

Different organizational citizenship behavior among employees Saderat bank and Maskan Bank in Yasoj

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ABSTRACT

This research is based upon this initial question posed is "organizational citizenship behavior at banks Saderat and Maskan in Yasuj How so?" On the basis of theoretical research framework is shaped and formed Oregon. The purpose of the research methods applied in terms of how such information collected from a variety of descriptive research descriptive survey research component. The population Saderat Bank staff Yasuj 80 and Bank staff Maskan 65 is that the sample size was selected by census method. Research instrument standardized Pvdasakf et al Range was based on a seven-point Likert-type value after pre-test reliability and validity, with a population of 30 subjects have been approved. To analyze the data, "descriptive statistics" and "inferential" employ. The descriptive statistics of frequencies, percentages, mean, mode, median and scattering parameters and variables in inferential statistics to measure the level of advanced fit t-test was used. The major findings of this research show that between the two of OCB staff Yasuj Maskan Bank and Saderat Bank there is a significant difference. The results indicated a statistically significant difference between the dimensions of altruism, civility and social mores of the type of organizational citizenship behavior. Also, there was no significant relationship between work ethic and sportsmanship.

Keywords: Organizational citizenship behavior, employee Saderat Bank, Maskan Bank staff.

INTRODUCTION

Now that the importance of citizens as one of the most important resources of the organization are understood, their behavior can also be seen as an important And hence that many researchers have focused citizenship behavior analysis. In general citizenship behavior is a valuable and useful behavior that people want it to be exhibited voluntary. In order to study the behavior of this species, which is known as organizational citizenship behavior, and most important, it is necessary. Research shows that organizations that are more emphasis on organizational citizenship behavior towards other organizations, healthier and more successful [21]. Good corporate citizenship is an idea and ideas, and it includes a variety of behaviors of employees, Peer acceptance and takes on additional responsibilities and compliance with organizational regulations and procedures, it helps organizations to function effectively. Oregon. OCB as discretionary individual behavior and knows that directly and obviously not defined by the formal system of rewards And increase the overall performance of the organization; optional, meaning that this behavior is not the

behavior of a component or Job Description and employment commitment has not been Short and it did not have any punitive. Due to the increased efficiency is always one of the issues and concerns of managers, Organizational citizenship behavior and its influencing factors can be considered a useful step in this direction. Organizational citizenship behavior in banks causes employees when faced with hardship and difficulties, it's just seen and get help from colleagues. OCB will lead to greater interdependence also have colleagues who, over time, it enhances group cohesion See themselves as members of a family, and colleagues. Bank staff-level assessment organizational citizenship behavior causes We informed them of the current status in behavior and strategies for maintaining, enhancing or improving the behavior To achieve a stronger group cohesion and to provide greater efficiency and effectiveness. On the other hand, employees have high levels of citizenship behavior. The bank makes them less likely to express complaints and complaint satisfaction, and work hard in less than how banks work to be delivered Or against the management of resistance to change, attitudes that in turn leads to saving time by manager And he could be more

important things to pay higher banks. It is important for management to assess OCB. While managers become aware of the level of organizational citizenship behavior, can, through various programs, including educational programs, encourage, Hiring and recruiting to the occurrence of this behavior in the banking system more and more to take advantage of the consequences of this behavior. One of the important issues in relation to the behavior of organizations and institutions working in the interest of our country, including banks, are not allowed or the importance of the less; Strengthening citizenship behavior of employees to communicate more effectively, reduce operating pressure, remain loyal to the organization, employee involvement, flexibility and so is the service organization. However, according to Steve Williams described the behaviors that go beyond the requirements for the role and for-profit organizations are The inevitable necessity for organizational performance are discussed. This is even more evident when we consider essential in today's organizations, maximizing the performance of human resources Within an organization communicate properly with the environment is crucial and mission priority for many organizations, is visible. So many different organs, especially in the third world countries that require a major leap in the field should represent an efficient way to provide the staff and managers with all the experiences, abilities and their capacity to promote organizational goals and implement. This is not possible unless the principles of organizational citizenship behavior identify and provide the necessary conditions for its implementation. Research in the field of organizational citizenship behavior is mainly three types of research groups have focused on predicting risk factors OCB. In this context, factors such as job satisfaction, organizational commitment, organizational identity, organizational justice, trust, types of leadership, leaders and followers, and the risk factors related to organizational citizenship behavior are considered. On the other hand, some studies have focused on the consequences of OCB. In this context, factors such as organizational performance, organizational effectiveness, organizational success, customer satisfaction, customer loyalty, and social capital are considered. Some studies also have focused exclusively on the concept of organizational citizenship behavior and have attempted to have a new definition of. Intermediary role of banks due to their nature, have a profound impact on social and economic trends and factors affecting Today, the bank staff as the most valuable asset of any bank raised like any other organization, Without this valuable resource will not be able to maintain its existence. Therefore, needs, motivations, desires and causes of satisfaction and dissatisfaction not only is it a necessary condition for the continuation of the right policies and appropriate strategies are needed.

