

The Relationship between Organizational Learning and Customer Satisfaction due to the moderating role of employee's job satisfaction

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Abstract This article aims to examine the role of organizational learning on the job satisfaction and customer satisfaction municipalities were Rasht and Anzali. Research in terms of purpose, as a method of data collection is considered to be descriptive of causal 3 and 8 hypothesis is the main theory. Measuring data in this study is a standard questionnaire. The population of the municipality is staff and clients in Rasht and Anzali. The number of municipal employees is 729 people. Using the formula was calculated sample size of 315 samples. The questionnaire among 330 municipal employees in Rasht and Anzali to draw and their staff and customers were distributed according to the number of personnel in the sense that the numbers of employees, questionnaires were distributed among their clients. 318 questionnaires were returned to the researcher. In this study was to test the hypothesis of SPSS 19 software and Smart PLS 2.0 has been used. The results of the research indicate that a significant positive relationship between job satisfaction and organizational learning and customer satisfaction there. Among the aspects of the (management commitment to learning, collaboration and team learning, participation in learning and empowerment) organizational learning, management commitment and staff learning and empowerment have a significant positive relationship with job satisfaction. **Keywords: Organizational Learning, Job Satisfaction and Customer Satisfaction**

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