

Factors affecting on staff's service quality regarding to the role of organizational commitment in one of the railway companies of Iran

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In today's world, the issue of quality of service is an important factor for the growth, success and sustainability of the company and it is considered as a strategic, effective and inclusive issues on the agenda important. The purpose of present study is key response to a question whether job stress, perceived organizational support, leader- member exchange can affect service quality regarding to the mediating role of employee's organisational commitment of one of the railway companies of Iran. The research is applied in terms of objective, its methodology is descriptive. Method of data collection was field. Statistical population composed of 700 employees of one of the railway companies of Iran, in which based on the formula of limited Cochran, 254 people were ed by convenience sampling. The data were collected by questionnaire and had content validity and in terms of reliability was confirmed by Cronbach's alpha formula for variables of whether job stress, leader- member exchange, perceived organizational support, organisational commitment, service quality with amount of 0.901, 0.854, 0.825, 0.791, 0.910, respectively. Data were analyzed using SPSS 20 and Lisrel 8.54. software. The results of data analysis using structural equation modeling using Amos 24 and SPSS 22 software. According to the results, the impact of perceived organizational support, leader- member exchange and job stress on organisational commitment is 0.26, 0.16, -0.15, respectively and the impact of organisational commitment on service quality is 0.12. Also, the impact of perceived organizational support, leader- member exchange and job stress on service quality through organisational commitment is 0.13, 0.08 and - 0.07, respectively.

Keywords : Service quality, Organisational commitment, Perceived organizational support, Leader- member exchange, Job stress,

