

Wassana Sratongmon 2010: Trust in Supervisor, Job Involvement, and Organizational Citizenship Behavior of the Operational Employees: A Case Study of a Chicken Slaughterhouse. Master of Science (Industrial and Organizational Psychology), Major Field: Industrial and Organizational Psychology, Department of Psychology. Thesis Advisor: Assistant Professor Thipthinna Smuthranond, Ph.D. 133 pages.

The objectives of this research were: 1) to study the level of trust in supervisor, job involvement, and organizational citizenship behavior of the operational employees of a chicken slaughterhouse; 2) to compare organizational citizenship behavior among the operational employees of a chicken slaughterhouse whose personal factors were different; 3) to study the relationship between trust in supervisor, job involvement, and organizational citizenship behavior of the operational employees of a chicken slaughterhouse; and 4) to study the variables that could predict organizational citizenship behavior of the operational employees of a chicken slaughterhouse. Samples were 310 employees of a chicken slaughterhouse. Data were collected by using questionnaires and were analyzed by using a statistical computer program. Percentage, mean, standard deviation, t-test, F-test, Pearson's product moment correlation coefficient, and stepwise multiple regression analysis were used for data analysis.

Results showed that: 1) the level of trust in supervisor, job involvement, and organizational citizenship behavior of the operational employees of a chicken slaughterhouse were high; 2) the operational employees of a chicken slaughterhouse who had different gender, marital status, and level of tenure had different organizational citizenship behavior with statistical significance at .01, .05 and .01 level, respectively; 3) trust in supervisor and job involvement were positively related to organizational citizenship behavior of the operational employees of a chicken slaughterhouse with statistical significance at .01 level; and 4) job involvement including responsibility to work, work involvement and competence dimension of trust in supervisor could jointly predict 47.9 ($R^2_{Adj} = .479$) percentage of organizational citizenship behavior of the operational employees of a chicken slaughterhouse with statistical significance at .01 level.

Student's signature

Thesis Advisor's signature