The Moderating Effect of Organizational Justice and Emotional Intelligence on the Relationship between Organizational...

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ABSTRACT

In-role behavior of employees could be managed by the regular behavioral norm, but the Organizational Citizenship Behaviors (OCB) are spontaneous behaviors beyond formal organizational legitimate system, and in the aggregate, promote effective functioning of the organization. These informal organizational behaviors are not usually captured by traditional job descriptions and thus are more likely to be influenced by employees' psychological state. In general, the employee who has higher attachment and the Organizational Commitment (OC) to organization will show more OCB. There were also lots of researches indicate that OC has significance influence on OCB. To understand the antecedents of OC, we could pay attention to employee's the emotional quotient and their perceived organizational justice. Samples of this study were collected from the employees in Taiwan area. Total sample size was 485 consumers. We find organizational justice not only influcence emotional quotient but also moderate organizational commitment and organizational citizenship behavior indirectly.

Keywords : organizational justice ; emotional quotient ; organizational commitment ; organizational citizenship behavior

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