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The Effect of Organization Citizenship Behavior on Social Capital in Iran's Cement Factories

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Abstract

The purpose of doing this project is determination of citizenship behavior on the social behavior in the cement factory. In this project for study of statistical community has been used from questionnaire which its correlation coefficient is 7. Also for analyzing of data, we use frequency, mean and for summarizing of data, we use of deductive testing, also for confirmative testing, has been used of software's Amos. In this project, hypothesis has been studying with using SPSS and Amos software's and Pearson correlation coefficient. Number of people in Statistical community which has been studying is 1500 people that for the reason of largeness of it has been studying 150 people with using of Morgan's chart. According to the conclusions from analyzing of the project's hypotheses, the effect of administrative citizenship behavior on the employees' social capital has positive and meaningful influence.

Keywords: Citizen's Behavior, Social Capital, Responsibility, Civil Excellence.

Introduction

These days biocratic structure are not useful and in order to duration and receiving of constant competition advantage, we need organic and flexible structures which can be answered to the environmental changes.

Internationally, power of business uses as a device for receiving of the quality, successful and exploitation and advantageous of organization. As this approach to result in the control of amounts of business power also at present it can decrease problems in the regulations and rules and can result of loyalty and potentially exploitation from organization and it isn't easy for management (Anthony and Clive, 2011). Organizational researchers emphasize to social capital as a distinguishing feature which is the benefit of members individually and totally. This view to the social capital is as a public production which considers to the level of public and almost was appeared to the present research (Chih-Hsun et al, 2012). Recently organized citizenship behavior has been changed to the studying field. These behaviors are as a nerve racking which maintains turning of organization's cycles although if they don't relate to the occupational manner, they can be defined (Chera et al, 2001). Totally citizenship behavior has

2 characters, the first: it can't be administrative and the second: they are the indicator of special efforts which organization needs it for achieving successful.

Social capital is defined as valuable capital which can be made by achieving to the social relationships. Social capital has 3 dimensions: Cognition Science, Relational, and Organizational. Cognition science is the symbol of the shared meanings and the mutual understanding actors. Relational dimension is related to the confidence, friendship and mutual relationship with development of cooperation. Organizational dimension includes of the relationships between actors (Vernica et al, 2011). Social capital is considered as ability of persons for relation between them. This purpose which expansion of networks includes of confidence and social norm, can be increase potential of organization, so social capital accounts economic portion of organization (Anthony et al, 2011).

In this study, purpose of calculation is the effect of citizenship behavior on the social capital. Citizenship behavior can be influence on the kinds of dimensions of social capital and can be improve of organization's function. Model of this study is the model of Bolino and et al. In this model influence of each of dimension of citizenship behavior (kind of friendship, social excellence, humility and generosity) on the dimension of social capital.

Literature Review

Although organizational citizenship behavior considered with Batman Vargan, but this concept includes of writing's Barnard about cooperation and researchers 'Ketz and kon about performance and automatic behaviors (RaminMehr et al, 1388). Conclusions of these studying show that there are positive relation organizational citizenship behaviors. The research about organizational behavior shows that there are positive relationship between staffs of citizenship behavior and public production (Eksing et al, 2012). The dimensions of organizational citizenship behavior includes of: Kind of friendship Humility, Business conscience, responsibility and civil excellence. The definition of citizenship behavior includes of all kinds of voluntary actions that all staffs do for helping of their fellow workers and solve the problems within the organization. This voluntary behavior only doesn't limit to the fellow workers. It maybe relates to the customers. Humility: it includes of all behaviors which is for helping of others for avoiding of the problems. Business conscience: preserving of level of knowledge. Responsibility: avoiding of those actions which results in tension. Social excellence: the concern and constancy to the organization which includes of: state of opinion about strategies of organization for counter of changes, preserve environment of dangerous of organization, reporting of unmoral events, readiness for any event (Soner, 2009).

