

The Role of Organizational Learning Culture and Psychological Empowerment in Reducing Turnover Intention and Enhancing Organizational Citizenship Behavior with the Mediating Role of Affective Commitment (Case Study of Maskan Bank' Employees in East of Guilan)

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The purpose of this study was to investigate the role of organizational learning culture and psychological empowerment in decreasing turnover intention and improving organizational citizenship behavior with respect to the role of mediation of emotional commitment (Case study of employees of branches of Maskan Bank of East of Guilan). In this research, 124 employees of branches of Maskan Bank were ed as the statistical population. Out of this, 89 people were ed through Cochran's formula by non-random sampling method to participate in the study. The method of data collection, data gathering tool, standard questionnaire and data analysis method are regression analysis. Validity and reliability of the questionnaire were confirmed through the views of the supervisor and Cronbach alpha. To analyze the data, SPSS and PLS software were used. The results of the research showed that organizational learning culture has a positive and significant relationship with the emotional commitment, organizational citizenship behavior of employees, but this relationship was negative and inverse in terms of turnover intention. On the other hand, psychological empowerment has a positive and significant relationship with employees' emotional commitment, but there is no relationship between empowerment and organizational citizenship behavior and turnover intention. The results also showed that emotional commitment has a positive and significant

relationship with organizational citizenship behavior and turnover intention of employees. Finally, the results on the mediating role of emotional commitment showed that this variable in all four relationships of organizational learning culture and turnover intention, organizational learning culture and organizational citizenship behavior, psychological empowerment and turnover intention, and psychological empowerment and organizational citizenship behavior, plays an important role.

Keywords : Turnover intention, organizational citizenship behavior, organizational learning culture, psychological empowerment, emotional commitment

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