

Application of Canonical Correlation Techniques to Investigate the Relationship between Emotional Intelligence, Organizational Citizenship Behavior and Organizational Commitment

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Abstract: Today, one of the most important features of any organization is a committed workforce with high emotional intelligence who wants to be involved in the successful change. In other words, they should show the same organizational citizenship behaviors and organizational commitment. The current study aims to investigate the impact of emotional intelligence on organizational citizenship behavior and organizational commitment. The study sample included Shahindezh city school teachers in the West Azerbaijan. 298 statistical samples were chosen using a randomized stratification sampling and Morgan table. Data collection methods include organizational commitment questionnaire (Muday, 1979), organizational citizenship behavior (Orgon, 1998), and emotional intelligence (Shriyng Sieber, 1998), respectively. The results of canonical correlation analysis with 99% certitude show a strong relationship between emotional intelligence and organizational citizenship behavior thereby organizational commitment was confirmed. Multiple regression results showed that the dimensions of emotional intelligence (self-awareness, self-control and motivation) are a good predictor of organizational citizenship behavior and organizational commitment.

Keywords: *emotional intelligence, organizational behavior, organizational citizenship behavior, organizational commitment.*

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The Impact of Perceived Organizational Support on Reducing Social Loafing

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Abstract: Nowadays, organizations are trying to maximize productivity by groups, but the results are not always completely satisfactory thereby causing some problems for organizations such as social loafing. Social loafing reduces motivation and effort in team work compared to individual work. This study intends to achieve the necessary mechanisms to reduce social loafing, and reviews the effect of perceived organizational support on social loafing. The population of this study includes all 220 employees working in offices in Tehran's Alborz Insurance Company. According to Krejcie and Morgan Table (1970), the sample size for this study is 140. Sampling for this study has been done by stratified random sampling method. The study is descriptive and correlational, and also questionnaires were used to collect data. Data analysis was conducted using structural equation modeling. The results show negative effect of perceived organizational support on social loafing, and it can adjust social loafing.

Keywords: *perceived organizational support, social loafing, team work.*

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Achieving National Wellbeing through Promoting National Competitiveness Capacity

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Abstract: One of the constant concerns of economists and public administration scientists has been the transition from different stages of development accompanied by justice and social welfare. Success of governments in achieving this goal is interpreted as one of their power elements. In the present research, promoting national wellbeing is considered from the perspective of improvement of national competitiveness capacity attributes. Research methodology includes both descriptive and correlation analysis based on Structural Equation Modeling. Data was collected by means of documents and library studies from international sources. Research results indicated that providing national competitiveness capacity results in national wellbeing promotion. Meanwhile, promoting national competitiveness capacity with attributes such as "basic requirements", "efficiency enhancer" and "innovation and sophistication factors" paves the way for improvement of wellbeing in qualitative dimensions such as happiness, gender equality, etc. as well as quantitative dimensions such as health, education and research.

Keywords: *capacity, competitiveness, national competitiveness, national wellbeing, subjective wellbeing.*

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The Impact of Employees' Judgments of Corporate Social Responsibilities Programs on Extra-role Behaviors and in-role Job Performance: with an Emphasis on the Mediating Role of Affective Commitment

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Abstract: The increasing importance of corporate social responsibility programs and initiatives has led to both a micro- and macro-level consideration of the impacts of these programs and initiatives on organizations. Does employees judgment of corporate social responsibility programs have any relationship with corporate social responsibility specific performance and their in/role job performance? Our attempt in this study is to answer this question. For that purpose, a sample including 237 employees of Yazd's manufacturing-industrial units was chosen. The results of the data analysis using structural equation modeling and AMOS software indicated that employees' judgment of corporate social responsibility has a relationship with affective commitment and extra/role performance. Results didn't show any significant relation between extra-role performance and in-role job performance.

Keywords: *affective commitment, corporate social responsibility, CSR-specific performance, extra-role behavior, in-role performance.*

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The Effect of Psychological Capital on the Quality of the Offered Services to the Clients by the Counter Staffs with Organizational Commitment Meditation

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Abstract: The current study aims to examine the impact of psychological capital and organizational commitment on the quality of the offered services to the clients by the counter staffs of Ansar bank. In this research, the theoretical model and the theories between the variables were first developed and structural equation was used to examine research theories. Ansar bank counter staffs of Tehran city are the statistical population. Therefore, for this research, 320 persons are picked based on the Morgan table using random sampling. A questionnaire was used to collect the data, the reliability and validity of which are assessed by Cronbach's alpha and confirmatory factor analysis. This conceptual model was examined using structural part called path analysis and structural equation modeling. The results showed the positive influence of psychological capital on the quality of offered services to the clients.

Keywords: *organizational commitment, psychological capital, services quality, structural equation.*

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The Impact of Trade Openness and business environment on Foreign Direct Investment: A Panel Data of World Countries from 2004 to 2012

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Abstract: The current study examines the impact of trade openness and business environment on foreign direct investment among 23 countries in Southwest Asia over the period 2004 to 2012. The research approach is econometric and the generalized regression of panel data was used to test the effect of the variables of interest. The results show that trade openness directly (coefficient of 0.002, p-value = 0.031) determines foreign direct investment. Among the business indices, the cost of construction permits (-0.012), enforcement of contracts (-0.002), received electricity (coefficient of 0.002), the cost of starting a new business (-0.051), the time required to export (-0.154), the time required to import (-0.112) and the costs of preparing and paying taxes (0.008) showed sufficient statistical significance. The time required to import and export has the highest share for anticipation of the foreign direct investment. These results suggest that developing an appropriate model in which a convergence is found between policy institutions is a necessary issue to promote trade liberalization and improve the business environment.

