



Investigating the Relationship Between Citizenship Behavior and Organizational Learning of the Custom Personnel in MEHRAN Town

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Abstract

This study aimed at review citizenship behavior and organizational learning of the custom personnel in MEHRAN town. This population will be all of the personnel in MEHRAN custom organization that with regard to statistic no.110 questionnaire was contributed among all of the personnel. in order to collecting data in two standard questionnaire about citizenship behavior and personnel capability learning used by Pedsakaf and Gomez and et all ,repeatedly. Justifiability and perpetuity was confirmed with regard to being standard of the questionnaire. in order to data analysis was used in spas software version 20.result show that there is meaningful relation between citizenship behavior and personnel learning. Thereafter organizational learning have meaningful relationship with citizenship behavior i.e. altruism, consciousness, sportsmanship, and civil virtue and don't have any relation to courtesy.

Key word: citizenship behavior, organizational learning, MEHRAN town custom.

1. Introduction

Organizational citizenship behavior defined as personnel optional behaviors that result in improve proficiency in organization but don't identify and thank by formal remuneration system in the organization.(chang ,2011).the purpose of the optionalize is that this behavior don't into account in basic equipment of the inscription and descript personnel jobs this behavior are optional and any disregard don't have any compensation and in fact this behavior are overact that is this behavior are more than personnel formal inscriptions(salmani,2012).organizational

citizenship behavior represent personal independent behavior that allow organization to play its rule in best conditions.(chin & chin,2011).

Organizational citizenship have been attracted most of the investigators. Personnel organizational citizenship behavior couldn't have any effect to improve organization performance and proficiency and adequate. (Organ, 1998). Organizational citizenship behavior defined as personnel optional behaviors that result in improve proficiency in organization but don't identify and thank by formal remuneration system in the organization.(chang,2011). This behavior consist of helpful behaviors and overact behaviors, progress in various field include cultural and politic and economic and social and technology was created competitive ,mysterious, instability and increasingly variable environment.(abdi & dianneti,2008).in this condition, organization more than ever felt to need in generation of personnel namely organizational soldier ,this personnel play a significant role with doing extra role behavior such as organizational citizenship behavior(ocp) and virtuousness organizational in organization. Betman and urgan present that job performance is not only output quantitative over employed skills, but it consist of behavior such as organizational citizenship behavior also can be another standard about job performance with pay attention to relationship between job's satisfactory and it's relation with performance, this behaviors increase organizational proficiency through support social roles in environment of the work. (Akinbode, 2011). Bolino and turnay believe that organizational citizenship behavior present organization capability in derivation behaviors in personnel that are extra them-roles, this behaviors not reinforce directly and not into account in part of works operations, but it present inordinate total attempt that organization need it's to success.(Korkmaza & Arpacia,2003).

2. Theoretical basics and history of the research

Consider to human and his existential dimensions contemporary was increased By ending invasion age of the classic and implementation thinks in management, this event result in more search about organization behavior and within most of the thinkers present new area namely organizational citizenship behavior.(Allah tavakoli,2009). This word(organizational citizenship behavior) referred to Katz & Kahn studies that as a child of organization to influence its activity need to its personnel's assurance to doing innovate self-activity and extra prospect of the roles.(Organ,1998).after barnard,katz and khan and Organ during recently three decade persons like Podsakoff et al (2000),Pudsakkove and et all(1997), Van Dyne et al (1998),Jahangir & Haq (2004), Erturk (2007) and other people everyone with stimulate from this phenomena have investigate various aspect of the organizational citizenship.

Nowadays organization will success that learned quickly and continuum and it will occur only with having motivated human source and create essential function to learning. In other words, organization learning allow to all(part) of the organization will be in new- and proportionate behavior situations. Organization learning is one of the important aspects in learner organizations. And therefore learning will change people behaviors and attitudes and will learning new method of thinking and also leaning that how live with each other. (Askari,

2003).organization learning can be understood as a process that in data collect and share and then interpreted and thereafter improve organization results. Organizational learning creates a competitive environment in organization that results in lasting improvement in organization structures. (Choudhary et .al, 2012).

