

The impact of organizational empowerment in client tribute regarding to the mediating role of job satisfaction, affective commitment and psychological empowerment of employees in Emam khomeini Relief foundation of Guilan province

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Clients tribute is one of the priorities of an organization. Organizations carefully attend to the clients face due to mass changes and create conditions that clients have the right to choose services. The purpose of present study is key response to a question whether organizational empowerment can affect client tribute regarding to the mediating role of job satisfaction, affective commitment and psychological empowerment of Imam Khomeini Relief foundation in Guilan province. The research is applied in terms of objective, its methodology is descriptive. Method of data collection was field. Statistical population composed of 434 employees of Imam Khomeini Relief foundation in Guilan province, in which based on the formula of limited Cochran, 239 people were ed by convenience sampling. The data were collected by questionnaire and had content validity and in terms of reliability was confirmed by Cronbach's alpha formula for variables of client tribute, job satisfaction, affective commitment, organizational empowerment, psychological empowerment with amount of 0.813, 0.884, 0.815, 0.925, 0.942, respectively. Data were analyzed using SPSS 20 and Lisrel 8.54. software. The results of data analysis using structural equation modeling indicated that all hypotheses have been confirmed. According to the results, the impact of organizational empowerment on client tribute regarding to the mediating role of job satisfaction is ,0.37 and the impact of organizational empowerment on client tribute regarding to the mediating role of affective

commitment is 0.12. The impact of organizational empowerment on client tribute regarding to the mediating role of psychological empowerment is 0.19.

Keywords : Keywords: Organizational empowerment, Affective commitment, Job satisfaction, Psychological empowerment, Client tribute

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