"Organizational citizenship behavior", however, is not part of the organization's employees, but these behaviors contribute to the effective functioning of the organization. Given the importance of OCB in developed countries due to grain yield influences that these organizations have the personnel practices, Organizational measures necessary to identify the source of such behavior. Since the greatest respect and pay homage to the "organizational citizenship behavior" in recent years has occurred, therefore, the question arises whether strengthen organizational citizenship behavior on organizational survival and improve the performance and increase the effectiveness of the bank's employees? Accordingly, this study is intended to examine the components of organizational citizenship behavior (altruism, social customs, work ethics, chivalry and courtesy) the private banks (Saderat Bank) and governmental (Maskan Bank) Kohgiluyeh, OCB research to assess the banks. OCB: a set of individual and collective actions and behaviors in organizational life refers to the organizational citizens apart from his eyes and request any material and immaterial through formal or informal origins to create an atmosphere conducive to doing business. Modern literature on the management of legal and extra-legal tasks and self-conscious people in the organization known as "organizational citizenship behavior" is [25]. What today's management literature, it is obvious that the staff tend to move organizations beyond the formal requirements of their jobs require. OCB, as personal behavior that contributes to organizational effectiveness through promotion of social and psychological environment can also be defined [18,22]. Mackenzie and John, organizational citizenship behavior, including intentional and voluntary actions by the staff knows directly, regardless of how employee productivity levels, organizational effectiveness, will increase. Williams and Shiv [16], behaviors that go beyond the requirements of their employees based on defined roles and not for profit organizations have As an inevitable necessity to improve organizational effectiveness and recognize these behaviors have been interpreted as organizational citizenship behavior. Robbins and Jaj [22] believe organizational citizenship behavior, behavior that is based on the personal discretion of the employee's job requirements are not At the same time, increasing organizational effectiveness in order to satisfy the interests of the beneficiaries.

Method:

In the present study due to the small size of the census method used. The research population included Yasuj Maskan Bank and Saderat Bank employees and that their number equals 80 Saderat Bank staff and employees Maskan Bank is 65.

Methods of data collection:

In this study, using a questionnaire to collect data from the field method was used. Thus, a standard questionnaire was used to review and test questions. And the process of obtaining the necessary permits and approval authorities concerned agencies for this study; questionnaires were distributed and collected the required data. In this study, to measure OCB questionnaire Pvdasakf and colleagues [21] were used.

Validity and reliability:

Because the tools used, the standard tool is the validity of this instrument has already been approved by the authorities, however, confirmed the validity of this instrument were some academic experts. Pvdasakf and colleagues [21] calculated the Cronbach's alpha coefficient for each of the dimensions of OCB were reported as follows: Altruism, 0/85, consciousness,

0/82, fairness, 0/85, solemn 0/85 and socially 0/70. Since the implementation of the questionnaire and return it to the other side of the Persian language translations, we knew we needed to calculate the reliability. The questionnaire was administered to 30 employees of the bank, and then through SPSS, Cronbach's alpha coefficients were calculated for the scales and subscales of organizational citizenship behavior.

Statistical methods:

Descriptive statistics to describe the parameters' frequency, mean and standard deviation "was used for inferential statistical test of the research question," deal tables, two independent samples T-test and Spearman correlation coefficient "was used.

Results:

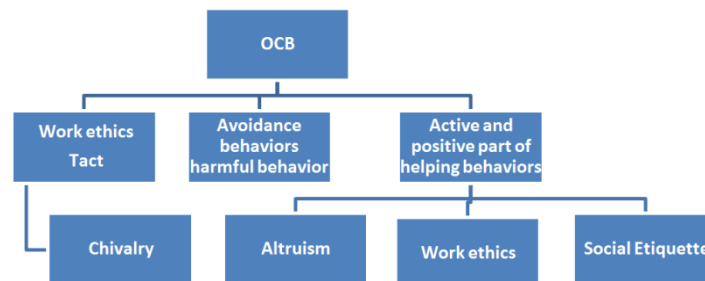


Fig. 1: From the perspective of organizational citizenship behavior based on the behavior of Oregon 1988.

Table 1: Distribution of respondents according to the type of bank.

