

Pornwipha Manator 2008: Happiness and Organizational Citizenship Behavior of Employees at a Commercial Bank (Headquarter). Master of Science (Industrial Psychology), Major Field: Industrial Psychology, Department of Psychology. Thesis Advisor: Associate Professor Phuangphet Wacharayoo, Ed.D. 132 pages.

The objectives of this research were to study the level of happiness and organizational citizenship behavior; the relationship between happiness and organizational citizenship behavior; and happiness as a predictive value of organizational citizenship behavior of the employees in a headquarters of a commercial bank. The sample was taken from 311 employees in a headquarters of a commercial bank. Questionnaires were used to collect data on happiness and organizational citizenship behavior. The data analyzed by using application program of computer.

The results can be summarized as follows: The employees showed “happiness” at the high level (creative thinking and enthusiasm, confidence in coping, family support, self esteem, general well-being positively affected, kindness, physical safety and security, social support, and interpersonal relationships) but general well-being negatively affected, expectation achievement congruence, and inadequate mental mastery were at the middle level, in “organizational citizenship behavior” all and each 5 aspects (conscientiousness, courtesy, sportsmanship, altruism, and civic virtue) were at the high level. There was a significant relationship between happiness and organizational citizenship behavior at the significant level of .01, the components of happiness: “kindness” showed a relationship with the components of organizational citizenship behavior: “conscientiousness” at the highest level and at the significant level of .01, and the components of happiness: “family support” showed relationship with the components of organizational citizenship behavior: “courtesy” at the lowest at the significant level of .05. Happiness can predict organizational citizenship behavior at the significant level of .01, and 24%.

Student's signature

Thesis Advisor's signature

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