

Kunchana Kunja 2007: Factors Affecting Organizational Citizenship Behaviors of employees of Technology Management Center, National Science and Technology Development Agency. Master of Science (Industrial Psychology), Major Field: Industrial Psychology, Department of Psychology. Thesis Advisor: Associate Professor Apinya Hirunwong, Ph.D. 119 pages.

The objectives of this research were to study: 1) The level of organizational citizenship behaviors of employees of Technology Management Center, National Science and Technology Development Agency 2) Factors affecting organizational citizenship behaviors. Samples were 197 employees of Technology Management Center, National Science and Technology Development Agency. The rating scale questionnaires were used to collect data. Percentage, mean, standard deviation and stepwise multiple regression analysis were adopted for data analysis.

The results showed that: (1) The level of organizational citizenship behavior of employees of Technology Management Center, National Science and Technology Development Agency were high. (2) Self esteem, job satisfaction (supervisor), personality (agreeableness and neuroticism) and status can predict 53.5% of overall organizational citizenship behavior with the significance at the level of .001. (3) Self esteem, sex, job satisfaction (co-worker), position and personality (extraversion) can predict 40.1% of organizational citizenship behavior (altruism) (4) Self esteem, personality (extraversion and agreeableness), job satisfaction (supervisor and co-worker) and personality (neuroticism) can predict 31.2% of organizational citizenship behavior (courtesy) (5) Self esteem and personality (neuroticism) can predict 36.5% of organizational citizenship behavior (sportsmanship) (6) Job satisfaction (company and management, opportunity for advancement and co-worker), personality (extraversion and agreeableness), status and education can predict 45.9% of organizational citizenship behavior (civic virtue) (7) Self esteem, personality (conscientiousness), age and status can predict 46.7% of organizational citizenship behavior (conscientiousness)

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