Petersen confirmed that only advantage competitive source consist of organization capability to learning and quicker reflex than mobile market in compare with competitors will exist two kinds on firms: bankrupt firms, that will disappear slowly and/or quickly and organizational learning (lamei, 2002). Presented Gomez and ET all models confirmed by experiment result of their research in 111 firms, four capabilities based on Gomez and ET all models consist of:

1.management commitment: in first step create organizational learning capability is based on strong commitment management to learning.(Goh & Richards,1997).organizational management must be understood importance and necessity of the learning and create a culture that improve achieve, creativity and transfer knowledge as a fundamental value.(Nonaka & Takeuchi,1995).

2. Vision system: it will be require to having a common identity for all user in the organization.

3.experimentation:creativity learning(two-loop) will be require campus and experimentation that it accept new idea and opinion, inside and outside of the organization, campus and experimentation result in personal knowledge update ,expended and improve in continuum.(sange,1990).

4. Transfer and compilation of the knowledge

This capability represent two process of transfer and inside compilation of the knowledge that will be connected each other and will occur contemporary. This two process affectivity is depend on previous reception capacity(it refer to organization capability in recognition value of the new data, realization and using them into business goals) and also non-existence of the inside obstacles that result in preventive and slower than transfer of the best experience in organization.(szulanski,1996).

One of the most important presented model in organizational citizenship behavior introduce by urgan that is include dimension of humanity, conscious , manner and politeness, magnanimity and civil reference. On the other hand, one of the most sense that nowadays represent in organization is management commitment that is reflective people attitude to organization value and goals and represent the force to enforce people that stay in organization and will implementation works with belonging feels in the way of achieving the organization goals. In study show that, occur in this field, persons will stay in organization that he have a high commitment and accept its goals and for achieve this goals will show a lot of effort and even remission and scarify(Mayer & allen,1997). Urgan represent below 5 dimension of citizenship behavior in organization.

1. Altruism (humanity): imitative in help to other to resolve their problems in organization.

2. Courtesy: avoid working problems and reminder and informing to other about this.

3. Civil virtue: being attenuate and pre-active in doing work performance in organization.

4. Conscientiousness: thereafter knowledge in organization regulates, act more than at least work's needs in doing hard works.

5. Sportsmanship: knowledge to organization regulates, endurance hard situation without any grumble.

Since citizen behaviors become to use character the source of the organization and then improve people capability it doing their works, and ultimately effect on utilization, influence and success in organization.(Yoon, &Soh,2003).Organizational learning will in preference expanding and learning new science and will emphasize in people rules on introduction of employed new science:

And it represents new method for achieving the successful performance and competitive advantage in organization. (Ganji, 2010).

Consider to human and his existential dimensions contemporary was increased By ending invasion age of the classic and implementation thinks in management, this event result in more search about organization behavior and within most of the thinkers present new area namely organizational citizenship behavior.(Allah tavakoli,2009).

Beginning organizational learning is indebted cumulative improvement of new theories in management such as taylor,adam smith learning curve and etc.(Templeton et all,2002).Organizational learning

Is referred to 1900 a.m. when tailor represent subject of the transfer learning to other personnel for increasing proficiency and improvement in organization. (wins ten & azdley,1990).Richard Sirt and James march ovine were those that two learning and organization words were connected each other in 1963 and present learning as organizational phenomena in literature.(Templeton and et all,2002).

Templeton and ET all (2002) defined organizational learning as collection of organization function such as achieve knowledge, contribution and interpret paper's data that has a positive effect on process of organization's evolution in conscious and unconscious. Organizational learning is a significance factor in long-term performance and survives the organization (yuki, 2009) and aneffective factor for organization success to achieve competitive advantage (Bhatnagar,j, 2006).

Organizational learning defined as discovery and rectification line, Fayol &lyles (1985) believe that organizational learning is process of improvement actions in the organization through better correction and cognition, so that it seems to be an important factor in review ability in the personnel.

So a significant need about quality of adjustment this effective variable to other organization variable (capability of the quicker learning in compare to competitor and employed it) surely can be and a dependable and effective relation in relate to other approach.

