



شبكة المعلومات الجامعية
التوثيق الإلكتروني والميكروفيلم

بسم الله الرحمن الرحيم



MONA MAGHRABY



شبكة المعلومات الجامعية
التوثيق الإلكتروني والميكروفيلم



شبكة المعلومات الجامعية التوثيق الإلكتروني والميكروفيلم



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جامعة عين شمس

التوثيق الإلكتروني والميكروفيلم

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The Effect of Organizational Cynicism and Quality of Work Life on Organizational Citizenship Behaviors

"An Applied Study on Academic Staff in Private Universities in Egypt"

**A Thesis Submitted in Partial fulfillment of the Requirements of the Degree
of Doctoral Degree in Business Administration**

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ABSTRACT

Aim: This study aims at testing the effect of Organizational cynicism and quality of work life on organizational citizenship behavior from the perspective of academic staff in private universities in Egypt.

Method: This study is quantitative and primary data is collected through administering questionnaires to academic staff in private universities. The questionnaire is administrated to measure the following constructs, which are: Organizational Cynicism, Quality of Work Life, and Organizational citizenship behavior.

Results & Conclusions: there is a significant effect of Organizational cynicism on Organizational citizenship behaviors. besides, quality of work life is proved to have effect on Organizational citizenship behaviors only considering (Job Career satisfaction and working conditions). Demographic factors in this study, such as gender , having children , Marital status , Age , and years of experience are proved to have effect considering the three main variables.

Recommendations: Egyptian private universities should offer flexible working arrangements for their employees to adapt their work and life conditions. There should be financial and psychological support for employees working in private universities to help them continue their educational path. The researcher recommend that private universities should invest more in learning and development area concerning employees working in private universities. Establish different programs of QWL that could be adapted with more than one employee according to their private life circumstances.

Suggestions for future research: Research always continues and could be followed up with more perception dimensions through testing the effect of organizational cynicism on organizational commitment among private universities. Future research can be conducted to comparative study to measure organizational cynicism among employees working in private universities versus employees working in public universities.

Keywords: Organizational cynicism, cognitive cynicism, behavioral cynicism, attitude cynicism, Quality of work life, organizational citizenship behavior, organizational citizenship behavior towards individuals, and organizational citizenship behavior towards organizations.

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