

The impact of emotional intelligence on teacher's organizational citizenship behavior in Rasht Township due to the role of gender, age and personality moderators

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The impact of emotional intelligence on teacher's organizational citizenship behavior due to the role of gender, age and personality moderators studied in a descriptive survey in Rasht Township. The statistical population was composed of all Teachers of Rasht Township (N = 1,840), out of which sample size was determined as n = 318 by cochran sampling techniques. The research tool was a questionnaire with four sections. Section one was related to teachers' demographic data, section two to analysis emotional intelligence, section three to analysis organizational citizenship behavior and section four to analysis personality. The questionnaire's face and content validities were confirmed by a panel of experts, and its reliability was estimated by Cronbach's alpha (emotional intelligence, 0.904; organizational citizenship behavior, 0.883; personality, 0.884). Data were analyzed by SPSS19 Software Package and PLS at descriptive and inferential levels. Results of prioritizing components of emotional intelligence showed that "Self-awareness" was in the highest rank and "Relationship management" was in lowest rank, respectively. Also, Results of prioritizing components of organizational citizenship behavior showed that "Civic Virtue" was in the highest rank and "Sportsmanship" was in lowest rank, respectively. There was a positive and significant relationship between organizational citizenship behavior and educational level, which indicates that the education of teachers affects their organizational citizenship behavior. Finding of partial least squares (PLS) showed that emotional intelligence had a significant effect on organizational citizenship behavior. The variables of gender, age and personality don't modify the emotional intelligence behavior on organizational citizenship

behavior.

Keywords : Emotional intelligence, organizational citizenship behavior, personality

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