

# The study of Relationship in Hospital Worker ' s Job Satisfaction, Pay and Organizational Citizenship Behavior

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## ABSTRACT

Being in a highly specialized environment, the staffs of a hospital, i.e. doctors, nurses, administrative personnel, are constantly under significant amount of pressure. This study focuses how the moderating effect of pay for the relationship between job satisfaction and organizational citizenship behavior.

As the results, our findings are as follows:

1. Job satisfaction is positively to organizational citizenship behavior.
  2. When the pay increases, the positive relationship between job satisfaction and organizational citizenship behavior is stronger.
- Results suggest that hospital management should emphasize on the integrity and equity of welfare systems and avoid uneven distribution of work-loads to cultivate a comfortable and satisfactory working environment. The low-ranking personnel of all departments should be encouraged and given the opportunity to pursue further education. Those with outstanding performance should be rewarded openly. Moreover, a platform should be put for better communication, information exchange and experience to form an “ inner voice ” of the organization. The main objective of such efforts is to promote job satisfaction of medical personnel and reward behavior that benefits the organization as a whole. The demonstration of organized citizenship behavior becomes a tradition and the organization itself becomes more appealing. Accordingly, a medical service with both energy and efficiency can be formed to provide patient and family with best medical care.

Keywords : job satisfaction、 organizational citizenship behavior、 pay

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