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TOPIC: EFFECT OF ORGANIZED CIVIL BEHAVIOR OF MANAGER ON EMPLOYEE OF EDUCATION SYSTEM OF KARAJ RESTRICT 3

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ABSTRACT

Interest in in organized civil behavior based on global competition will increase to be creative, flexible and responsible to terms. In educational organization like our education system, management has an important role and effect on other parts and the organized civil behavior of manager could promote employee performance, in this research we analyze the impact of organized civil behavior on education system employee of Karaj restrict 3. To do so we use ore gun model and hersi and gold model. Participant are all 3 selections of system of Karaj restrict 3 whom asked by question. Data collected by SPSS and analyzed and result shows that there is a positive relationship between organized civil behavior and employee performance.

Keywords: organized civil behavior, employee performance

INTRODUCTION

In recent world most of manager request for employee whom do more them their responsibility and also they want those whom perform by their willing (management culture 1384). In this parts researchers tries to find out about relations of actional behavior and impact organization and most of them focus on employee role. But organized civil behavior like optional behaviors which it is not their response and directly used by income system will increase performance. About a decade before researchers tries to find relation between performance and beyond relations. (Saatchi 1389). Beyond role performance refers to official role of

employees which they optional and income system will ignored (Eslami 1386)

PROBLEM DISCUSSION

In competitive world most of concern is about to remain and developed and their progress, about this important aim managers tries to know about source which their achievement has lots of costs, so winners are those managers use those resources in the best way, most of sources focus on human sources which could use other sources batman and oregan (1983) used the expression of organized civil behavior [1] and define it as actions to improve employee performance and create unity in working area. (hadsoa 2006-70). In educational organization like our education system management has a more important role in the other world the organization progress depends on managers action and pay attention to human and features is important, so maybe in most of cases people performance shows his features (abtahai and abbasi 1386). Analyze of people features, and educational manager has a great impact on important decisions.

Talks of Karaj teachers in a meeting of decreasing level of student's shows that they confirm some problems about manager's roles. The aim of this research will confirm lack of performance and try to rank effective factors on Karaj managers. Knowing these items help effective system (farahmand 1381) education system or restrict 3 of Karaj could increase civil behavior and usage the amount of organization success to achieve aims has direct relation with employee performance. Interview and in Karaj restrict 3 shows performance is not good. This weak performance shows irresponsibility and actional conscious.

Sign ificance of study.

In general organized civil behavior help to be creative and will benefits both employee and organization.

Regard (gen 1988) just organization civil behavior specially (loyalty – responsibility and patience) decrease work off and will hold employee and organization and produce qualities products and help organization on situation

Logically we could guess organized civil behavior may improve inner work system of organization (Koman 2001, 6)

In general organization civil behavior is a valuable behavior which people do it optionally and it's famous by this name and shows really necessary

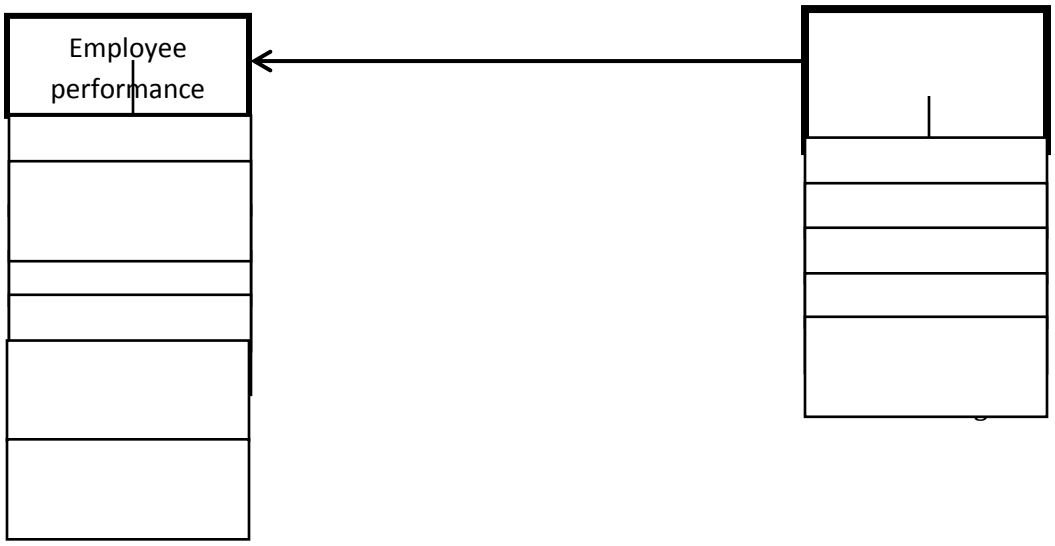
Aims:

