

Organizational Justice and Citizenship Behavior, the Mediating Role of Trust

Hassan ISMAIL (Lecturer)
Department of Human Resource Management,
Higher Institute of Business Administration (HIBA)
P.O.Box:12890 Damascus, Syria
E-mail: hassanism1@gmail.com

Abstract

This study examines the role of organizational trust in the relationship between organizational justice and organizational citizenship behaviors (OCB). A total sample of 191 employees was selected from Syrian private banks. The research findings indicate that there is a significant positive impact of organizational justice dimensions (distributive, procedural, and interactional) on OCB. Similarly, organizational trust positively affects OCB. Furthermore, this study shows that organizational trust plays a mediating role in the relationship between the organizational justice and OCB.

Keywords: Organizational Justice, Distributive Justice, Procedural Justice, Interactional justice, Organizational Citizenship Behaviors, Organizational Trust.