

Impact of motivation, communication and empowerment of employees on organizational citizenship behavior (Case study: Rasht Municipality)

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The purpose of this research is to measure the effect of motivation, communication and empowerment of employees on organizational citizenship behavior in Rasht Municipality. Motivation, communication and empowerment of employees are considered as independent variables of research. Organizational citizenship behavior as a dependent variable of research in Have been considered. The statistical population in this research consists of 142 employees of the administrative department of the municipality of Rasht, which is a simple random sampling method and non-probabilistic sampling is available. Using the Cochran sampling formula for the limited population, the members were determined. It was sampled that the sample size was estimated to be 104. The present research is considered as a practical and descriptive-analytical method in terms of the nature of the problem and the purpose of the research. The method of collecting field information and the data collection tool is a questionnaire. In the present study, descriptive and inferential methods have been analyzed and analyzed. At the descriptive level, statistical characteristics such as frequency distribution, mean, standard deviation and coefficient of variation were analyzed and described by the characteristics of society. In the inferential level, t test was used to test the hypothesis. The results of the research showed that motivation, communication and empowerment of employees on organizational citizenship behavior have a positive and significant effect.

Keywords : Keywords: Communication motivation, employee empowerment, organizational citizenship behavior

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