

ORGANIZATIONAL CITIZENSHIP BEHAVIOR AND JOB SATISFACTION WITHIN HOSTING SECTOR EMPLOYEES IN ZACATECAS, MÉXICO

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Human force is the main entity in any company from where productivity and competitively chain is extended to the final costumer; for this reason, it is essential to responsibly ensure for its preservation within the organizations. Job satisfaction and the organizational citizenship behaviors are both important elements of the employee experience that are able to convey the lead of human resource to better accommodation services. The main purpose of this research is to analyze the relationship between organizational citizenship and job satisfaction within City of Zacatecas, Mexico hosting enterprises employees. For such purpose it was necessary, after a theoretical and contextualized review of this topic, to apply a questionnaire to a sample of two hundred and twelve employees from different levels within eleven hotels located in Zacatecas. Through Spearman Correlation and Canonical Correlation techniques, data has been analyzed and results show that a positive relationship between these organizational citizenship behaviors and job satisfaction constructs exists, which would imply that employees job satisfaction levels directly affect in the performance of a collection of voluntary behaviors that give special emphasis to collective and organizational interests before the employees own interests. This conclusion points out the role of job satisfaction in the generation of positive organizational behaviors within the hosting industry.

KEY WORDS: *organizational citizenship behavior, job satisfaction, organizational behavior, tourism, hosting or hotel industry, employee, Mexico.*