DECISION OF EXAMINING COMMITTEE

Thesis title:

JOB SATISFACTION AS A PREDICTOR OF ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB)

Discussion date: May - 24- 2015

Decision made after the discussion: Pass – no edit.

Examinig Committee Members:

- Associate Prof. Dr. Hasan Aleassa
- Associate Prof. Dr. Ziad Zurigat
- Assist Prof. Dr. Yazen Meqadi
ABSTRACT

This study investigated Job satisfaction as a Predictor of organizational citizenship behavior, among employees in the public accounting industry in Jordan. The study sample consists of the big four accounting companies which are: Deloitte Touche Tohmatsu Limited, PricewaterhouseCoopers (PwC), Ernst & Young (E&Y), Klynveld Peat Marwick Goerdeler (KPMG). Structured questionnaire was used to collect data, linear regression was used to analyze the collected data in order to determine the impact of independent variables job satisfaction on dependent variables organizational citizenship behavior dimensions.

The results of the current study indicated that job satisfaction has a positive impact on organizational citizenship behavior dimensions. This study is concluded with discussion of the results, implications for managers and human resource professionals, and directions for future research.

Key Words: organizational citizenship behavior, job satisfaction, altruism, courtesy, sportsmanship, civic virtue and conscientiousness.