Valid	Frequency		Percent	Valid Percent	Cumulative Percent
	Saderat Bank	Maskan Bank	Total		
	80	65	145	55/2	100/0
				44/8	100/0
				100/0	100/0

Table 2: Frequency distribution according to gender.

Total		Maskan Bank		Saderat Bank		Index Sex
Percent	Abundance	Percent	Abundance	Percent	Abundance	
82/1	119	83/1	54	81/3	65	Man
117/9	26	16/9	11	18/7	15	Woman
100	145	100	65	100	80	Total

Table 3: Frequency distribution according to work experience.

Total		Maskan Bank		Saderat Bank		Index Experience
Percent	Abundance	Percent	Abundance	Percent	Abundance	
16/6	24	8/3	12	8/3	12	
12/4	18	5/5	8	6/9	10	1 to 5 years
26/2	38	12/4	18	13/8	20	6 to 10 years
23/4	34	9/7	14	13/8	20	11 to 15 years
21/4	19	9	13	12/4	18	16 to 20 years
100	145	44/8	65	55/2	80	Above 21 years

First hypothesis:

Organizational citizenship behavior and Maskan Bank Saderat Bank Yasuj significant relationship exists.

Table 4: Results of t-test between the Bank and OCB.

Significance level	Significance level of the test Leuven	t	Average	Number	What type of bank
0/000	0/000	14/64	89/23	80	Saderat Bank
			57/03	65	Maskan Bank

The second hypothesis:

Between altruism and Maskan Bank Saderat Bank in the city Yasuj significant relationship exists .

Table 5: Results of t-test between the bank and altruism.

Significance level	Significance level of the test Leuven	t	Average	Number	What type of bank
0/000	0/034	6/54	19/33	80	Saderat Bank
			16/88	65	Maskan Bank

Third hypothesis:

The Social Etiquette and Maskan Bank Saderat Bank city Yasuj significant relationship exists.

Table 6: Results of t-test between the bank and socially.

Significance level	Significance level of the test Leuven	t	Average	Number	What type of bank
0/000	0/000	8/85	18/61	80	Saderat Bank
			14/00	65	Maskan Bank

Discussion:

The first hypothesis suggests that the analytical results of the test, the average are Saderat Bank 89.23.Maskan Bank 57.03 is the average citizen behavior. Significance level Loon 000/0. This amount is less than 0/05.So much out there is a difference between the two variables. The variances of the two groups are not equal. T-test significance level of less than five hundred. So the hypothesis is confirmed. Based OCB Saderat Bank's higher than average Maskan Bank has been a AzimZadeh *et al* is consistent.The second hypothesis suggests, according to t-test, the average is Saderat Bank 19.33. Altruism is the average Maskan Bank 16.88. Significance level Loon 0/034. This amount is less than 0/05.So there is a significant difference in mean levels between the two variables. The variances of the two groups are not equal. T-test significance level of less than five hundred. So the hypothesis is confirmed. The standpoint of a higher average level of altruism Saderat Bank Maskan Bank is able to reveal the Hoveyda and Naderi is consistent.The third hypothesis suggests that the results of the independent t test, the mean social customs Saderat Bank 18.61 and is Maskan Bank 14.00. Leuven significance level 0/0000.This amount is less than 0/05. So there is a significant difference in mean levels between the two variables. The variances of the two groups are not equal. T-test significance level of less than five hundred. So the hypothesis is confirmed.Based on the amount of social customs Saderat Bank and Maskan Bank has the highest average. These results are in line with results Shateri [23] concluded that the amount of the components of social practices among the staff of Tehran University 0/05 is significant.The results in terms of the dimensions of organizational citizenship behavior confirms Oregon. But Oregon also recalls that the five dimensions of OCB may Did not rise at the same time so that some bank employees who we believe have a high tolerance levels are passed, it may not always be kind and selfless love Or that some of these dimensions, such as altruism, may be a tactic to put pressure on the organization managers in other

words, people who are trying to do with the actions of managers to enhance decision-making process or rewarding to , be affected The differences among bank employees because of the difference in their attitude and approach to problems in various aspects.Citizenship behavior according to the situation can be seen as an example of courtesy and social etiquette and altruism In Saderat Bank over Maskan Bank, which is consistent with previous results. Researchers as well as organ and Associates, Pvdskvf *et al*, [21], Chen *et al*, [7]; McKinsey *et al*, OCB think, a sign of commitment to the organization and citizen action organizations who do, the In fact, it is amenable to improvement and excellence. Thus, fairness and work ethics among employees of both banks with equal consideration and Conditions and long-term goals of financial institutions such as banks are finding justifiable.

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