

Chommanad Changwang 2011: Organizational Trust, Organization Citizenship Behavior, and Job Performance of Professional Nurses at Nakhonnayok Province's Hospital. Master of Science (Industrial and Organizational Psychology), Major Field: Industrial and Organizational Psychology, Department of Psychology. Thesis Advisor: Assistant Professor Thipthinna Smuthranond, Ph.D. 135 pages.

The objectives of this research were: 1) to study the level of organizational trust, organization citizenship behavior, and job performance of professional nurses at Nakhonnayok province's hospital; 2) to assess to compare job performance among the professional nurses with diverse personal factors at Nakhonnayok province's hospital; 3) to assess the relationship between organizational trust, organization citizenship behavior, and job performance of professional nurses at Nakhonnayok province's hospital; and 4) to determine the variables which can predict job performance of professional nurses at Nakhonnayok province's hospital. The samples consisted of 205 professional nurses at Nakhonnayok province's hospital. Data were collected with questionnaires and analyzed by means of statistical software. Percentage, mean, standard deviation, t-test, F-test, Pearson's product moment correlation coefficient, and Stepwise multiple regression analysis were used for data analysis.

Result showed that: 1) organizational trust and organization citizenship behavior were high levels and job performance of professional nurses was once very high level at Nakhonnayok province's hospital; 2) diverse age, marital status, levels of education, and work experience were not found to significantly affect the job performance of professional nurses at Nakhonnayok province's hospital related to job performance to professional nurses at Nakhonnayok province's hospital with statistical significance at a level of .01 and 4) organization citizenship behavior including self-development, courtesy, and civic virtue of professional nurses at Nakhonnayok province's hospital was predicted 40.6 percentage of job performance with statistical significance at .01 level.

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Thesis Advisor's signature