

THESIS	QUALITY OF WORK LIFE, ORGANIZATIONAL CLIMATE AND ORGANIZATIONAL COMMITMENT FACTORS AFFECTING ORGANIZATIONAL CITIZENSHIP BEHAVIOR OF STAFF IN THE ANCIENT CITY COMPANY LIMITED.
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ABSTRACT

The objectives of this research were 1) to investigate the personal characteristics affecting organizational citizenship behavior of the employees in Ancient City company limited 2) to investigate the quality of work life, organizational climate and organizational commitment affecting organizational citizenship behavior of the employees in Ancient City company limited. The populations were 677 employees from operation to executive level. The samples were 251 employees using Yamane the calculation of the 95 percent confidence level. Statistics for data analysis were percentage, frequency, mean, standard division, independent sample t-test, F-test, and multiple regression analysis.

The research results revealed that 1) The personal characteristics including gender, age, years of employment, marriage status, income, educational level, and job position has no different influence on organizational citizenship behavior of the employees in Ancient City company limited at the 0.05 level. 2) The quality of work life, organizational climate, and organizational commitment significantly influence on the organizational citizenship behavior of the employees in Ancient City company limited at the level of 0.05.