4.7: Correlation between Work Engagement and OCB 57
Table 4.8: Correlation within Perceived Organizational Support and OCB 57
Table 4.9: Model Summary 58
Table 4.10: Regulation Analysis 58
LIST OF FIGURES

Figure 4.1: Response Rate of Questionnaire Distributed 47
Figure 4.2: Gender of Respondents 49
Figure 4.3: Age of Respondents 50
Figure 4.4: Respondent’s Education Level 50
Figure 4.5: Grade Level 51
Figure 4.6: Year of Service 51

Figure 4.7 Races 52
Figure 4.8 Marital Status 52
Figure 4.9 Job Position 53
CHAPTER ONE

INTRODUCTION

This chapter will reviews the introduction about the topic, background of study, problem statement, research question, research objective, scope of study, significant of the study and organization of the chapter in the thesis. This chapter also will introduce about the motivation of the study and explain about the topic.

1.0 - Introduction

Organizational Citizenship Behaviour (OCB) is a form of job performance. Traditional definitions of job performance have restricted the construct to the simple coverage of task-related behaviors (Devonish & Greenidge, 2010). As it is well-known, employee behaviors in the workplace have important significances on the overall organizational effectiveness (Yue, 2014). It has been found that OCB can improve the organization’s resource utilization, productivity, performance, effectiveness, and ability to cater to environmental changes. (Podsakoff, MacKenzie, Paine, & Bachrach, 2002).

OCB have a positive relationship on employee’s performance and well-being, and this in turn has obvious flow-on effects on the organization (Zhang, 2011). According to Organ, Podsakoff and MacKenzie (2006), encourage OCB can lead to beneficial consequences such as enhance productivity, clear resources, creation of a motivating working environment and create social funds. Besides that, OCB is linked to low employees turnover rate and absenteeism, task satisfaction and increase organizational performance. (Pablo, 2011; Abdallah, 2012; Jackson, Rossi, Hoover & Johnson, 2012).
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