(Arizi et al, 1390) showed that the project with the subject of relationship between organizational citizenship behavior with organizational commitment and inclination of staying in the business between staffs of Saypa factory which relationships between emotional commitment with cooperation, generosity and positive following. But there is negative relation between kinds of friendship and it. Cooperation and constancy anticipates commitment. Also supportive cooperation and following are subsets of organizational citizenship behavior. (Teresa et al., 1389), in a project with the subject of submitting the model for stated of effective factors on the citizenship behavior showed that this basis factors can be effective on the citizenship behavior and organizational performance also between the basis factors, individual factors has more power for stating of citizenship behavior other than factors. In a project with the subject of: "How to build social capital with leadership

development" showed that social capital in the relation of expansion which is through simulation, attraction and the familiar experience is different (Eva et al, 2012).

Methods of expansions of leadership are different with the steps of expansions of social capital and for this reason must be design according to it (Catherine and Johnson, 2012) in project with the subject: "How do public libraries create social capital "An analysis of interactions between Library staff and patrons. An analysis of the interviews suggests that public libraries may contribute to social capital through the relationships and interactions that occur between staff and patrons. Some of the ways in which these relationships and interactions may contribute to social capital include: building patrons' trust in the library and its staff, connecting people to both community and library resources, providing social support for patrons, reducing social isolation, helping patrons gain skills to function in an increasingly online world, and providing a positive place for neighborhood residents to gather.

Design of the Study

Chart 1 shows many kinds of dimension of organizational citizenship behavior that includes of: friendship, humility, social excellence, responsibility, generosity, studying of participants.

The Main Hypothesis

H1: Organizational citizenship behavior of cement factory has positive effect on the social capital.

The Secondary Hypothesis

H1-1: The kind of friendship component has positive affect in the staffs of the cement factory.

H1-2: The Responsibility component has positive affect on the staffs of the cement factory.

H1-3: Social excellence component has positive affect on the staffs of the cement factory.

H1-4: The generosity component has positive affect on the staffs of the cement factory.

H1-5: Humility component has positive affect on the staffs of the cement factory.

