

THE RELATIONSHIP BETWEEN PROPOSALS AND A COMPREHENSIVE QUALITY MANAGEMENT SYSTEM WITH THE MEDIATING ROLE OF ORGANIZATIONAL CITIZENSHIP BEHAVIOR (CASE STUDY IN ARDABIL AGRICULTURE ORGANIZATION)

^{a,b}SEYYED HASAN MIRNEZHAD, ^c*SAMAD JABBARI ASL

^a Department of Management, Ardabil Science and Research Branch, Islamic Azad University, Ardabil, Iran

^b Department of Management, Ardabil Branch, Islamic Azad University, Ardabil, Iran

^c Department of Management, Astara Branch, Islamic Azad University, Astara, Iran

Email: ^aseyedhasanmirzanezhad@gmail.com,

^cSamadJabbariAsl12@gmail.com

Abstract: The aim of this study was to investigate the relationship between recommendations and comprehensive quality management system with the mediating role of organizational citizenship behavior (studied at the Organization of Ardabil province) is. Morgan is also used to determine the sample size sample size of 274 is under the table. Finally, 270 questionnaires were returned and analyzed. Data collected from standard questionnaires OCB MOGHIMI (2005) standard questionnaire recommendation system Sohrabi (2013) and total quality management standard questionnaire MOGHIMI (2009) to analyze the data using SPSS software to analyze assumptions of correlation and regression coefficient is used. The results show that the recommendation system and total quality management Agriculture Organization There is a significant positive relationship.

Keywords: suggestion system, total quality management, organizational citizenship behavior, the role of mediator

1 Introduction

The system offers one of the most important tools is continuous improvement.

The system offers grounds for participative management and organizational citizenship behavior which unfortunately, for various reasons cooperative system and offers not find their place in our country. Today, organizations in a dynamic environment, ambiguous and changing work and one of the salient features of the modern era, profound and persistent changes in the social and cultural conditions (such as changes in mentality, ideology, social values), political, economic, technological and transnational occur (Hodavand M. et al., 2012).

The results of various studies indicate a very positive effect on individual performance and organizational citizenship behavior. Many organizations try to improve their organizational performance to have comprehensive quality management principles. TQM is a management approach that helps organizations improve performance by strengthening problem-based organization achieves quality. TQM is a system based on human resources, which tries to increase customer satisfaction and reduce the cost of operations to help the survival of the organization. One of the fundamental principles of total quality management and continuous improvement in all processes, improve the quality of customer service, production of lesions (lesions recyclability), focus on improving the process rather than criticizing people and making decisions based on data.

Come. But due to some inconsistencies and policies, systems and methods are inefficient, overlapping functions, duplication and the incidence of natural disasters (droughts and floods) agricultural sector has faced difficulties in recent years with the inhibit the growth of this sector is desirable. In fact, total quality management Agriculture Organization, is intended to improve organizational performance. But the relationship between total quality management and organizational citizenship behavior and their impact on the proper execution of the military system and the need to study the proposals is thinkable.

This study attempts to question the relationship between the research proposals and a comprehensive quality management and organizational citizenship behavior that is considered as intermediate variable appropriate solutions to the challenges of

the existing participative management system and barriers to reduce costs and achieve perfect efficiency, the impact of organizational citizenship behavior in organizations to identify and review.

2 Methodology

Research Methodology

This study, the purpose of the application, in terms of descriptive and correlation research method and the method of data collection is to field.

Statistical Society

The population of the original population from which the sample or reagent can be obtained or view. The population consists of all employees Agriculture Organization of Ardabil province, which employs 951 people.

Sample size and sampling

The method used for sampling is simple random sampling. Morgan is also used to determine the sample size sample size of 274 is under the table. Finally, 270 questionnaires were returned and analyzed.

The data collection tool

The following questionnaire was used for data collection:

MOGHIMI organizational citizenship behavior questionnaire (2005), which has 21 questions. A standard questionnaire recommendation system Sohrabi (2013), which has 44 questions. Total quality management standard questionnaire MOGHIMI (2009), which has 15 questions.

Validity and reliability

The validity of the questionnaire validity have been used, the survey questionnaires were approved with teachers.

To assess the reliability of the questionnaire, Cronbach's alpha coefficient was used. The results of Cronbach's alpha coefficient was calculated as follows:

Table 1: Table reliability of questions related to each variable

Variable	Cronbach's alpha coefficients
Suggestion System	0.74
Total Quality Management	0.79
Citizenship Behavior	0.88

Method of analysis:

To analyze the data, SPSS software was used. To assess the relationship between total quality management and suggestion system from Pearson and to determine the role of behavior in mediating the relationship between two variables recommendation system and total quality management regression coefficient with frequent entry method is used.