Discriminate effect of organized civil behavior on educational system employees of

[1] Organized citizenship behavior

Karaj restrict 3 to be able to improve employee's performance:

Conceptual model of research:



Hersi- goldsmith

REVIEW OF LITERATURE"

Inner researches:

Gholam ali tabarsa, hamin ramin mehr (1389). Model of organized civil behavior, government management review management review magazine No3 P103-117 based on importance of this topic we try to express a model to improve this kinds of behavior, to do so after long study of different models the model of graham and padsakof selected and used to create questioner, them in analyze of explorative factor, different aspect of organization information, loyalty and coworker named as dependent variable and aspects of personal innovation of conceptual model, to observe the corrections and evaluate hypothesis we use confirmative factors. Result shows that both of personal and organization factors have great impact on creation of organized civil behavior and about OCB just relation of organization info and OCB was value

Sayed Amir Reza Nejat and coworkers (1388). Impact of organized civil behavior on quality (case study: travel urgencies of Tehran). Trade analyze magazine. No 35 P71-84 in general aim of this research is to find relation of organized civil behavior (OCB) and job acceptance and employees confident to managers and quality of production by customers in Tehran travel agencies. To analyze the relationship between organized civil (behavior as independent variable and customer perception of quality as dependent one and also confident of employee as independent variable and organized civil

behavior as dependent we use regression test and also we use this test to analyze amount impact of product. Results shows that job willing and confident have great relations and also (OCB) has positive relation with quality of productions. Mohammad senobari (1387). Organized civil behavior (concept-definition, aspects and effective factor) police human development magazine years 5 no 16. Concept of organized civil behavior change the organization behavior and this concept cause to be creative, flexible and benefinable and successful based on this (OCB) called <acceleration of social machine> so employee whom work effect on whom organization.

(Ali Mohaghar and collogues 1387). Impact of organized civil behavior on successful management and performance. First conferences of organized civil behavior.

This research done to measure impact of organized civil behavior and management actions on organization performance and data collected in about 61 organization method was descriptive and they use the model of regression. Results shows that the actions of general management has positive effect on organization performance but civil behavior has no impact. On organization performance and indirectly could has effect on organization. Also soft actions of manager has more impact than the hard actions. Ismaeel Gholam Hossaini and collogues (1389). Effective factors variables and result of organized civil behavior. Police human development magazine no 31. P11-34 organization without people willing to voluntary coworker couldn't able to develop. Because in force situation person just do his responsibility based on standards and roles. But in voluntary situation people try to do his best for self-improvement and expanding organization. With analyze effective factors on organized civil behavior, the main variables to measure and also results of it was clear and finally a conceptual model contain effective factors, variables and results expressed.

Mohammad ismaeel Ansari and collegues (1288). Impact of organized civil behavior on social official. First conference of logical official management organized civil behavior (OCB) and social official are two main variables which are really important in recent and mat effect on each other to analyze given hypothesis which, analyze impact of (OCB) on confident responsibility and experts models like (nahapit) and (goshal).

Methodology was descriptive and regressive and it was useful. Participants were 450 employee of social security of Shiraz and sample was about 189 of them whim answer questioner in first half of 1388.

Last variable but organized responsibility has high level.