3. Hypothesis

Main hypothesis: citizenship behavior of custom personnel in merman town has a significant relation to learning ability.

Secondary hypothesis

First hypothesis: altruism has relation to learning ability of custom personnel in Mehran town.

Second hypothesis: loyalty has relation to learning ability of custom personnel in Mehran town.

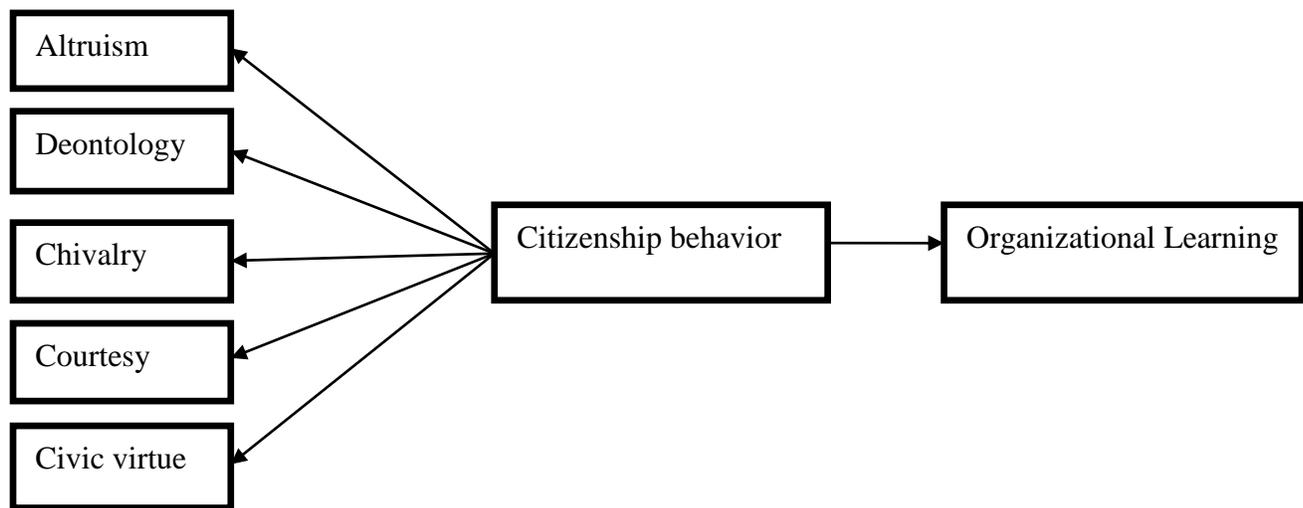
Third hypothesis: sportsmanship has relation to learning ability of custom personnel in Mehran town.

Fourth hypothesis: courtesy has relation to learning ability of custom personnel in Mehran town.

Fifth hypothesis: civil virtue has relation to learning ability of custom personnel in Mehran town.

Since ever operational and survey search need to subjective plan and meaningful framework that in this framework identify consideration variable and relation between them. in this search meaningful model of the research will be below to consider relation between organizational citizenship behavior and organizational learning are independent variable and dependent variable ,repeatedly.

Organizational learning= citizenship behavior= altruism+loyalty+sportsmanship+ courtesy+ civil virtue.



Form 1. Conceptual model Research

4. Methodology

Current study is based on application goal and in respect to method of collecting data in kind of survey. Statistic populations of the research consist of total experts and financial manager of office in the m Mehran ehran town. Sample volume was calculated by formula kokran and classified by random sample method. Most common method of collecting data in this kind of research is interview and questionnaire. In this study to collecting data was used by researcher-made or standard questionnaire. In the section of theoretical used to library method with respect to research subject in order to collecting requirement data. Also in order to justifiability-content test this tools (questionnaire) is based on noble opinions relate to current subject in association literature and exist theoretical theories and proficiency test has been used to employed measurement tool in process of the study.

5. Statistics analysis and results

Data of the research present in three sections, at first we describe population features and then present descriptive data and finally also represent deduction analysis.

Table 1. Frequency and percent of the sex and married situation in population.

