

Organizational Citizenship Behavior and Interpersonal Trust and their Impact on Employees' Performance in the Jordanian Banking Sector, 2006,

The aim of this study is to investigate the impact of organizational citizenship behavior and interpersonal trust and their impact on employees' performance at the Jordanian Banking Sector. The study also, examines the impact of interpersonal trust on employees' ability to engage in organizational citizenship behavior.

The following are some important findings of this study:

1. Organizational citizenship behavior associated with high performance.
2. Interpersonal trust associated with high performance.
3. Interpersonal trust associated with organizational citizenship behavior.

Based on the findings that were shown by the study, the following recommendations could be reached:

1. Developing training system to improve the employees' performance.
2. Organizations should emphasize on organizational citizenship behavior as the way for extra success.
3. Future research should explore organizational citizenship behavior in others sectors in Jordan.