

The impact of Transformational leadership and psychological empowerment on employee organizational Citizenship behavior (Case Study City: Melli Bank in Rasht)

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Abstract The main objective of this study was to investigate the effect of transformational leadership and interpretation of psychological empowerment on organizational citizenship behavior staff of the National Bank in the city of Rasht. The study population includes all employees of the branches of the National Bank of Guilan province. According to the information provided by the unit branches the bank management of this total number is 1,500. According to Morgan, reliability should be 95% of 306 questionnaires were distributed among the population. Therefore, questionnaires issued (311 people), due to the loss or absence of some employees and in some cases lack of cooperation by some of them on the one hand and on the other hand were some incomplete questionnaires A total of 306 questionnaires were collected and be analyzed. This study is, applied, because the use of behavioral science and management theories and some statistics on comprehensive statistical conclusions finds that for those organizations and institutions that are used and applied in the field of population and the method of research is causal. Because of statistical techniques to investigate the causal relationship between the variables's trading structure that is used. The data collection field. In this study, a survey was used to gather information, so it can be placed among the fieldwork. In this type of research is to describe the interpretation of existing relations, and studies based on this method is done by real people in real banks. The variables are not manipulated in this way and in a natural state are examined and advantages descriptive approach in organizational studies. In this study, the sampling method of sampling is available. The results of research showed that transformational leadership on organizational

citizenship behavior has a positive impact on the banks. The results showed that psychological empowerment on organizational citizenship behavior has a positive impact on the banks.

Keywords : Key words: Transformational Leadership, Organizational Citizenship Behavior, Psychological Empowerment

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