Sex	FREQUENCY	PERCENT	CUMULATIVE PERCENT
Man	79	71	71
Woman	31	29	100
Total	110	100	-

Married situation	Frequency	Percent	Cumulative percent
Single	20	18	18
Married	90	82	100
Total	110	100	-

Education	Frequency	Percent	Cumulative percent
Diploma	12	10.9	10.9
Skill	8	7.2	18.1
Expert(technician)	55	50	68.1
Senior expert	35	31.8	100
Total	110	100	Total

5.1- descriptive analysis of the search hypothesis

Citizenship behavior component

Table 3. Descriptive feature the number of the citizenship behavior component in population

Variable	Average	Deviation error	Minimum	Maximum
Altruism	16.37	3.11	7	20
Consciousness	15.5	2.93	9	21
Sportsmanship	11.12	2.45	7	15
Courtesy	14.40	1.82	10	19
Civil virtue	15.95	2.19	8	20

In table 3 represent average and standard deviation number of the citizenship behavior components in population. as it has seen, average and standard deviation number of the altruism factor is 16.37, 3.11 and average and standard deviation number of the loyalty component is 15.50, 2.93, average and standard deviation number of the sportsmanship component is 11.12, 2.45, repeatedly. Also average and standard deviation number of the courtesy component is

14.40, 1.82 repeatedly. And also average and standard deviation number of the civil virtue component is 15.95 and 2.19 repeatedly.

5.2 organizational learning

Table 4- descriptive feature the number of the organizational learning in population

Variable	Average	Standard deviation	min	Max
Organizational learning	41.72	8.32	27	65

In table 4 present average and standard deviation numbers of the organizational learning in population.as it had seen, average and standard deviation numbers of the organizational commitment are 8.32 ,41.72,repeatedly.

Deduction analysis in hypothesis of the study

In current research in order to review this hypothesis are used to kelmogeroof- smiroonove that this data was getting a normal distribution. This result present below.

Table 5 –normal contribution test in data contribution

Kelmogeroof-smiroonove	
No.	110
Average	73.35
Standard deviation(SD)	5.84
Maximum difference	0.174
Kelmogeroof-smironove statistics	1.128
Decision standard	0.157

It can be said with respect to above results about being normal data contribution p-value is 0.157 that there is no any reason to deny sample “sample was achieved by a normal distribution” and we conclude that samples in this study was achieved by a normal distribution.

Main hypothesis: there is a significant relation between organizational citizenship behavior and organizational learning.

Table 6 – correlation coefficient between organizational citizenship behavior and organizational learning

Prognosis variable	Organizational learning		
	Pearson coefficient	Significance level	No.
Citizenship behavior	0.365	0.021	110

Significant level 0.05

In table 6 Pearson correlation coefficient present as interview relationship between organizational citizenship behavior and organizational learning.as it had seen,there is significant correlation between organizational silent and organizational commitment $(p \leq 0/021, r=0/365)$

.with above relation with increase a variable, another variable will increased and reverse. On this rule, our main hypothesis will confirm.

First subordinate (secondary) hypothesis: there is meaningful relationship between altruism and organizational learning.

Table 7 –correlation coefficient between altruism and organizational learning

Prognosis variable	Organizational learning		
	Pearson correlation	Meaningful level	No.
Altruism	0.431	0.006	110

In table 7 Pearson correlation coefficient present as interview relationship between altruism and organizational olearning.as it had seen, there is a significant correlation between altruism and organizational commitment. $(p \leq 0/006, r=0/431)$. In respect to above definitions with increasing a variable, another variable will increased and reverse. So it can be said that there is a meaningful relationship between altruism and organizational learning. With above concepts, first subordinate hypothesis is confirmed.

Second subordinate hypothesis: there is a meaningful relationship between consciousness and organizational learning.

Table 8- correlation coefficient between consciousness and organizational learning

Prognosis variable	Organizational learning		
	Pearson correlation	Significant level	No.
Consciousness	0.381	0.015	110

In table 8 Pearson correlation coefficient present to interview relationship between loyalty and organizational learning as it had seen, loyalty has a meaningful relationship with organization learning. $(p \leq 0.015, r=0.381)$.with respect to above concept, withincreasing a variable, another variable will increased and reverse. So it can be said that there is meaningful relationship between a loyalty and organizational learning. Second hypothesis will confirm by above concepts.

