

## Interactional Justice and Citizenship Behavior: A Social Information Processing Perspective

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### **Abstract:**

Drawing from research on interactional justice, self-concept, organizational citizenship behavior, and social information processing theory, this study investigated the mediating effect of relational self-concept in the connection between interactional justice and organizational citizenship behavior. Time-lagged data collected at two measurement points from full time employees, working in service sector organizations, showed that both dimensions of interactional justice (i.e., interpersonal and informational justice) had a positive impact on organizational citizenship behavior, yet only interpersonal justice had an indirect effect through relational self-concept. This provided evidence of mediation but also the need for treating informational and interpersonal justices as separate dimensions of interactional justice. A discussion of the limitations, upcoming research and suggestions for theory-building and practice wrap up the article.

### **Keywords:**

Interactional justice, relational self-concept, OCB-I; social information processing theory; Pakistan.