



HUMAN RESOURCE PRACTICES, PSYCHOLOGICAL CONTRACT AND ORGANIZATION CITIZENSHIP BEHAVIOUR: A CASE OF COFFEE EXPORTING FIRMS IN KAMPALA

ABSTRACT

The study was set to examine the relationship between HR practices, psychological contract and organization citizenship in coffee exporting firms in Kampala. The study was guided by the following objectives, to examine the relationship between Human Resource Practices and Psychological Contract to examine the relationship between Human Resource Practices and Organization Citizenship Behaviour to examine the relationship between Psychological Contract and Organization Citizenship Behaviour. A cross – sectional survey and quantitative design was adopted by the researcher. Self-administered questionnaire was used to collect data on the study variables. A sample size of 297 respondents was selected from population size of 1352. Out of 297 questionnaires distributed, 155 were returned and analyzed. Pearson correlation was used to establish the relationship between the dependent and the independent variables. Regression analysis was also used to find out the extent to which HR practices, psychological contract predict organization citizenship behaviour. The research findings showed a positive correlation between the study variables. Human Resource Practices and Psychological Contract ($r = .69, p \leq 0.01$). Human Resource Practices and Organization

Citizenship Behaviour ($r = .41, p \leq 0.01$). Psychological Contract and Organization Citizenship Behaviour ($r = .32, p \leq 0.01$). The researcher recommends firms to effectively apply HR practices like recruitment and selection, compensation, performance appraisal communication, training and development to induce employees to fulfill their part of the invisible agreement and hence exhibition of employees' discretionary behaviours.