3 Findings

According to research results are 84.1% of the male respondents and 15.9% are women. In addition, 7% of respondents under 30

years of age and 40 percent with the lowest frequency to the highest frequency of 30 to 40 years old.

In the case of education, the results show that 5.6% of respondents are least frequent school or high school diploma and 50 % are the most frequent expert.

The Relationship between quality management system and comprehensive proposals Agriculture Organization

Table 2. Results of Pearson correlation coefficient to determine correlation

Independent variable	Statistics	Dependent variable
		Total Quality Management
Suggestion System	r	0.239**
	sig	0.001
	N	270

** Statistically significant at a significance level 0.01

According to Table 2, it can be said that the recommendation system and total quality management Agriculture Organization There is a significant positive relationship. The correlation coefficient between the two variables is 0.23.

The relationship between suggestion and comprehensive quality management system with the mediating role of organizational citizenship behavior

Table 3. Regression analysis of the relationship between recommendations and comprehensive quality management system with frequent entry through the mediating role of organizational citizenship behavior (enter)

Predictive variables	Statistical indicators				Regression				
	MR	SR	F	P	1	2	3	4	
Suggestion System	0.239	0.057	16.22	0.001	B=0.23				
					t=4.02				
					P=0.001				
The proposed system mediating role of organizational citizenship behavior	0.504	0.254	45.44	0.001	B=0.14	B=0.45			
					t=2.65				t=8.39
					P=0.008				P=0.001

To achieve this, the OCB role in the relationship between quality management system and comprehensive proposals, stepwise regression analysis was used.

As in Table 3 can be seen, the dependent variable in the equation is that the system offers. This variable ($R^2a=0.05$) of total quality management to predict the distribution of makes and models constitute the first. OCB as a mediator and 0.19 constitute the second model to predict the criterion variable distribution rate ($R^2a-R^2b=0.19$) and with the first version ($R^2b=0.25$) explain this distribution. Comprehensive relationship between the two variables increases.

4 Conclusion

According to the results of a comprehensive quality management system, proposals and Agriculture Organization There is a significant positive relationship. Given these findings, we can say that the improvement suggestion system in Ardabil Agriculture Organization, total quality management and customer and employee relations aspects of the organization improves.

These results are consistent with findings of rescue and colleagues (2008) as well. Their research showed Job satisfaction and trust employees to managers, significant relationship with organizational citizenship behavior and organizational citizenship behavior is also positively related to perceived service quality by customers.

Also the results with the results Ahmadi et al (2012) as well. Their research showed that organizational citizenship behavior in Tehran province has no direct impact on organizational performance industrial companies, But through a management method such as the establishment of a comprehensive quality management organizational citizenship behavior and customer satisfaction and efficiency as two important factors linked to

organizational performance. Thus, total quality management play an important role in the relationship between organizational citizenship behavior and performance of industrial companies plays.

According to the results of a comprehensive quality management system with the proposals and the mediating role of organizational citizenship behavior there is a significant relationship Agriculture Organization and with the intervention of organizational citizenship behavior in the relationship between recommendations and comprehensive quality management system, the relationship between the two variables increases.

In interpreting this finding can be said that organizational citizenship behavior and its dimensions such as altruism, civic virtue and sportsmanship as mediator significant effect on the relationship between quality management system and comprehensive proposals. In other words, if the equation OCB proposals and comprehensive quality management system, the relationship between these two variables increases.

The research findings with results Asadi and Zakir (1393) as well. Their research represents a significant effect on the components of total quality management, organizational citizenship behavior (leadership, staff management, customer focus, planning, performance management and data analysis) is.

The research findings with results Gyomaras (1996) as well. His research showed that the implementation of total quality management in organizations leads to high satisfaction of employees, their participation in the job, commitment to the organization and desire permanent organization.

The research findings with results Research Joy Vay Jong and Sung Van Hung (2008) as well. Their research showed that between organizational citizenship behavior and the components

of total quality management and organizational performance, there was a significant relationship. The impact of TQM on performance software components to hardware components, and more powerful.

5 Application of research proposals

Welfare organization to motivate and increase employee satisfaction (up to provide services to clients) increased.

Managers Agriculture Organization of Ardabil of financial and material resources to encourage and reward their employees.

Providing services to clients in Ardabil Agriculture Organization carried out using a computer system.

Managers Agriculture Organization of Ardabil efforts to ensure that the provisions of the Charter of ethical, transparent and free from ambiguity.

Managers Agriculture Organization of Ardebil province has a plan to try new methods of work, inform the customer at the right time to raise.

Staff Agriculture Organization of Ardabil province follow all laws and regulations, even if someone is not above them.

Staff try not to use them for the benefit of the right colleagues not to step on their progress.

Employees at all meetings of the organization (formal and informal) full attention and participate.

Declarations to all employees of the organization (on site and bulletin boards) take note of and act on them really.

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