

Jittinee Katejumpon 2011: Relationships between Personality, Locus of Control and Organizational Citizenship Behavior of Employees in Telecommunication Company. Master of Science (Industrial Psychology), Major Field: Industrial Psychology, Department of Psychology. Thesis Advisor: Assistant Professor Tassana Jaichumchuen, M.S. 118 pages.

The objectives of this thesis were; 1) to study the personality, level of locus of control, and level of organizational citizenship behavior of employees in telecommunication company, 2) to study the relationship between personality and organizational citizenship behavior of employees in telecommunication company, 3) to study the relationship between locus of control and organizational citizenship behavior of employees in telecommunication company and 4) to study variables which could predict organizational citizenship behavior of employees in telecommunication company. Samples of this research were composed of 208 employees in telecommunication company. Data of this research was collected through test and questionnaire which was analyzed by computer program. The statistical methods were percentage, mean, standard deviation, t-test, Pearson's product moment correlation coefficient and stepwise multiple regression analysis.

The results of this research showed that most employees in telecommunication company were introversion - neuroticism personality, high level of internal locus of control and organizational citizenship behavior. The results of hypothesis testing were as the followings. 1) The organizational citizenship behavior was not significantly different by gender, position and education. 2) Age and working experience was not significantly correlated with organizational citizenship behavior. 3) Extrovert – introvert personality was correlated with organizational citizenship behavior at .05 level of significance. 4) Locus of control was correlated with organizational citizenship behavior at .05 level of significance. 5) Extrovert - introvert personality and locus of control could significantly predict organizational citizenship behavior at .05 level of significance.

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