Third subordinate hypothesis: there is meaningful relationship between courtesy and organizational learning.

Table 9 – correlation coefficient between courtesy and organizational learning.

Prognosis variable	Organizational learning		
	Pearson correlation	Meaningful level	No.
Courtesy	0.116	0.478	110

Meaningful level: 0.05

In table 9 Pearson correlation coefficient present to review relationship between courtesy and organizational learning.as it had seen in table, there is no meaningful correlation between courtesy and organizational learning. $(p \leq 0/478, r = 0/116)$. It can be said that courtesy has not any meaningful correlation with organizational learning. Third hypothesis are deny by above concepts.

Fourth subordinate hypothesis: there is meaningful relationship between sportsmanship and organizational learning.

Prognosis variable	Organizational learning		
	Pearson correlation	Meaningful level	No.
Sportsmanship	0.333	0.035	110

In table 10 Pearson correlation coefficient present to review relationship between sportsmanship and organizational learning. As it had seen in table, there is meaningful correlation between sportsmanship component and organizational learning. $(p \leq 0/035, r = 0/333)$. In respect to above concept, with increasing one variable, another variable will increased and reverse.so it can be said that there is meaningful relationship between sportsmanship and organizational learning. Hence fourth hypothesis will confirmed.

Table 11. Correlation coefficients civil virtue and organizational learning

Prognosis variable	Organizational learning		
	Pearson correlation	Meaningful level	No.
Civil virtue	0.363	0.021	110

Meaningful level: 0.05

In table 11 Pearson correlation coefficient present to review relationship between civil virtue and organizational learning.as it had seen in above table, there is meaningful and positive correlation between civil virtue and organizational learning. $(p \leq 0/021, r = 0/363)$. In respect of above concept, with increasing one variable, another variable will increase. It can be said that there is meaningful relationship between civil virtue and organizational learning. Fifth hypothesis will confirmed base on above definition.

To classifying dimension of the organizational citizenship behavior in respect to result score in organization take by using freedmen classifying test. These tests choose to consider studying

level and exist component that it will investigate its aspects. Results show that organizational factor of the silent and personal factor of the silent in best and worst conditions, repeatedly.

Table 12 freedman classifying test about components of the organizational citizenship behavior.

	Average rank	Rank
Sportsmanship	1.26	5
Courtesy	2.55	4
Consciousness	3.41	3
Civil virtue	3.23	2
Altruism	4.04	1

Freedman test did to classifying citizenship behavior factor, result with assurance level 95% sig. equal to 0.000 that is less than 0.05. So classifying isconceptacle. As it had seen, component of the altruism is first rank in respect to result scores, in other word it has maximum score than any another factors .whereas component of the sportsmanship is last rank in result scores.

6. Discussion and conclusion

Main goal of current search is relationship between citizenship behavior and personnel learning of the custom office in Mehran town that in this procedure regulated one main hypothesis and five subordinate hypotheses. Calculated correlations between citizenship behavior and personnel understanding capability is 0.365 that is meaningful in respect to p-scale in assurance distance 0.95. So main hypothesis in research was confirmed.

In table present correlation each citizenship behavior aspects with organizational learning, courtesy with organizational learning have a maximum correlation level, in other word organizational citizenship behavior is mostly due to altruism within personnel. Hence first,second,fourth and fifth hypothesis will confirmed that it represent meaningful relationship between organizational learning and altruism,consciousness,sportsmanship and civil virtue and third hypothesis deny in respect to represent meaningful relationship between learning and courtesy. This result represent this truth that altruism and consciousness and sportsmanship and civil virtue in work activity have an influence in organizational learning capability that it meaning initiative in help to other to resolve problem in organization and knowledge to regulates in organization, doing overact in at least work requirements in doing hard works and endurance bad situation without any grumble and being attenuate and pre-active in organization working activity, repeatedly and courtesy mean avoid to working problem and reminder and inform to others that in this case has not any or less effect to create learner organization.

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