



# Organizational Citizenship Behavior: Cultural and Hierarchical Differences among University Employees

*Naghmeh Niroomand*

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Organizational citizenship behavior is a new concept in organizational performance and indeed an effective element in measuring it. It includes volunteer relations between employees which help make organizations more effective. The objective of this book is to contribute to the growing number of international studies on organizational citizenship behavior by identifying variables which determine organizational citizenship behavior by taking into account the roles played by national culture, organizational hierarchy and job satisfaction.

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