

The effect employee training on quality of service with the mediating role of organizational commitment in the health unit staff of social security organization of Guilan

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Abstract In recent years, competition has increased with the establishment of multiple organizations that provide joint services. Therefore, the focus of organizations is now on the quality of services. The purpose of this study was effect employee training on quality of service with the mediating role of organizational commitment. The research method is descriptive and its purpose is practical. Data collection method is field and its tool is a questionnaire. In this study, population survey is employees of health unit staff of social security organization of Guilan with 208 people. According to the total number of the population, the sample size is 149 people, which were ed by simple random sampling method. Assumptions were evaluated using SPSS 20 software and warp pls5 software. By analyzing the data, it was found that 95% The dimensions of education (access to Training, support for Training and profits Training) have a significant relationship with organizational commitment. As well as organizational commitment and service quality is significant. Finally, organizational commitment intermediates the link between the dimensions of Training and the quality of service. But there was no evidence of confirmation of the role of work experience adjustment in relation to organizational commitment and service quality. Due to the fact that this research will examine the impact of Guilan health insurance staff training, all service organizations, including banks, government departments, other existing insurance companies operating in the country, can use the results of this research.

Keywords : Keywords: Accessibility to training, perceived Suport for training, perceived benefit training, organizational Commitment and Service quality

