

Siriwan Chuenboon 2010: The Effect of Organization Climate and Quality of Work Life on Organizational Citizenship Behavior of Personnel in the Office of the Rector, Thammasat University Rangsit Center. Master of Science (Industrial and Organizational Psychology), Major Field: Industrial and Organizational Psychology, Department of Psychology. Thesis Advisor: Associate Professor Phuangphet Wacharayoo, Ed.D. 197 pages.

The objectives of this research were to: 1) study the level of organization climate, quality of work life, and organizational citizenship behavior of personnel in the Office of the Rector, Thammasat University Rangsit Center; 2) compare the organizational citizenship behavior of personnel in the Office of the Rector, Thammasat University Rangsit Center according to personal factors; 3) find the relationship between organization climate, quality of work life, and organizational citizenship behavior of personnel in the Office of the Rector, Thammasat University Rangsit Center, and 4) find which personal background, organization climate, and quality of work life would effect the organizational citizenship behavior of personnel in the Office of the Rector, Thammasat University Rangsit Center. The respondents were 160 personnel in the Office of the Rector, Thammasat University Rangsit Center. Data were collected by questionnaires and analyzed using a statistical package program. The statistical methods used for analyzing the data were percentage, mean, standard deviation, t-test, One Way ANOVA, Pearson's product moment correlation coefficient, and stepwise multiple regression analysis.

The results of this research indicated that: 1) the personnel had a good level of perception on overall organization climate, a high level of overall quality of work life, and a high level of overall organizational citizenship behavior; 2) the personnel who differed in gender, age, duration of employment, educational level, marital status, position of work, and salary exhibited no differences in the overall organizational citizenship behavior; 3) the overall organization climate was positively related to overall organizational citizenship behavior at a significance level of .001 ($r = .337$) while the overall quality of work life were positively related to overall organizational citizenship behavior at a significance level of .01 ($r = .234$), and 4) marital status and two dimensions of the organization climate (tolerance of conflict and need for innovation) could jointly predict overall organizational citizenship behavior of personnel at a .001 level of significance and at 14.3 percent, whereas quality of work life could not predict overall organizational citizenship behavior.

Student's signature

Thesis Advisor's signature