Foreign researches:

Chenfi [2] (2006). Relation of creative management and organization responsibility and organized civil (behavior discussed and result shows the way of management create high level of responsibility on organization and behavior (Chen fei 2006) twigg [3] and collogues 2007 in research (creative management in industrial organization) focus on the role of management in creation of organized civil (behavior by workers twig 2007)

Victoria refler [4] (2004) in Ph.D. research. Analyze impact of emotional logic of managers in confident and behavior of workers. She use Mayer salovi model in e.q and results shows managers with high level of e.q has employee with organized civil behavior and more confident podsokov (2000) in analyze the relationship of management method and organized civil behavior shows, manager behavior has positive relation with orgen model two of behavior significantly relate to model of orgen are: situational salary behavior positive and punishing behavior has negative impact

Wanxim and weiwu [5] (2006) analyze relation od population features and organization civil (behavior as actional behavior by an interview of 349 Chinese company worker, shows elder and women pay more attention to organized civil behavior

Zellear teeper and Duffy (2002) [6] with research about organized civil behavior of workers and managers believes there is negative relation between organized civil behavior of worker and bad temper of air force of U.S.A

Bolino [7] and collogues in a research about negative aspects of organized civil behavior said previous researches just focus on positive aspects but it may be negative based on below:

Organized civil behavior may happen based on self-motivation.

Organized civil behavior may irrelevant with organization performance

Organized civil behavior may has negative results for employee (tavakoli 1386; 46) also in research which analyze relation between abstract in offices and its role in improvement of organized civil behavior results shows there is positive relation between abstract element and official and organized civil behavior (farhangi 1385:29)

[2] ChenFei
[3] Twigg
[4] Victoria refler
[5] Wanxim and Weiwu
[6] Zeller – Tepper and duffy
[7] bilino

Main hypothesis:

The organized civil (behavior has positive effect on education system of Karaj restrict 3.

1- Social temper of manager impact on educational system Karaj restrict 3
2- Kindness of manager impact on educational system Karaj restrict 3
3- Charity of manager impact on educational system Karaj restrict 3
4- Politeness of manager impact on educational system Karaj restrict 3

METHODOLOGY

This research is descriptive and aims and procedures is by surveys.

And result are flexible.

Instrumentation

1. Note taking - questioner

Realm of research:

Topic realism about human sources publicly and specially about organized civil behavior

Place: education system of Karaj restrict 3

Time: research done in tir 1392 and ends in day 1392 (questioners done in Aban)

Information collection

Library collection and sectional

Data analyze:

In this research we use esmerinov to measure normality of samples and for descriptions of variables and frequency tables and charts and we use person test

Discretions of counteract and key terms:

Citizenship behavior: citizenship behavior is really valuable and people do it voluntary so study of this behavior in organization called organized social life.

Kindness: it's refers to help coworkers in their tasks.

Actional conscious: it's a behavior which its beyond responsibilities of organization (like work more them working time to benefit organization

Chivarity: refers to interest in patience about distribution and avoid about drawbacks

Temper: it's about thinking of our impact on others (moghimi 1384) to measure citizenship behavior we used below procedures:

R	Procedures
1	To help others in heavy tasks
2	To help absents
3	To help others to improve
4	To help new cowers, while its not mandatory
5	To share instruments with others to help them
6	Respect others right
7	Negotiate with others whom maybe effect by decisions
8	Negotiate before any important decision
9	Not complain about sub materials
10	Complain about what organization done
11	Bother with any changes in organization
12	Just think about yourself not others
13	Pay attention to information and circular
14	Always start work on time

15	**you stay more than legal tome at work**
16	**Inform if you don't want to work**
17	**Clear the office**
18	**Know about organization progress**
19	**Attend meeting and participated well**

To measure performance we have below procedures

R	Procedures
1	**Direct good workers and students**
2	**Has enough experience**
3	**Manage as well in hardship**
4	**Has enough knowledge about my job**
5	**In needs supports school situation**
6	**Support coworkers as I could**
7	**Know about inner relations in school**
8	**Good knowledge about situation of decisions**
9	**Use admire and punish for employee and students to motive them**
10	**Have high motivation to improve organization**
11	**Well adopt with fluctuation**
12	**Could manage as good school**
13	**Have enough acceptability in school and by students**
14	**I have confident between Fellow**
15	**On time report to higher ranks**
16	**Achieve goods in the year**
17	**Observe parts and Fellows and students as well**

Society

Society of this research are all the managers and followers of 3 sections of educational system in Karaj restrict 3 and they are about 360 persons.

