

Bordin Harnbunsong 2012: Personal Factors, Five Factor Model of Personality, Perceived Organizational Support, and Organizational Citizenship Behavior of Officials in the Office of the Permanent Secretary for Interior. Master of Science (Industrial and Organizational Psychology), Major Field: Industrial and Organizational Psychology, Department of Psychology. Thesis Advisor: Associate Professor Phuangphet Wacharayoo, Ed.D. 158 pages.

The objectives of this research were to: 1) study the level of five factor model of personality, perceived organizational support, and organizational citizenship behavior of officials in the office of the permanent secretary for interior; 2) compare organizational citizenship behavior of officials in the office of the permanent secretary for interior according to their personal factors; and 3) find variables that could predict organizational citizenship behavior of officials in the office of the permanent secretary for interior were personal factors, five factor model of personality, and perceived organizational support. Samples were 254 officials in the office of the permanent secretary for interior. Data were collected by questionnaires and analyzed by application program of computer. Statistics used were: percentage, mean, standard deviation, t-test, one-way ANOVA, and stepwise multiple regression analysis.

The results were: 1) Five factor model of personality of officials in the office of the permanent secretary for interior was at “low” level in 1 dimension (neuroticism), “moderate” level in 1 dimension (extraversion) and “high” level in 3 dimensions (openness to experience, agreeableness and conscientiousness), “moderate” level in perceived organizational support and “high” level in overall and all 5 dimensions in organizational citizenship behavior (altruism, courtesy, sportsmanship, civic virtue and conscientiousness). 2) Officials in the office of the permanent secretary for interior with differences in age and income were significantly statistically different on organizational citizenship behavior and officials with differences in sex, level of education and years of work were not statistically significantly different in overall organizational citizenship behavior. 3) Conscientiousness personality, perceived organizational support, openness to experience, agreeableness and neuroticism personality could jointly predict overall organizational citizenship behavior of officials in the office of the permanent secretary for interior around 50.9 percent at the significant level of .001.

---

Student's signature

---

Thesis Advisor's signature