

Abstract

The purpose of this research “the relationship between the emotional quotient, the perception of organizational justice and the organizational citizenship behavior : A case study of one Securities’ head office”, are as follows : to study The emotional quotient, the perception of organizational justice and the organizational citizenship behavior ; to study the correlations between The emotional quotient, the perception of organizational justice and the organizational citizenship behavior and to make predictor equation to predict the organizational citizenship behavior.

The population of this study consisted of 206 operation level staff at the Head Office of one Securities. There were 197 responses received. (95.6 % of total questionnaires)

There were two sets of questionnaires employed for this study. The first set was designed to study the personal characteristics, the emotional quotients and the perception of organizational justice. This set was distributed and gathered information from the operation level staff. The second set was designed to study the organizational citizenship behavior. The supervisors of those operation level staff, who responded to the first set of questionnaires, answered this set of questionnaires to evaluate their subordinates’ organizational citizenship behavior. The questionnaires were tested for their quality and resulted in reliability coefficient of .9172 for the study of the emotional quotient, .8370 for the perception of organizational justice and .8933 for the organizational citizenship behavior.

Statistical analysis methods used in this study included frequency distributions, percent, mean, standard deviation, t - test, Pearson’s correlation product moment and regression analysis. The results of statistical analysis were as follows:

1. Operation level staff had a high level of emotional quotient and all of its 5 factors.
2. Operation level staff had a moderate level of the perception of organizational justice and had a low level of the distributive justice.

3. Operation level staff had a high level of the organizational citizenship behavior and had a moderate level of the altruism and civic virtue factor.

4. There was a non-significant positive correlation between the emotional quotient and the perception of organizational justice. ($r = .114$, $p < .05$)

5. There was a significant positive correlation between the emotional quotient and the organizational citizenship behavior. ($r = .557$, $p < .01$)

6. There was a significant positive correlation between the perception of and the organizational justice the organizational citizenship behavior. ($r = .579$, $p < .01$)

7. The stepwise multiple regression analysis revealed that emotional quotient of self-regulation, the perception of distributive justice and the perception of systemic justice with predictability of 31.4

The result of this study shows that there is a relationship between the emotional quotient, the perception of organizational justice and the organizational citizenship behavior and some factor of the emotional quotient and the perception of organizational justice can predict the organizational citizenship behavior. Therefore, the organization can utilize this information in various areas of its human resource management. For example, the organization can apply the emotional quotient in promoting program or recruiting employees. Furthermore, the human resource managers can apply the knowledge by increasing the level of emotional quotient and the perception of organizational justice in order to increase the organizational citizenship behavior.