

Organizational commitment and its impact on organizational citizenship behavior according to the mediating role of employee work experience (Case study: Guilan East branches of Social Security Organization)

Reza Fallahzadeh*,

In recent years, a lot of research while focussing the concept of organizational citizenship behavior, stressed its importance on the actions and behavior of employees and analyzed this issue. In this study, organizational commitment and its impact on organizational citizenship behavior were discussed according to a mediating role for staff in the stuffs of Guilan East branches of the Social Security Organization. The Present study seeks for practical purposes and the method for data collection is descriptive and correlational. Statistical population of the study was staffs of social security organization branches of Guilan East who were 190 people. Cochran formula was used to determine sample size. The sampling method of this study is simple random in which, all the East branches were ed according to their proportion of the number of employees working in them. The survey instrument consisted of organizational commitment questionnaire (affective, continuance, and normative) by Meyer and Allen (1997) and organizational citizenship behavior by Podsakoff and Mackenzie (1994) which their validity and reliability has been approved. The data collected were analyzed in the form of descriptive and inferential statistics by using SPSS22 software. The results showed that continuous commitment has a direct impact on organizational citizenship behavior in the organization's social security. The results also showed that affective commitment has a direct impact on organizational citizenship behavior in the organization's social security and normative commitment has a direct impact on organizational citizenship behavior in the organization's social security. On the other hand, these results showed that working

experience could not moderate the relationship between organizational commitment and organizational citizenship behavior in social security organizations, so this hypothesis was rejected.

Keywords : Organizational citizenship behavior, affective commitment, continuance commitment, normative commitment, work experience, social security organizations.

[Islamic Azad University, Rasht Branch - Thesis Database](#)
[دانشگاه آزاد اسلامی، واحد رشت - سامانه بانک اطلاعات پایان نامه ها](#)