



## **Meta-Analysis of Relationship Between Job Satisfaction and Organizational Citizenship Behavior in Tourism**

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### **Extensive Summary**

Social Change Theory and Psychological Contract Theory form the basis for explaining the relationship between employees and the organization, including organizational attitudes and behaviors like as job satisfaction, organizational citizenship behavior, organizational commitment, job absenteeism, job performance, organizational trust, etc. What makes job satisfaction and organizational citizenship behavior (OVD) critical in the service sector, especially in hospitality businesses, is that the most important production factor in these labor-intensive organizations is human resources. Especially for hospitality businesses, human is a strategic resource and it is assumed that human resources will increase the competitiveness of hotels with its distinctive ability in accommodation businesses in competitive conditions. Accommodation enterprises produce services and simultaneously offer the services they produce to their guests, guests use this service in the process and where it is produced.

In this study, in terms of the effect size value of the relationship between them, job satisfaction and organizational citizenship behavior in the tourism sector were examined by meta-analysis method, which is one of the quantitative research approaches. Meta analysis is a method used to compare and combine data of independent study findings conducted at different times and places.

The relationship between job satisfaction and organizational citizenship behavior in tourism studies has been concluded by obtaining a large effect size ( $g = 1.02$ ;  $p < 0.05$ ) value by calculating the common effect size coefficients of 24 different studies conducted independently on this subject. 24 studies ( $n = 8440$ ) that were included in the meta-analysis

and focused on the relationship between job satisfaction and organizational citizenship behavior included in tourism studies differed from their main effect sizes,  $Q$  ( $Q_{24}=160,91$ ;  $p<0,01$ ) ve  $I^2$  ( $I^2=85,08$ ;  $I^2>75$ ) Random Effects Model has been determined. According to the random effects model, the combined effect size coefficient of the relationship between job satisfaction and organizational citizenship behavior in tourism studies was found to be significant at  $g = 1.02$  and 95% confidence level. This value, which expresses a positive and wide effect size, means that the relation in question is linear and positive. According to this result, there is a linear relationship between job satisfaction in the field of tourism and organizational citizenship behavior, the hypothesis is accepted. It is seen that this result remained the same and did not change in a period of 15 years, which refers to the years 2005-2020.

The meta-analysis study to be carried out on this subject in the following years expresses the opportunity to add new findings. In this way, the results of the increase and decrease of the new effect size that can be found can be discussed. For example, it can be investigated whether some demographic characteristics of employees have a significant effect size on the relationship between job satisfaction and organizational citizenship behavior. Based on these results, it is recommended to the practitioners in the sector to research and implement methods to increase job satisfaction and organizational citizenship behavior, which are very important for tourism businesses to achieve performance and competitiveness.