The relationship between OCB and organizational climate (case study: Administration Cooperative, Work and Social Welfare of Yazd)

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Abstract: Organizational citizenship behavior is one of the new subjects in the organizational behavior that effects on the different dimensions of an organization. The aim of the present research is to study the relationship between organizational citizenship behavior and organizational space. For this purpose, the various dimensions of organizational citizenship behavior and organizational space were measured via the questionnaire and their relations were analyzed. This research was done among the statistical community included 200 personnel of general office of cooperation, work and social welfare in Yazd province. According to Morgan table, there are 127 samples, but for more confidence, 130 samples were used. The results of the research revealed that with increase in scores of organizational citizenship behavior, the scores of organizational space is increased too, that indicates the direct relationship between these both variables and organizational citizenship behavior is one of the effective factors on the organizational space.

Introduction:

Studying the peoples' behaviors in the work places was under consideration of educational science thinkers from old times, and with appearing the field of organizational behavior in early years of 1960s, this subject was more seriously investigated. Most of the performed studies have attempted to divide the behaviors and their reasons. Some discussions such as: perception, motivation, occupational view, etc, are among the cases which investigate the root of most human behaviors in work environment, but the subject which has been propounded during last two decades and has attracted the attention of the psychologists and sociologists beside ethologists is named "organizational citizenship behavior". Organizational citizenship behavior includes the personnel's optional behaviors that are not among their official tasks and are not considered directly by official award system of the organization, but it increases total effectiveness of the organization (Organ, 951:1988). Therefore, this question is propounded that can organizational citizenship behavior creates the organizational space in the desire level? In the present research, the relationship between organizational citizenship behavior and organizational space are investigated. This research is going to investigate the following hypothesis.

Science is a key source in today's world. To enhance the public knowledge level is a leader task for success of the organizations. The traditional factors of production, land and capital are placed in the second rank from importance viewpoint. Despite of the traditional factors of production that are depreciated, knowledge is collected continuously and creates an eternal creature. To enhance the public knowledge won't be achieved with force and requires voluntary cooperation of the people (Zarey Matin, et al. 2007:33).

The organizations won't be able to progress the public wisdom effectiveness without voluntary tendency of the people. The difference of voluntary and obligatory cooperation is very important. In obligatory case, a person performs his/her duties according to the regulations, rules and standards of an organization only to observe the requirements. But in voluntary cooperation, a category behind the duty is propounded and the personnel manifest their effort, energy and insight to use their abilities for the organization interest. In this case, the personnel usually neglect from their personal interests and put the responsibility for others' interests in the first priority. For this reason, passing the path to reach the organization aims is facilitated. So, confidence and obligation are very important and in case of lack of it, voluntary cooperation will be occurred rarely (Rahmanseresht and Senobar, 55: 2000). Therefore, in today's world, the citizens are accounted as the very important sources of organization, their behavior are very important for the managers and for this reason many researchers have analyzed the citizenship behavior (Zare, 153: 2005).

Literature review:
Organizational citizenship behavior:

Much interest in industrial and organizational psychology was exciter of attention to organizational citizenship behavior.

Smith et al (1983) emphasized that for successful performance of the organization, their staff must tend to do their duty other than the given technical aspects and least official aspects (Basir, 307: 2011).

Although the first time the world of organizational citizenship behavior has been used by Organ et al in 1983, but before he, some researchers considered this subject such as Katz and Kahn by distinguishing between role performance and Innovative and Spontaneous Behavior in 1970s and 1980s and before they, Chester Barnard by determining the concept of cooperation tendency in 1983 (Padsagof et al, 513:2000). The dimensions of innovative and Spontaneous Behavior which has been presented by Katz are including:

Cooperation with others, organization protection, voluntary creative, self education and to maintain the desire insight about the organization (Jakiulin and Sapiro, 92: 2002).

The initial researches that were done in field of organizational citizenship behavior to find the responsibilities and the behaviors of the staff which mostly were neglected, but they were effective on improvement of organizational effectiveness (Binstok 36:2003).

Many definitions of organizational citizenship behavior have been presented. But one of the most complete definitions of organizational citizenship behavior has been provided by Organ in 1988.

