

Exploring the influence of Job Satisfaction and Psychological Contract on Organizational Citizenship Behavior

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The organizations face many challenges related to organizational citizenship behaviour (OCB). The title of this research is Exploring the influence of job satisfaction and psychological contract on organizational citizenship behavior. For those challenges affected by many of reasons and this research is defined that the job satisfaction (JS) and psychological contract (PC) affect to organizational citizenship behaviour (OCB) and organization must overcome those challenges maintaining the organizational citizenship behaviour (OCB) within the organization. The research problem of this research is defined as How does perceived control from job satisfaction and psychological contract influence employee citizenship behavior and it will be studied by the analyzing through the questionnaire related to job satisfaction (JS), psychological contract (PC) and organizational citizenship behavior (OCB). The independent variable is organizational citizenship behavior (OCB) while the depended variable is job satisfaction (JS) and the moderator is psychological contract (PC). The sample of the research is 100 respondents and the sample have been selected as the workers in apparel industry. The key results of the research are justification of the impact of job satisfaction (JS) on organizational citizenship behaviour (OCB) and the impact of psychological contract (PC) on the relationship between the job satisfaction (JS) and organizational citizenship behaviour (OCB). When the job satisfaction (JS) is high it is directly affected on organizational citizenship behaviour (OCB) and when psychological contract (PC) is high it is directly affected on the relationship between job satisfaction (JS) and organizational citizenship behaviour (OCB). Hence, the organization must determine that maintain the job satisfaction (JS) and psychological contract (PC) can maintain the organizational citizenship behaviour (OCB).

Keywords: Organizational Citizenship Behaviour, Job Satisfaction, Psychological Contract

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