

ABSTRACT

Impact of human resource management practices on organizational citizenship behaviour has been widely researched for years. The study is aimed to explore the effect of human resource management (HRM) practices on organizational citizenship behaviour (OCB) in the leisure and entertainment sector in Indonesia, questionnaires were distributed to 146 respondents to the employee of Kelapa Gading Mall. Pearson correlation analysis was used to investigate the relationship between four HRM practices (Employee Staffing, Training and Development, Compensation and Rewards and Performance Appraisal) and OCB, besides multiple linear regression analysis was used to find out the joint effect of various HRM practices against OCB. In this study, it was found that all HRM practices have positive effects on OCB. Some HRM practices have a weaker effect, while some practices show stronger correlation with OCB. Out of HRM practices, performance appraisal is found to have the most significant impact on OCB. Overall, the results of this research have been discussed and the recommendations for organization have been suggested at the end of the study.

Keywords: Organizational Citizenship Behaviour, HRM practices, Employee Staffing, Training and Development, Compensation and Rewards, Performance Appraisal