Individual and voluntary behavior which are not propounded directly by official reward systems, thus enhance the effectiveness and efficiency of the performance.

Organizational citizenship behavior that includes social rewards is considered. Therefore, when the staffs feel that they don't receive any things from social, their citizenship behavior will be increased (Eng et al, 564:2003).

According to "Bolino and Torili", citizenship generally behaviors include two common states. From one side, they can't be straightening directly. From other side, there are some extra ordinary attempts that the organizations expect of their personnel (Bolino and Torili, 60:2003).

Kolman and Borman (2000) have emphasized on three type of citizenship behavior:

Peterson (2008) in a study entitled "climate" show factors such participatory decision making, support, openness of top-down, hearing a report from the goal of high-level and high performance are strong institutional space Including influencing structural factors on the institutional space is the size of the organization.. The study showed that the education system in a smaller system, environment is more open and trusting and the atmosphere is friendly organization.

A study of the Enrique (2010): "The impact of organizational citizenship behavior on group performance" based on a simulation model conducted by the University of Akvala Italy. He is reviewed the impact of aid behavior on the members of a group that attempts to refuse activities,. When the band is trying to avoid, reduce the effectiveness of organizational citizenship behavior on the contrary, when people made huge efforts to enhance group performance OCB working.
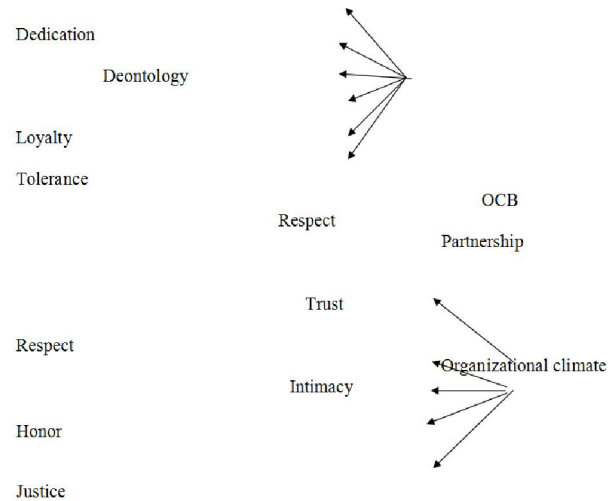
Individual citizenship performance: as a behavior that assists, leads and develops the members of an organization.

Organizational citizenship performance: it is known as the behaviors that the involvement in an organization is defined as allegiance and loyalty with accepting the rules.

Efficient citizenship performance: it is defined as the additional attempts that more than what is requested for the job (Tabeli, 32: 1390).

Mark C. Bolino, Rabert Moorman, Organ Van Dyne, introduced the following components as the indexes of organizational citizenship behavior.

These indexes are including:
1- Self sacrifice, 2- Dutifulness 3- Respect, 4- participation,(supporting, social, duty, civil), 5- Loyalty, 6- Tolerability

Relationship between organizational citizenship behavior and organizational climate:

Now Organizational Behavior tries before prescribe the manner in organizations describe them. Hence, according to the description and analysis of the environment as they affect behavior human is important the outcome of this matter in the context of organizational studies and research on organizational climate. (Jahandary, 2000)

Tagore and litwin (1968) have defined organizational climate. Total quality the organization indoor climate experienced by members, they will affect the behavior and could create characteristics of the organization.

Desi Jon Point (2004) believe that climate refers a set of measurable characteristics of the work environment he people working in it, understand it, and motivation and behavior and their performance is influenced by climate. The climate shows the state of health.

The relationship between organizational citizenship behavior and performance of employees can be pointed to research conducted by scientists.

Sabzi Poor and Ahmadi (2011) Research to determine the relationships among the variables of organizational climate, job satisfaction, organizational commitment and organizational citizenship behavior and organizational citizenship behavior through a management model for improving organizational climate and attitudinal variables performed in public libraries. According to their findings, the climate of public libraries were significantly associated with job satisfaction among librarians working in these institutions.

