

Kannika Tongri 2012: Self-Perceived Employability, Trust Inside Organizations, and Organizational Citizenship Behavior of Employees at a Toyota's Dealer Company. Master of Science (Industrial and Organizational Psychology), Major Field: Industrial and Organizational Psychology, Department of Psychology. Thesis Advisor: Assistant Professor Thawan Nieamsup, Ph.D. 169 pages.

The objectives of this research were: 1) to study the level of self-perceived employability, trust inside organizations and organizational citizenship behavior of employees at a Toyota's dealer company. 2) to study the influence of personal factors, self-perceived employability and trust inside organizations on organizational citizenship behavior of employees at a Toyota's dealer company. The sample in this research consisted of 144 employees at a Toyota's dealer company. The research data was collected by the application of questionnaires. Data was analyzed by using statistical applied program. Analytical statistics employed were percentage, mean, standard deviation and stepwise multiple regression analysis.

The results were as follows: 1) Employees had high levels of self-valuation in current organization, perceived value of occupation in current organization, self-valuation outside current organization, perceived value of occupation outside current organization of self-perceived employability. 2) Employees had high levels of trust between the individual employees and their immediate managers, trust between the individual employees and immediate work colleagues, trust between the individual employees and their employers and trust between the individual employees and the organization of trust inside organizations. 3) Employees had high levels of overall organizational citizenship behavior and each dimensions (altruism, courtesy, sportsmanship, civil virtue, and conscientiousness). 4) Tenure in current organization of personal factors; trust between the individual employees and the organization and trust between the individual employees and their employers of trust inside organizations; perceived value of occupation in current organization and self-valuation outside current organization of self-perceived employability could jointly predict the overall organizational citizenship behavior of employees around 64.6% at .001 level of significance.

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