

The Mediating role of Job Satisfaction in the relationship between Organizational Justice and Organizational Citizenship Behavior

(A Study of Business Organizations of Lahore, Pakistan)

MS Thesis



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Declaration

I certify that this thesis contains my original work submitted in fulfillment of the requirement of the degree of MS management submitted to the Centre for Graduate Research (CGR), School of Business & Economics; University of Management & Technology, Lahore, Pakistan. It consists of no material which has been accepted for the award of any other degree in my name, in any university, to the best of my knowledge and belief, contains no material previously published or written by another person, except where due reference has been made in the text. In addition, I certify that no part of this work will, in the future, be used in a submission in my name, for any other degree in any university.

Abstract

The aim of this thesis is to obtain greater understanding of the factors such as Organizational Justice (OJ) and Job Satisfaction that consequently lead to organizational citizenship behavior (OCB). Job performance is more and more being seen to include constructs such as OCB. Professionals have been recognized to perform a wide variety of OCB's for which they are neither paid, nor appreciated to achieve by superiors. Individuals from management positions from different public and private sector organizations participated in this study. Data is collected by using survey method. All the variables of interest score high on reliability tests. The outcomes of the research showed a significant mediating role of Job Satisfaction in the relationship between OJ and OCB and in the light of the study findings it is suggested that, merely positive perceptions of OJ is not responsible for OCB but it is the attitudinal variable of Job Satisfaction when high leads to OCB.

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