

**The mediating role of employee trust on the relationship between organization justice and organization citizenship behavior: A study of call center industry in Pakistan.**



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**Topic of Research:** Impact of organization justice & organization citizenship Behavior with mediating role of employee trust, as study of call center industry in Pakistan.

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## **Abstract**

The purpose of this quantitative study investigates the impact of organization justice & organization citizenship Behavior with mediating role of employee trust: A study of call center industry in Pakistan. The sample size consists 160 employees of different call centers of Islamabad. A total of 38 questions were asked based on 5 point Likert scale responses. For correct data processing, entry and to find the outcomes as output, SPSS is the means which is used in this research. Regression was used to test the hypothesis. The results show that there is a positive relationship between Organizational Justice and OCB (Accepted), there is a positive relationship between Procedural Justice and OCB (Rejected), there is a positive relationship between Distributinal Justice and OCB (Accepted), there is a positive relationship between Interactional Justice and OCB (Accepted) and employee trust does not mediate the associations between Organizational Justice and OCB, which is positive effect on OCB.

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## Table of Contents

<b>Abstract</b> .....	3
<b>Acknowledgement</b> .....	4
<b>Chapter 01</b> .....	8
<b>INTRODUCTION TO THE STUDY</b> .....	8
1.1 Background of the Study: .....	8
1.2 Purpose of the Research: .....	11
1.3 Problem Statement:.....	11
1.4 Research Objectives:.....	11
1.5 Research Significance:.....	12
1.6 Brief Methodology:.....	12
1.7 Data Analysis: .....	12
<b>Chapter #3</b> .....	30
Theoretical Framework.....	30
3.1Research Hypothesis:.....	31
H1:.....	31
H 2:.....	31
H 3:.....	32
H 4:.....	32
H 5:.....	32
<b>Chapter #4</b> .....	34
<b>RESEARCH METHODOLOGY</b> .....	34
4.1 Introduction:.....	34
4.2 Research Design:.....	34
4.3 Survey Approach.....	34
4.4 Nature of Study:.....	35
4.5 Unit of Analysis: .....	36

4.6	Timeline of Research:.....	36
4.7	Target Population:.....	36
4.8	Sample Size:.....	36
4.9	Data Sources:.....	36
4.9.1	Primary Data Sources:.....	36
4.9.2	Secondary Data Sources:.....	37
4.10	Data Analysis Techniques:.....	37
4.11	Reliability Analysis:.....	37
4.12	Protection of Privacy:.....	38
4.12	Framework of the Research:.....	38
	<b>Independent Variable.....</b>	<b>38</b>
	<b>Chapter#5.....</b>	<b>40</b>
	<b>DATA ANALYSIS, RESULTS AND DISCUSSION.....</b>	<b>40</b>
5.1	Introduction:.....	40
5.2	Regression:.....	40
5.3	Descriptive Statistic:.....	41
5.4.1	Mean Values for the Demographics of Respondents:.....	41
5.5	Demographic Analysis:.....	42
5.5.1	Frequency table for the respondents:.....	43
5.6	Hypothesis Testing:.....	44
5.6.1	Hypothesis 1:.....	44
5.6.1.1	Model Summary:.....	44
5.6.1.3	Coefficients Table:.....	45
5.6.2	Hypothesis 2:.....	45
5.6.2.1	Model Summary:.....	45
5.6.2.2	ANOVA Table:.....	46
5.6.2.6	ANOVA Table:.....	47
5.6.2.4	Interactional Justice has positive impacts on OCB. ....	47
5.6.2.4.1	Model Summary:.....	48
5.6.2.4.2	ANOVA Table:.....	48
5.6.2.4.3	Coefficients Table:.....	49

5.6.2.5. Employee trust mediates the associations between Organizational Justice and OCB, which is positive impacts on OCB..	49
5.6.2.5.1 Model Summary:.....	49
5.6.2.5.2 ANOVA Table:.....	50
<b>CHAPTER # 6</b> .....	52
<b>CONCLUSION AND RECOMMENDATION</b> .....	52
6.1 Conclusion:.....	52
6.2Recommendation: .....	52
6.3 Limitations.....	55
1. 6.4References:.....	56
<b>Annexure and Appendices</b> .....	67
<b>RESEARCH QUESTIONNAIRE</b> .....	67