In addition, there is a strong correlation between job satisfaction of public librarians and organizational commitment of and librarians OCB. In this study, was not observed the relationship between organizational commitment and organizational citizenship behavior among public librarians country. Also, there was no significant relationship between organizational climate and organizational commitment and organizational citizenship behavior libraries and public libraries. The structural equation for conclusions about the overall fit of the average grade point average must be considered as a set of indicators. In this study, the model parameters are in good condition, therefore, we can conclude that the average grade point average is a good fit.

Rahman Feroyki (2012) in his study, as measured by the organizational citizenship behavior achievement of organizational climate. The main objective of this study was to explore the different dimensions of organizational climate and establish its relationship with organizational citizenship behavior. The effect of gender on the relationship calculated. In this study, 114 faculty members of public sector universities in Lahore selected randomly. Data collected through questionnaires and Likert-style score. The results show that all aspects of organizational climate has a significant relationship with organizational citizenship behavior and gender.

Nymora in their study as the relationship between individual employees and organizational climate and organizational citizenship behavior, The purpose of this study was to investigate the relationship between individual characteristics and behavior of citizens such as the relationship between organizational climate and organizational citizenship behavior. The research at a pharmaceutical company in south of Java, which includes 67 employees of the company with the highest level of organizational citizenship behavior between staff in a civil partnership and was the lowest level organizational citizenship behavior in the dedication.. Further tests showed that the relationship between individual and organizational citizenship behavior (87%) proved to be a significant relationship between individual and organizational citizenship behavior is acceptable. Correlation between organizational climate and organizational citizenship behavior (66%) is significant. One hypothesis also explains that a strong correlation between OCB and organizational climate is acceptable.

Research methods

The survey is part of applied research. The study of methods for collecting and analyzing data is descriptive and correlational. The sample consisted of all employees of the Department of Cooperatives, Labour and Social Welfare of Yazd.

In this study, to calculate the sample standard tables used Morgan. The sample size of this study was 200, according to Morgan, the sample size is 127, but 130 is used to ensure more. The strategy based on stratified random sampling with appropriate attribution

In this study, a questionnaire to collect data needed for organizational citizenship behavior and organizational climate is changing. OCB scale, according to a team of scientists has been prepared including Padsakf, organs and Smith, et al.

Dimensions include: (1) civil partnership, 2 tolerance, 3- Conscientiousness, 4-sacrifice, 5-honor 6- loyalty. The questionnaire consists of 23 questions. According to the organizational climate questionnaire Abolalaee and Babayee are: 1. Credit 2. Respect, 3 Justice, 4 Honor 5. friendliness. The research model is as follows.

Analysis of the data

To evaluate the results of the data obtained from the questionnaires was used spss software. To analyze hypotheses, correlation (Pearson Correlation) and testing the population mean (One-Sample Test).

The main hypothesis of the research

There is a significant relationship between organizational citizenship behavior and organizational space of general office of cooperation, work and social welfare in Yazd province.

Lateral hypothesis:

1- There is a relationship between organizational citizenship behavior and glory in the general office of cooperation, work and social welfare in Yazd province.

2- There is a relationship between organizational citizenship behavior and justice in the general office of cooperation, work and social welfare in Yazd province.

3- There is a relationship between organizational citizenship behavior and sincerity in the general office of cooperation, work and social welfare in Yazd province.

4- There is a relationship between organizational citizenship behavior and respect in the general office of cooperation, work and social welfare in Yazd province.

5- There is a relationship between organizational citizenship behavior and credit in the general office of cooperation, work and social welfare in Yazd province.

Research Results

The following table statistical information contains is presented number of employees responding Cooperation Administration, Labor and Social Welfare of Yazd and range, minimum, maximum, mean and standard deviation of the total score and total score of organizational commitment and organizational citizenship behavior dimensions.

