

عنوان مقاله:

The impact of organizational intelligence on service quality from the perspective of social exchange theory

محل انتشار:

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خلاصه مقاله:

Organizational intelligence means the comprehensible knowledge achievement form all of factors affecting onorganization such as customers, competitors, economic environment, cultural environment, organizationalprocesses (financial, official, protective, productive, human resources, etc.) which have the considerable effect on quality of mangers' decisions. In fact, organizational intelligence enables managers to make wise decisions. Leader - member exchanges theory which is also called leader – member exchange relationship, analyzes how leaders by the time establish mutual and different social relationships with employees and how these relationships have effect on future behaviors of the other side. In fact, this theory believes that behaviors of administrators and managers in one job department are perceived by employees in various forms. Current study has been conducted in order to study the effect of organizational intelligence on service quality. Dimensions of Organizational intelligence; emotional intelligence;spiritual intelligence and cultural intelligence have been considered. Current research has been done using descriptive method

کلمات کلیدی:

Organizational Intelligence, Service Quality, Social Exchange Theory

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