

The effect of occupational stress on organizational citizenship behavior regarding the mediator role of emotional fatigue, organizational trust climate and staffing experiences of Sobhan Oncology Company

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The main purpose of the present research is to explain the effect of occupational stress on organizational citizenship behavior regarding the role of mediator of emotional fatigue, organizational trust climate and staffing experiences of Sobhan Oncology Company. The present research is a descriptive-correlational study and it is a field study in terms of data collection. The statistical population of the study is 104 employees in Sobhan Oncology Company. In this research, census sampling was used. Data were analyzed using SPSS[®] and SMART PLS[®] software. The results of the study showed that job stress affects the emotional exhaustion of employees of Sobhan Oncology Company in Rasht. Also, emotional fatigue affects organizational citizenship behavior of employees of Sobhan Oncology Company in Rasht. The findings also showed that occupational stress affects organizational citizenship behavior through emotional fatigue climate of Sobhan Oncology Company of Rasht. In addition, trust climate affects the effect of occupational stress on the emotional exhaustion of the oncology staff of Rasht city oncology. However, staff experiences does not modify the effect of emotional fatigue on organizational citizenship behavior of employees of Sobhan Oncology Company in Rasht.

Keywords : Keywords: Occupational stress, Organizational citizenship behavior, Emotional exhaustion, Organizational trust climate, Job Experiences

