

## عنوان مقاله:

Examine the Relationship between Emotional Intelligence and Organizational Citizenship Behavior (Case study: social security treatment management of Karaj and related units)

## محل انتشار:

دومین کنفرانس بین المللی مدیریت و علوم اجتماعی (سال: 1395)

تعداد صفحات اصل مقاله: 9

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## خلاصه مقاله:

This study has conducted to investigate the relationship between emotional intelligence and organizational citizenship behavior in which the concept of emotional intelligence includes five dimensions of self-awareness, self-control, motivation, empathy and social skills were assessed by questionnaire. The questionnaires distributed between 268 samples of population which were managers, assistants and personnel of social security treatment management of Karaj and related units. The research is descriptive and correlational. The correlation coefficient test, regression test, etc. were used to analyze the data by SPSS software. The results showed that there is a significant and strong correlation between emotional intelligence and organizational citizenship behavior, and we can conclude that these two variables have a direct impact on each other. The results also show a significant positive correlation between all dimensions of emotional intelligence (self-awareness, self-control, motivation, empathy and social skills) with the Organizational Citizenship Behavior (OCB). The results show that between the dimensions of emotional intelligence, the motivation is most closely related with OCB. In other words, organization can improve staff citizenship behavior with special attention to the emotional intelligence and its dimensions and measures. The results of regression test show that the four dimensions of emotional intelligence (self-awareness, self-control, motivation and social skills) have a significant positive impact on organizational citizenship behavior, and only the (empathy) are not effective on organizational citizenship behavior.

## کلمات کلیدی:

Emotional intelligence, organizational behavior, organizational citizenship Behavior

## لینک ثابت مقاله در پایگاه سیویلیکا:

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