

Cheevapart Tongpan 2011: Factors Affecting Organizational Citizenship Behavior of Employees in A Building Materials Company Limited. Master of Science (Industrial Psychology), Major Field: Industrial Psychology, Department of Psychology.  
Thesis Advisor: Assistant Professor Thawan Nieamsup, Ph.D. 152 pages.

The objectives of this research were to: 1) study the organizational citizenship behavior level of employees in a building materials company limited; 2) study the personality, level of perception of organizational justice and level of perception of organizational culture of employees in a building materials company limited; and 3) factors affecting organizational citizenship behavior of employees in a building materials company limited. The samples used in this study were 171 employees in a building materials company limited. The data was collected with questionnaires consisting of 5 parts : personal data, The Maudsley Personality Inventory, perception of organizational justice, perception of organizational culture and organizational citizenship behavior. The statistics applied were percentage, mean, standard deviation and stepwise multiple regression analysis.

The findings indicated as follows: 1) The overall and each dimension of organizational citizenship behavior (courtesy, sportsmanship, civic virtue, and conscientiousness) of employees in a building materials company limited were at ‘high level’ while dimension of organizational citizenship behavior of altruism was at ‘moderate level’ ; 2) employees were introversion-stability personality, the overall and each dimension of perception of organizational justice (distributive justice and procedural justice) of employees in a building materials company limited were at ‘moderate level’ and each dimension of perception of organizational culture (power distance, individualism, collectivism, masculinity, femininity and uncertainty avoidance) were at ‘moderate level’; and 3) procedural justice of perception of organizational justice, position, uncertainty avoidance of perception of organizational culture and age could jointly predict overall organizational citizenship behavior of employees in a building materials company limited at a .001 significance statistical level with a cooperative prediction at 18.0 percent. The best predictor was position.

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