	Count	Variations	min	max	mean	SD	var
Overall score OCB	130	3.50	1.46	4.96	3.9138	.67573	.457
The overall organizational climate	130	3.23	1.42	4.65	3.3736	.60286	.363
Group the civil partnership OCB	130	4.00	1.00	5.00	3.9038	.68722	.472
Tolerance after OCB	130	3.50	1.25	4.75	3.5885	.67332	.453
Conscientiousness dimension of OCB	130	2.75	2.25	5.00	3.9923	.67767	.459
Group sacrifice OCB	130	3.75	1.25	5.00	3.8308	.74398	.554
Group respect OCB	130	3.00	2.00	5.00	4.1442	.65508	.429
The loyalty of OCB	130	4.00	1.00	5.00	4.0233	.91901	.845
The validity of organizational climate	130	3.78	1.11	4.89	3.6585	.73072	.534
Group the organizational climate of respect	130	3.00	1.45	4.45	3.3509	.61500	.378
Group climate justice	130	3.37	1.38	4.75	3.4053	.71793	.515
The honor of organizational climate	130	3.57	1.00	4.57	3.2650	.69080	.477
The intimacy of organizational climate	130	2.43	2.14	4.57	3.1885	.44214	.195
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According to the following table and the test was performed and the test is considered equal to 3 since the sig (significance test) was achieved in all cases smaller than 05/0 statistically at 95%, a significant test of the null hypothesis (no position) rejected and the hypothesis of 1 a (despite favorable conditions) is accepted. In other words, according to this table, the staff of the Department of Cooperatives, Labour and Social Welfare Yazd and dimensions of organizational citizenship behavior and organizational climate favorable situation. according to the following table and Pearson correlation test was performed and since

the sig (significance test) is achieved in all cases smaller than 05/0 statistically significant at the 95% confidence level test of the null hypothesis (no relation) and reject the assumption of a (relationship) is accepted. there is a The relationship between OCB and organizational climate dimensions of the Office of Cooperatives, Labour and Social Welfare province plus sign indicates that this relationship is positive.

	Test value = 3					
	The test statistic T	d.f	Significant level test (two-sided)	The mean difference	95% confidence interval for the difference	
					Low	high
Overall score OCB	15.419	129	.000	.91382	.7966	1.0311
Group the civil partnership OCB	14.996	129	.000	.90385	.7846	1.0231
Tolerance after OCB	9.965	129	.000	.58846	.4716	.7053
Conscientiousness dimension of OCB	16.695	129	.000	.99231	.8747	1.1099
Group sacrifice OCB	12.732	129	.000	.83077	.7017	.9599
Group respect OCB	19.915	129	.000	1.14423	1.0306	1.2579
The loyalty of OCB	12.696	129	.000	1.02331	.8638	1.1828
The overall organizational climate	7.066	129	.000	.37363	.2690	.4782
The validity of organizational climate	10.274	129	.000	.65846	.5317	.7853
Group the organizational climate of respect	6.506	129	.000	.35092	.2442	.4576
Group climate justice	6.437	129	.000	.40531	.2807	.5299
Group of organizational climate	4.374	129	.000	.26500	.1451	.3849
Group intimacy organizational climate	4.860	129	.000	.18846	.1117	.2652

		The overall organizational climate	The honor of organizational climate	Climate justice groups	The intimacy of organizational climate	Group the organizational climate of respect	The validity of organizational climate
Overall score OCB	Pearson's correlation coefficient	.914	.923	.849	.821	.840	.900
	Significant level test (two-sided)	.000	.000	.000	.000	.000	.000
	Count	130	130	130	130	130	130

Conclusion

The results of the analysis of the data collected suggests that can have a direct impact on organizational citizenship behavior on organizational climate. Pearson correlation coefficients were determined according to the OCB positive and significant relationship between the dimensions of credibility, respect, fairness, integrity, proud. The Pearson correlation coefficients affect OCB dimensions and minimal impact upon the honor and prestige of justice, respect and devotion has. Therefore, managers need to create a climate favorable to the behavioral issues and circumstances OCB expand. The results are those of OCB are proud of their work and the people who promote the organization and create a positive image for your organization is the key. Better voluntary and spontaneous behavior in organizations, managers favorable climate and culture could Fars healthy controls in the organization.

Recommendations:

• To improve the organizational climate is suggested, managers spiritual needs, personal attention and respect, and social workers. There is a sense of respect for the organization, creates a favorable environment for employees.

• Given the significant positive relationship between OCB and organizational climate justice there, the manager of the cooperative, labor and social welfare in Yazd province suggested that the justice they sought their.

• It is recommended that the management of human resources as the most important component of the importance and validity of the decisions to be taken in case they have placed.

• It is recommended for research to examine the relationship between organizational climate and employee performance pay.

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