They are about 360 persons.

Sample:

Kokran Formula is one mostafa useful ways to calculate sample volum

d: possible exact = 5%

t=sureness amount 95%= 1/96

P= existence of mentioned adjective

With putting in formation in formula (n), the volume is about 186 persons by this it's been clear the 95% is valuable to expand society result to others

DESCRIPTIVE FINDINGS

53/7 percent of answers with high frequency, 19/4 average and 26/9 with low frequency help others with lots of tasks 43% of answers high or very high, 25/8% average, 31/2% lower very low helped absences.

For 70/4% of answer helping to improve is high or very high, 8/6% average and about 21% slow or very low

64/4 % of answers high over high, 22/6% average, 17/3% low or very low help newcomers although it's unnecessary

60/2% of answers high over high, 22/6% average and 17/2% low or very low share their property if it's needed.

Respect to other right by 70/4% of answer is very high, 10/2% average and 19/4% low or very low important.

67/7% of answers high or very high 11/3 average and 21% at low frequency negotiate with people whom effected by decisions negotiation before any decision by 63/4% of answer is high or very high – 18/3% average and 18/3% low or very low done.

About 62% of answers low or very low and 27/4% high or very high complain about topic

About 35% of answers high or very high, 54/26% low or very low less complain in what happened in organization

44/16% of answers low or very low, 37/6 average bothered with any changes in managers.

51/6% of answers low or very low and 32/8% in average just think about work issues

Most of answers (71/6%) at high or very high pay attention to information and circular of organization

72% of answer at high or very high and 22% at low or very low start work on time.

Most of answers (78/5%) high or very high and 12/4% low or very low stay at work more than usual.

74/2% of answer at high or very high rank inform if they want to go to work

Most of answers (92/5%) said high or very high clean the office 61/3% of answers at high or very high rank, 21/5% average and 17/2% at low or very low know about organization improvements.

About 71% of answers at high or very high and 14/5% average attend meetings.

Hypothesis tests

To be normal test of hypothesis

To this measurement we used kolomogrov esmirinov test based on this test as level of meaning is less than 0/5% so the hypothesis is correct.

Relationship between organized civil behavior of managers and Fellow performance

H_0= there is no relationship between organized civil behavior and Fellow performance

H_1= there is a relationship between organized civil behavior and Fellow performance

To test relationship of variables we used person test result shows there is a relationship between organized civil behavior and follows performance. Regression power is 0/465 and its average so H_0 reject and H_1 accepted.

Person test table

Fellow performance		
0/465	**Person correlation**	**Organized civil behavior**
0/003	**Sig (2-tailed)**	

Relation between manager's social temper and Fellow performance to test these variables we use person correlation. Results shows a meaning full relation (0/004) is less than 0/05. So there is a relation between social temper of managers and Fellow performance. As social temper rise performance gets better

Person correlation test table

Fellow performance		
0/338	Person	Social temper
0/004	Sig (2-tailed)	

Relation of kindness of managers and Fellow performance to measure these variables we use pears on test too. Results show a meaning full relation 0/031 is less than 0/5. So there is a relationship between kindness of managers and Fellow performance and as kindness rise performance gets better.

