

Abstract

The purpose of this research study is to access the relationship between job satisfaction and OCBI/OCBO. It is expected that the results of the study will significantly help the operates of employee's satisfaction in the private hospital in Thailand industry as a whole in monitoring the impact of employee's satisfaction.

The main objectives of this research study are as follows.

1. To establish the relationship between job satisfaction and OCBI/OCBO.
2. To investigate the relationship between the components of organizational commitment and OCBI/OCBO.

The raw score correlations indicated varying degrees of support for the hypothesis. The hypotheses was supported in the job satisfaction were significantly and positively related to co-worker rated and supervisor rated OCBI. In terms of facet measures, satisfaction with work, supervision, and co-workers were also significantly and positively related to co-worker and supervisor rated OCBI. Satisfaction with pay was significantly and positively related to supervisor rated OCBI . Satisfaction with promotional opportunities was significantly rated to either measure of OCBI. Contrary to the part of Hypothesis which predicted relationship between affective commitment and OCBI, a significant and positive relationship was found for co-worker and supervisor rated OCBI. Contrary to the part of hypothesis which predicted a significant and positive relationship between continuance commitment and OCBI, significant relationship was obtained for measure of OCBI. Normative commitment was significantly and positively related to co-worker rated OCBI.

Finally usefulness analyses indicated that satisfaction of co-worker and affective commitment were the two most important predictors of co-worker and supervisor rated OCBI, as each construct contributed unique variance in the criterion. All the other variables in this study (when entered as set) did not add significantly to explain the variance in co-worker rated and supervisor rated OCBI when controlling for satisfaction with co-workers and affective commitment. Implications for future research and practice are provided.