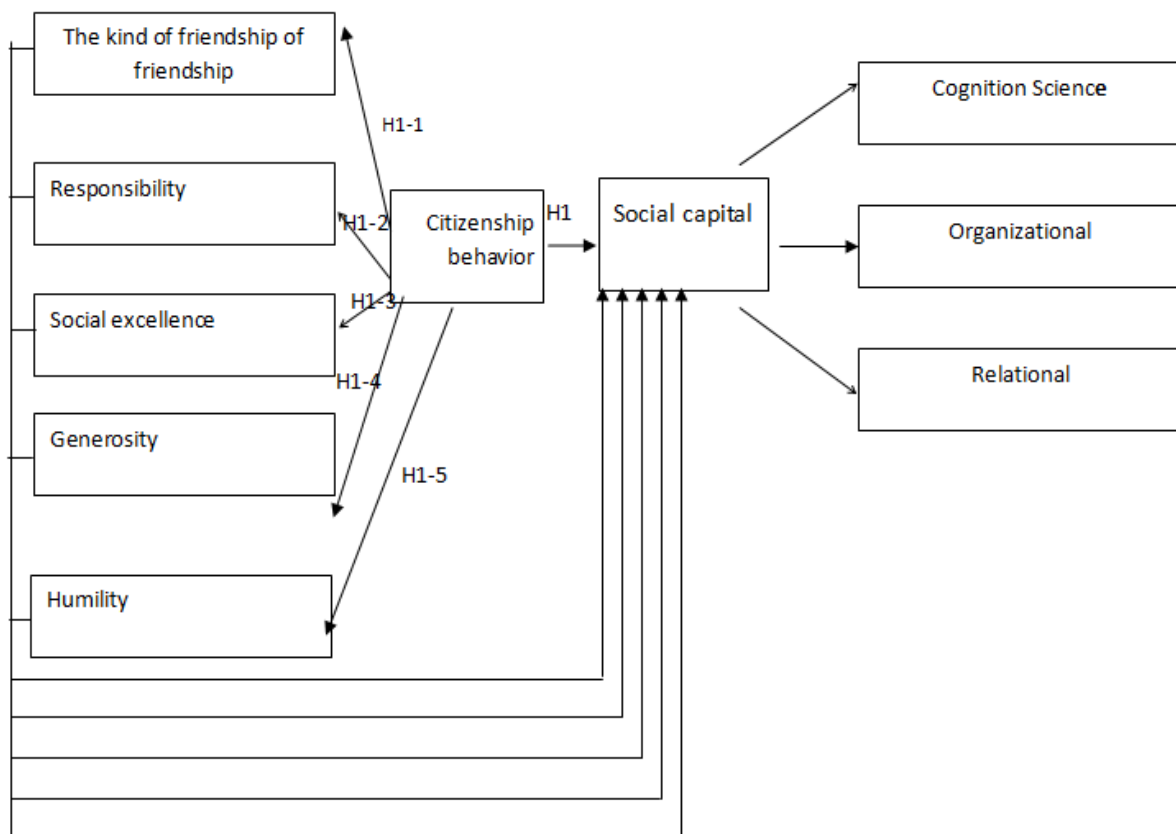


Figure 1. Conceptual model of research

Methodology of Research

This study has been usage at the view of aim and has been description at the view of nature. For assembling of information about subject of literature has been used with library method like books, journals, M.A theses and for studying effect of citizenship behavior on the staffs' social capital has been used from questioner of Chon and Chow (2008). In this study, testing society is all of staffs of Isfahan Sepahan cement factory which number of it is almost 1500 people.

According to the expansion of this testing society has been used Morgan's sampling and has been selected 150 people. Although studying questioner has been divided to the all parts of factory.

In this studying for analyzing of information has been used of questioner and software's SPSS and Amos, also for analyzing of data, we use frequency, mean and for summarizing of data, we use of deductive testing, also for confirmative testing, has been used of software's Amos. Also this questioner for this studying distributed between staffs. After studying between the bias figures of this chart show that the model of calculation of this project is acceptable, but if criterion of calculation is acceptable, calculation of odd parameter can be meaningful. So analyzing of calculation of odd parameter is emergency in one model. The chart number 2 shows calculation of parameters in one model. The amount of CR that calculated in the portion of non-standard for parameter of calculated error for that parameter shows which if zero hypotheses rejects so that amount of this parameter equals zero, there is error, so for meaningful level is acceptable, 5 percent maximum. Thus these conclusions show that calculated parameter has zero meaningful differences. According to the analyzing, we found

that the main hypotheses that include influence of citizenship behavior on the social capital of the positive meaningful affect. The third subordinate hypothesis: Humility has positive and meaningful effect. The fourth subordinate hypothesis: business conscience has positive and meaningful effect on the social capital of cement factory. The fifth subordinate hypothesis: Generosity has positive and meaningful effect on the social capital of the cement factory.

