

### **Book Review**

**Author** : Shirley Chan  
**Title of Book** : Vital Management for Today's Workplace  
**Publisher** : LAP LAMBERT Academic Publishing

**The author is the Head of the Examinations Department at SEGi University College. She has a Bachelor of Technology (Management) from the University of Ballarat, Australia and an MA Management from the University of Malaya, Malaysia. She is also the Deputy Editor of SEGi Review. The book is adapted from her MA thesis submitted to the University of Malaya in 2009.**

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The book is on employees' organisational commitment, organisational citizenship behaviour and immediate superior's perceived job performance. It also discusses organisational commitment as the mediator between organisational citizenship behaviour and job performance. The respondents were the academic and non-academic executives from SEGi University College in Malaysia. The Meyer and Allen's (1997) Organisational Commitment Questionnaire, Podsakoff's (1990) Organisational Citizenship Behaviour Questionnaire and Performance Appraisal 2008 were used. Data were analysed using the Statistical Package for the Social Science. The reliability scales of the instruments used were satisfactory. The tests of correlation, multiple regression and SOBEL were then performed. The results indicated that there was a positive connection between organisational commitment and organisational citizenship behaviour but there was no connection between organisational commitment and job performance. The organisational citizenship behaviour was found to be positively related to the job performance. It is also evident that the organisational commitment was not the mediator between organisational citizenship behaviour and job performance. From the focus group discussion, it was found that other contributing factors to the executives' job performance such as the performance-based rewards system, a clear and unambiguous communication system, esprit de corps and good rapport inter-departmentally, a proper staff development plan and the relationship with their immediate superiors.

The book has 104 pages and costs RM217 inclusive of shipping.

**Reviewed by:**  
**Prof. Dr. B C Tan, BSc (UM), MSc (NUS), PhD (Wales), JSM**  
**Editor, SEGi Review**