
Role Organizational climate, Knowledge Management, Trust and Organizational Commitment in Satisfaction of Employees of Branches of the Bank of Refahe Kargaran

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Due to the fact that the bank employees use long-time information systems. Need a system that meets their needs. In this regard, the present study aimed to investigate the impact of business climate on knowledge management, and the satisfaction of employees information systems in the branches of the Bank of Refah Workers in Guilan province. This research was based on the type of applied purpose and the descriptive-correlation nature. The data gathering method was field and data collection tool was a questionnaire. The statistical population of this research is 425 system users of the workers' welfare bank in Guilan province. 218 people were ed as sample. Sampling method was simple in this research. The reliability of the pre-distribution questionnaire was calculated and corrected by Cronbach's alpha method and more than 0.7 was obtained for all variables in the research. SPSS and PLS software were used to analyze the data. Out of the 15 hypotheses presented in this study, 12 hypotheses were statistically significant: the effect of organizational climate on organizational trust in the bank, the effect of organizational climate on the organizational commitment in the bank, the effect of organizational climate on the transfer of knowledge in the bank, the effect Organizational Climate on Knowledge Quality in Bank of Refah, The Effect of Organizational Climate on User Satisfaction in Bank Refaq, Effect of Trust on Organizational Commitment in Bank of Refah, Effect of Organizational Trust on Knowledge Transfer in Rafah Bank, Effect of Organizational Trust on Knowledge Quality in Rafah Bank, Effect of Organizational Commitment On Transfer of Knowledge in the Bank of Refah, The Effect of Knowledge Transfer on

Knowledge Quality in B The effect of the quality of knowledge on the satisfaction of users in the Bank of Rafah was positively influenced by the impact of the quality of knowledge on the satisfaction of users in the Bank of Welfare. The hypotheses that were not statistically significant were the effect of organizational commitment on user satisfaction in the welfare bank, the effect of organizational commitment on the quality of knowledge in the welfare bank, and the impact of knowledge transfer on quality Knowledge at the Bank of Welfare). The strongest effect was on the effect of trust on organizational commitment in the Bank of Welfare and the least intensity of the effect on the user's satisfaction.

Keywords : **Keywords:** Organizational trust, Knowledge transfer, Organizational commitment, Knowledge quality, Organizational climate, User satisfaction

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