

## ABSTRACT

Title           The Relation Between Organizational Commitment and Organizational  
Citizenship Behavior of Small Commercial Bank Staffs in Thailand.  
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The purposes of this research were: 1) to study level of organizational commitment, and organizational citizenship behavior of small commercial bank staffs in Thailand. 2) to compared the organizational citizenship behaviors of these personnel as classified by the demographical characteristics of gender, aged, educational level, income and work period 3) to study the correlation between the organization commitment and the organizational citizenship behavior of small commercial bank staffs in Thailand. The population sampling was small commercial bank staffs in Thailand at, Bangkok area. The samples use random sampling for a total of 386 samples. The data were analyzed by mean, percentages, standard deviation, t-test, F-test and Pearson correlation.

The research findings were as follows: 1) the results of the study found that the majority of population was female, aged between 35-49 years old, graduated in the bachelor level, income between 20,001-30,000 baht and the work period between 4-6 years. 2) overall, the level of organizational commitment was rather high. The organization commitment in affective commitment most. Was the highest. The least was normative commitment. 3) overall, The level of organizational citizenship behavior was rather high. The organizational citizenship behavior in affective conscientiousness most. Was the highest. The least was altruism. 4) the comparison between organizational commitment by gender as a whole were not different and in the comparison by aged, educational level, income and work period were not different in the organization commitment as a whole with statistical significance at the level of 0.01 5) the comparison between organizational citizenship behavior by gender as a whole were not different and in the comparison by aged, educational level, income and work period were not different in the organizational citizenship behavior as a whole with statistical significance at the level of 0.01 6) results for the correlation between organizational commitment and

organizational citizenship behavior as a whole showed a positive correlation with statistical significance at the 0.01 level. The organizational citizenship behavior in the overall with organizational commitment remains with the continuance commitment has positive relationship in very high level. The organizational citizenship behavior in altruism with organizational commitment remain with the affective commitment has positive relationship in medium level. The organizational citizenship behavior in civic virtue with organizational commitment remain with the affective commitment has positive relationship in low level. The organizational citizenship behavior in courtesy with organizational commitment remain with the continuance commitment has positive relationship in very low level.