

Abstract

This study, "The Relationships between Quality of Work Life, Organizational Commitment and Organizational Citizenship Behavior: A Case Study of a Chemical Companies Group" was a survey research. The purposes were to study the relationship between Quality of Work Life, Organizational Commitment and Organizational Citizenship Behavior, the prediction of Organizational Citizenship Behavior by Quality of Work Life and Organizational Commitment.

The sample of this study consisted of 94 employees of a Chemical Companies Group. Instruments used were: (1) demographic questionnaire, (2) Quality of Work Life (based on (Huse and Cummings, 1985), (3) Organizational Commitment Questionnaire (based on (Allen and Mayer, 1990) and (4) Organizational Citizenship Behavior (based on Organ, 1988). The results of this study were:

1. There were differences of certain demographic characteristics, which were Gender, Operating Level, Working Experience, and Salary Level, but there were no differences in Organizational Citizenship Behavior at .05 level of significance.
2. Overall and all dimensions of Quality of Work Life were no correlated with Organizational Citizenship Behavior at .05 level of significance.
3. Affective Commitment, Normative Commitment and Overall Organizational Commitment were positively correlated with Organizational Citizenship Behavior at .05 level of significance.
4. Overall and all dimensions of Organizational Commitment were positively correlated with Quality of Work Life at .01 level of significance.
5. Affective Commitment could be used to predict Organizational Citizenship Behavior at 3.9 percentage of coefficient of determination.

The results of this study, the organization can determine policies for improving and developing employees to increase Quality of Work Life, Organizational Commitment and Organizational Citizenship Behavior. Bring the behaviors of good employees are organizational performance efficiency appraisal indicators.