Keywords: *business environment, foreign direct investment, panel data, trade openness.*

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Evaluation of Civil Order Phenomenon Management Based on Designing Variables Measuring Level of System Effectiveness and its Application in Modern Approach to Crisis Management

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Abstract: In this regard, learning about dynamic behavior of the civil order phenomenon and analysis of all information obtained from “Operational Environment” associated with the system of interest may be considered an essential step in the process of “Crisis Management” for mega-cities. For this reason, the present study aims to develop a way for evaluating the effectiveness level of civil order management system by establishing a set of quantitative variables, based on which we can eventually obtain the probability of successfully meeting each of the root-FRs, which is basically required to manage the civil order phenomenon behavior in the system (city) of interest. To verify the practical capability of the presented method, this study, as an analytical-descriptive research, focuses on a population, which consists of “Tehran’s Police Chief Dep.,” “Tehran’s Municipality Org.,” “Tehran’s Emergency Medical Services Org.,” and “Public Media (TV, Radio, and Presses)”, from which, finally, 140 participants are randomly drawn using “Stratified Sampling Method” to be inquired. Library Studies, Face-to-Face/Telephone Interviews, and Researcher-made Questionnaires are all three ways specifically used for gathering all required data and information. This study considers learning of changes in probability of successfully fulfilling each of the system root-FRs to be a sound basis for effective management of civil order phenomenon.

Keywords: *civil order phenomenon, crisis management, quality function deployment (QFD), root functional requirements, systems theory.*

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Benchmarking and its Applications in Organizations (Case Study: Designing the Characteristics of Organized Inner- City Area in Tehran City)

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Abstract: Tehran municipality, at the lowest level, has been divided to many inner- city areas. If the municipality is going to provide desired services to citizens, it is necessary to design the characteristics of organized inner-city areas. This research is designed to identify the characteristics of organized inner-city areas in Tehran city- based on the benchmarking mechanism. Required data was gathered by interview and data has been analyzed by using Delphi Technique and Content Analysis. The results suggest that 1) to formulate the characteristics of organized inner-city area in city of Tehran, we can use the benchmarking mechanism; 2) to formulate the characteristics of organized inner-city area, the focus must be on both functions and the work processes; 3) the necessity to focus on within industry benchmarking; that is, we must focus on municipalities by using the mechanism of “sister city”; especially, sister city to large municipalities (such as New York, London, Tokyo, etc.).

Keywords: *benchmarking, external benchmarking, inner- town or inner- city area, internal benchmarking.*

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Investigating the Relationship between Organizational Intelligence and Human Resource Flexibility in Knowledge Based Organizations

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Abstract: The current study aims to explain the scientific foundation of and offer practical solutions to University of Tabriz human resources flexibility based on organizational intelligence. The research is applied in terms of purpose and descriptive in terms of data collection and it is casual according to relationship among variables. The data were collected by Albrecht organizational questionnaire and human resources flexibility questionnaire based on the Batachariya, Snell and Wright studies. The statistical population consists of scientific members of University of Tabriz in four knowledge groups; where 235 individuals were selected as statistical sample by Cochran formula in confidence level of %95 and finally 210 questionnaires were analyzed using simple random and cluster sampling method. The results of structural equations modeling showed that organizational intelligence by recognition coefficient of %79 is the strong predictor of human resources flexibility. Also, the results of Pearson correlation showed that all organizational intelligence variable dimensions have a positive and significant relationship with human resources flexibility.

Keywords: *human resources flexibility, knowledge based organization, organizational intelligence.*

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Hypocritical Behaviors in Interpersonal Communications in Organization: Organizational Antecedents and Consequences

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Abstract: This study has examined the organizational antecedents and consequences of hypocritical behaviors in interpersonal communication in Najafabad public organizations. To this end, proportional questionnaires were distributed among 280 employees of organizations as a sample. To test the hypothesis, the data were fitted to structural equation models based on chi-square, normed chi-square, incremental fit indices, comparative fit index, Tucker-Lewis, and root mean squared error of approximation. In order to adjust the results, the dynamic model of relationships between antecedents and consequences of hypocritical behaviors in interpersonal communication in organization was developed and tested. The results showed that at 95 percent confidence level, climate of silent, political interpersonal communication and legal-supervisory weakness are antecedents of research's dependent variable and organizational silence and interpersonal trust are its consequences. It was indicated that legal-supervisory weakness will raise climate of silence through affecting political interpersonal communication. Also the legal-supervisory weakness will decline interpersonal trust through directly and indirectly affecting climate of silence and hypocritical behaviors in interpersonal communication in organization.

Keywords: *hypocritical behaviors, interpersonal communication, organizational antecedents, organizational consequences.*

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