ABSTRACT

THE RELATIONSHIP BETWEEN JOB SATISFACTION AND ORGANISATIONAL CITIZENSHIP BEHAVIOUR AMONG SELECTED ORGANISATIONS IN ZIMBABWE.

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Contemporary human resources management suggests that organisations which have been able to make it in the business arena have done so through good people management practices. Job satisfaction, through a people centered approach, has not been spared as one of the critical forces used in achieving organisational effectiveness. Traditional thought behind job satisfaction prescribes that satisfied employees tend to be more productive, creative and committed to their jobs; all of which are imperative to
achieving an organisation’s bottom line. There has been some controversy surrounding the nature of the relationship between job satisfaction and organisational citizenship behaviour, which is another factor that is regarded as important in achieving organisational effectiveness. Some studies have shown that organisational citizenship behavior is a result of job satisfaction. In this regard, the present study focuses on the extent to which job satisfaction influences organisational citizenship behaviour among selected organizations in Zimbabwe. The study hypothesised that job satisfaction correlates positively with organisational citizenship behaviour. Participants in the study comprise of middle level management, supervisors and lower level employees. Two questionnaires were combined to collect data for the study. The Minnesota Satisfaction questionnaire was used to collect data on job satisfaction whilst a questionnaire by Konovsky and Organ (1996:253) was used to collect data on organisational citizenship behaviour. The results show that employees in the organisations surveyed report moderate levels of job satisfaction and organizational citizenship behavior. It was established that there was a substantive correlation between job satisfaction and organisational citizenship behaviour.
DECLARATION

I declare that “The relationship between job satisfaction and organizational citizenship behaviour among selected organizations in Zimbabwe” is the author’s original work and has never before been submitted by the author or anyone else at any university for a degree. All the sources that have been used or quoted have been indicated and acknowledged by means of complete references.

MALVERN WAINI CHIBOIWA
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DEDICATION

I dedicate this thesis to my parents Mr and Mrs Chiboiwa who have sacrificed a lot for me to be where I am today.
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