

The effect of Intrapersonal and interpersonal need fulfillment at work on organizational citizenship behavior by mediating job satisfaction (Case Study: Customs Officers of Guilan Province)

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Considering the importance of employees' behaviors in order to improve the behavior of the organization, attention to citizenship behavior is necessary due to the speed of carrying out the work processes and preparation for changes in the organizations. In this research, the effect of individual and interpersonal needs in the work on organizational citizenship behavior has been investigated through the mediation of job satisfaction among customs employees in the province of Guilan. This research is based on the type of applied target. The data gathering method was fieldwork. A questionnaire tool was used to collect information. The statistical population of the study is 370 employees of the customs of Guilan province. 181 individuals were obtained by using the Cochran formula for a limited population. The sampling method was simple in this research. To evaluate the reliability of the questionnaire, Cronbach's alpha was used which was more than 0.7 for all variables. SPSS and SMART PLS2 software were used to analyze the data. Of the 10 hypotheses presented in this study, 8 hypotheses were approved and 2 hypotheses were not approved. Confirmed hypotheses include (the effects of procedural justice, occupational independence and perceived organizational support, on individual needs, the effects of interpersonal justice, the support of colleagues and perceived organizational support for meeting interpersonal needs, the effect of the realization of interpersonal need on job satisfaction, the impact of meeting needs Interpersonal relationship to organizational citizenship behavior by mediating job satisfaction). However, the effect of fulfilling individual needs on organizational citizenship behavior by

mediating job satisfaction and the effect of individual needs on job satisfaction was not confirmed. The most severe impact is the impact of the realization of interpersonal need on job satisfaction and the lowest severity of the impact of perceived organizational support on the realization of interpersonal needs.

Keywords : Job autonomy, perceived organizational support, support of colleagues, organizational citizenship behavior, job satisfaction, organizational justice, Intrapersonal and interpersonal need

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