



AN ABSTRACT

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This study includes two main fields, the first side related to theoretical frame and the other related to practical field. This study concentrate on the effect and importance of existence to organizational citizenship on quality of educational service in Egyptian universities specially on Benha university as it concider from the oldest regional universities added to that which the researcher worke in it.

This study aimes to measuring existing organizational citizenship to educational members on university. to which be represented on t he type of the common leadership in the faculty and university generally existing various factors of organizational justice existing factors of job satisfaction if it materialists or morals, and facing resistance the job stress which resulted from the work in educational, researching and observation fields, this lead to doing the universal work with the best quality, most efficiency and effectiveness.

On the other side this study related to reflections of elements of organizational citizenship on quality and effectiveness educational service, this by developing the efficiency of educational staff and developing of scientific research. To achievement the balance between the educational programmers and actually needs of society.

This study depends on two main hypotheses, the first one referes to existence relationship between organizational citizenship behaviors and its elements which represented on managerial leadership, organizational justice, job satisfaction and job stress. The other hypothes refers to that there is relationship between organizational citizenship factors and quality of educational service.

This study contains seven chapters. The first chapter handles general frame of the study, discussing the problem of the study, its purposes, its importance and its hypotheses. The second chapter explains the general frame of organizational citizenship behaviors detailing its concepts, extends, types and the amies of practicing it. The third chapter concentrated with elements and limites of organizational cilizenship which hold on managerial leadership's types, organization justic's shapes, job satisfaction's elements and effects of job stress the fourth chapter mcluded the role and philosophy of universities on achievement the permanant development and society's goals. The fifth chapter handled the determination and standards of educational service's quality with universities and how can achievement and evaluated. While the applied field of study concentrelated on the latest two chapters where the 6th chapter had showed the results of statistical analysis to the applied study, it contains description styles which used in study to measuring factors of truth and constant showing its relative importance. One about of the later chapter it is contained on the results which derived from testes to hypothes that which on it's the researcher put the general results of study, the chapter had ended by consulting which seeing by the researcher, then put on the contributions and suggestions to future studies to be completed the rest of knowledge fides has concerted by study subject for developing the educational aperation where no development no refreshment without it.

The Researcher