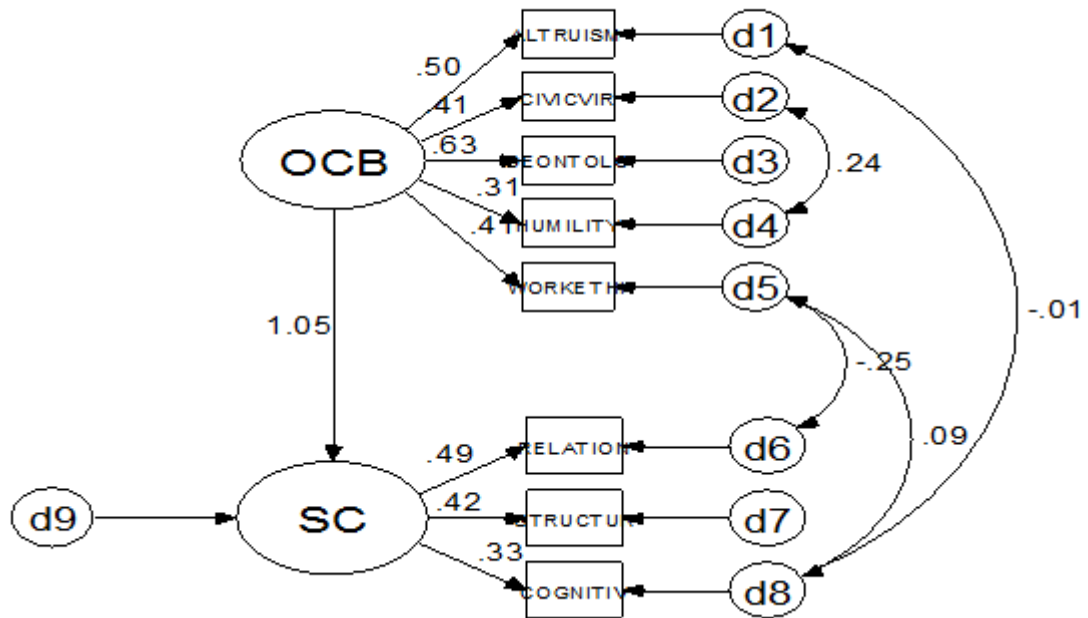


Figure 2. Structural equation modeling the effects of organizational citizenship behavior on social capital

Table 1. Overall fit indices for the original hypothesis

The model of study	Indicator	
10.76	CMIN	Absolute
16	DF	
0.82	P	
0.000	RMSEA	Relative
0.67	CMIN/DF	
20	NPAR	
1.06	TL	Comparative
1.00	CFI	
0.53	PNFI	Summarized
0.57	PCFI	

Table 2. Estimated parameters significantly different from zero

Subordinate hypothesis	P	CR
The first hypothesis	4.13	000
The second hypothesis	4.135	000
The third hypothesis	4.407	000
The fourth hypothesis	3.464	000
The fifth hypothesis	4.25	000

Conclusions

In this article with due attention to importance of staffs in the developing of organization and also the study which has been doing recently in the constituency with citizenship behavior worldly.

Specially has been considered to the staffs and citizen behavior has been studied so relationship between it and social capital positively. Other studies has been done shows that social capital is the cause of increasing knowledge, retaining of organizational knowledge, making relations according to confidence, feeling of cooperation.

These organizations which are in the part of production can be designed and managed situation of business environment that can be cause of satisfaction of staff's commitment. It causes more cooperation and increasing relations between persons and it also causes of increasing social capital in the organization. Employee citizenship behavior has many benefits for organizations, including the holding company of a group of employees who are committed to. Genie (1998) suggested only citizenship behavior makes reduced absenteeism and staff turnover is down and staffs that are committed to the company stay long with the company and they produce quality products and help enhance the company's position on various approaches. Logically can also be concluded, the citizenship behavior of employees can improve the working environment within the organization make a major contribution. On the other hand, Social capital in line with human capital, finance and economics are considered. Increasing attention to the concept of social capital Bring up This in the most economical issues, Shows the important role of social relationships among the economic variables. An organization that has social capital will benefit from a competitive advantage that can be surpassed competitors. It should be noted that the social capital of individuals, relationships, organizations, and communities or communities arises. Social capital is also a close relationship between the individual and the organization with people outside the organization formed. The main measure of cognitive social capital Social relations and how they coexist in a community Causes the formation of social capital Should also be sought on the factors that make the culture, traditions, standards, norms and values, and official rules affect a community. In this paper, the importance of the employees' organizations has successfully and recent research in the area of global citizenship behavior of employees in the management of new topics has been made. Special consideration to employees and citizenship behavior has been studied. And its relationship to social capital has been discussed. As expected between organizational citizenship behavior and social capital had a significant positive impact on cement. Other research that has been done in this area Shows that social capital leads to better share knowledge, retention of organizational knowledge creation Brat mad relations, creating a spirit of cooperation, helping to increase training activities related to stability and shared understanding. Organizations that are in the manufacturing sector can somehow design and manage the work environment leading to greater employee satisfaction and commitment to the organization. It also leads to greater co-operation and to promote constructive interactions and relationships between people, organizations will and to promote social capital in organizations.

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