Pears on correlation able

Fellow performance		
0/01	Person correlation	Kindness
0/031	Sig (2-Tailed)	

Relationship between actional conscious of managers and follow performance to test actional conscious and performance we use pears on correlation test. Result shows that there is a relationship between these two variables and as conscious raised performance gets better

Person correlation table

Fellow performance		
0/521	Person correlation	Kindness
0/025	Sig (2-Tailed)	

Relation between chivarity of managers and follow performance: to test these two variable we used person test. Results shows a meaning full relation between chivarity and performance and as chivarity of manger rise performance gets better

Person correlation table

Follow performance		
0/523	Person correlation	Kindness
0/025	Sig (2-Tailed)	

Relationship between managers temper and follow performance to test these two variables we use person correlation test result shows a meaning full relation between them and as temper gets rise the performance gets better

Person correlation table

Follow performance		
0/223	Person correlation	Kindness
0/045	Sig (2-Tailed)	

In this research to analyze impact of organized civil behavior educational system of Karaj restrict 3 we made questioner and by this we have an interview by managers and by SPSS analyze data.

Statically data of this research in 3 sections of educational system of Karaj restrict 3 and they are about 350 person and methodology was based on library research:

Summary of findings:

In 186 persons which select as sample, 53/7% of answer high or very high

19/4% average and 26/9% low very low help others whom has huge tasks.

43% of answers high or very high, 25/8% average and 31/2% low or very low help absences.

For 70/4% of answers help to improve organization is high or very high important.

46/6% of answers at high or very high, 11/8% average and 23/7% low or very low help new comers while necessary.

60/2% of answers high or very high, 22/6% average and 17/3% low or very low share their property with others to help them.

Respect to others right by 70/4% of answers is high or very high important 67/7% of answers high or very high, 11/3% average and 21% low or very low negotiate with others in important decisions.

Negotiation with other in any decision by 63/4% of answers used high or very high, 18/3% answer and 18/3% low or very low

About 62% of answer at low or very low and 27/4% at high or very high stages complain about unnecessary topics.

About 35% of answers at high or very high and 54/3% at low or very low complain what happened in organization

44/1% of answers low or very low, 37/6 average bother with any changes of management.

51/6% of answers low or very low and 32/8% average just think about self-job issues

Most of answers (71/6%) high or very high pay attention to information and circular of organization.

72% of answers high or very high go to work on time.

Most of answers (78/5%) high or very high, stay at work beyond usual work time

74/2% of answers at high or very high stage inform their absence.

Most of answers (92/5%) said high or very high stage clean their office.

61/3% of answerers with high or very high rank, 21/5% average and 17/2% with low or very low rank inform about improvements.

About 71% of answers at high or very high rank and 14/5% average attend work meetings.

First hypothesis:

Person correlation test show relation between variables organized civil behavior and follow performance but the power is average so hypothesis is correct.

Second hypothesis:

There is relationship between social temper and follow performance as social temper rise performance gets better and hypothesis confirmed

Third hypothesis:

Person test showed: there is a related between kindness and follow performance and as kindness rise the performance gets better and third hypothesis is approved

Fourth hypothesis:

To test relations between two variable like actional conscious and follow performance we use pears on test. Result shows that there is a relationship between variable and forth hypothesis approved.

Fifth hypothesis:

Pears on test shows a relationship between chivarity and follow performance and hypothesis approved.

Sixth hypothesis:

Person test shows a relation between temper and follow performance and sixth hypothesis approved.

Comparison of results with some researcher:

In a research about impact of organized civil behavior on quality (case study: Tehran travel agency) by Sayed Amir Reza Nejat and others (1388). Results showed that organized civil behavior has an impact on quality and our research approve that one.

Another research (the impact to for organized civil behavior on successful management of general quality) by Ali Mohaghar and others (1378) they got the same result.

SUGGESTION

As in this research we just measure impact of organized civil behavior on manager performance so we suggest to measure other variables.

Doing research in field of organized civil behavior to know about effective factors on it and try to improve civil behavior.

Emphasis on civil behavior and create rewards for managers whom respect behavior in educational system.

Hold educational courses for manager to improve organized civil behavior and have some suggestions:

1. Do tasks on time, pay attention to law and goals, avoid spare time
2. Hold entertainment to increase face to face relation of follow and managers (because there has a positive impact on relations)
3. Use of organized civil behavior variable in assessing of manager performance
4. Reform about volume of tasks to managers and fellow to respect organization justice.
5. Task of customers about productions
6. Create groups counsel fellow and managers to respect organized civil behavior

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