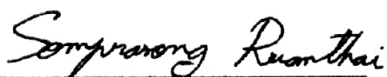


Somprasong Ruanthai 2008: The Relationship between Servant Leadership, Team Working, Organizational Citizenship Behavior And Job Performance of Managers at a Private Communication Organization in Bangkok. Master of Science (Industrial Psychology), Major Field: Industrial Psychology, Department of Psychology. Thesis Advisor: Assistant Professor Rattigorn Chongvisal, Ph.D. 203 pages.

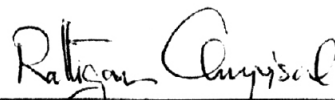
The objectives of this research were to study: 1) the level of servant leadership, team working, organizational citizenship behavior and job performance of managers 2) the relationship between servant leadership, team working, organizational citizenship behavior and job performance of managers 3) common predictors between servant leadership, team working, organizational citizenship behavior and job performance of managers at a private communication organization in Bangkok.

The samples of this research were managers of a private communication organization in Bangkok in total numbers of 223. The research measurement used in collecting data were 1) general questionnaires for personal data 2) servant leadership questionnaires 3) team working questionnaires 4) organizational citizenship behavior questionnaires 5) job performance questionnaires. Analysis of data used statistical program for frequency, percentages, mean and standard deviation. For the hypothesis testing, Pearson's product moment correlation and stepwise multiple regression were used.

It was concluded from the research that; 1) servant leadership level, team working level and organizational citizenship behavior level of managers were in the high level which is highest in the aspects of cooperation and coordination and 2) servant leadership, team working and organizational citizenship behavior have a positive relation with the job performances of managers with statistical significance at statistical level of .01. The correlation coefficient was .675, .660, .658 respectively. 3) the variables of servant leadership, team working and organizational citizenship behavior altogether could explain the consequences of job performance of managers with statistical significance at statistic level of .01 and could predict the job performance behaviors at the percentage of 53.9 ($R^2 = .539$)



Student's signature



Thesis Advisor's signature

31 / 03 / 08