Investigating the Relationship of Organizational Citizenship Behavior and Professional Ethics of Staffs at the Islamic Azad University and Payame Noor University, City of Saghez

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Abstract: The current research aimed to investigate the relationship between organizational citizenship behavior and professional ethics of staffs at the Islamic Azad University and Payame Noor University in the city of Saghez. The population under study consisted of all working staffs at the Islamic Azad University and Payame Noor University in the city of Saghez for as many as 104 people where the sampling method was in a census form and the population was considered as corresponding to the sample. Tools used included a researcher made Professional Ethics Questionnaire and an Organizational Citizenship Behavior Inventory by Leiva Marcuzzi and Catherine Zein. The reliability coefficient obtained for the Professional Ethics Inventory was 0/95 and the same coefficient for the Organizational Citizenship Behavior Inventory was 0/91. Research findings indicated that there was a significant relationship between organizational citizenship behavior and professional ethics. Other findings suggested that with the adding of an intermediate variable of education in the relationship between professional ethics and organizational citizenship behavior, the relationship would be again significant, indicating a real relationship between organizational citizenship behavior and professional ethics of staffs. Finally, the relationship between service years and professional ethics was found to be non-significant.

Key words: Organizational citizenship behavior professional ethics, Islamic Azad University, Payame Noor University, education, people

INTRODUCTION

University staffs, due to their professional nature and relationship with the young population and adults fall in the category of critical professions with regard to ethical instances. Expectation by parents, society and organizations from staffs as well as the commitments staffs need to have about their own professions will make their professional ethics status complicated. Professional ethics is a set of human conduct principles and criteria which determine behavior of groups and communities. In fact, professional ethics is a rational thinking process and its aim is to accomplish the fact when and what values have to be maintained and disseminated in the organization. Professional ethics is the most important variable in the success of the organization. Although, humans do not have a unified perspective in regard to success examples and its definition, they are identical in seeking success. Human joint ideal and meaningfulness is regarded as a success in the personal, professional and life success of the organization. There are numerous ways

for the organization to attain their own success and to be accountable; the organization is also faced with numerous problems and intricacies. Management is nothing except understanding ways of organization's success and planning for promoting these ways, increasing factors for facilitating and eliminating problems and reducing or removing obstacles. Given these points, rule of professional ethics in the organization is able to assist the organization in the direction of considerable reduction of tensions and success in line with the accomplishment of objectives. Today, having professional ethics, particularly for managers is raised as a competitive privilege in the organization (Bagheri and Zade, 2010).

Continuation of a kind of special behavior is because of the fact that this behavior has an ingrained mental and esoteric root in the depth of personal soul and spirit whcih that root is called ethics and mood. Ethics range is regarded in line with personal behaviors however, when personal behaviors extend and disseminate at the social level or within social institutions, they become some sort of collective ethics which get entrenched in the culture of

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the society, thereby, finding a prevalent face with which the society can be understood. Today, in the area of analyzing organization's behavior, addressing ethics and ethical values is one of the necessities. Organizational external manifestation is constituted by their ethical behavior whcih is itself an aggregate of varied ethical values which have emerged in those organizations (Nasser *et al.*, 2006).

One of the most important subjects organizations are faced with is how to get staffs motivated and teach them to do their own duties well, so that it is made sure the organizations will maintain their efficacy. In fact, a special set of staffs' behaviors will have a considerable effect on the organization's success; specially if the conduct of these behaviors is assumed to be voluntary and optional (Bahari *et al.*, 2011). Initial researches conducted in the field of organizational citizenship behavior were aimed at the identification of responsibilities and behaviors which are exposed by staffs in the organization however, they are mostly ignored (Bienstock *et al.*, 2003). The most credible division in regard to organizational citizenship behavior components has been offered by Organ which has been used in various researches and these dimensions are: social etiquette, altruism, conscientiousness, sacrifice and courtesy.

Many researches have been carried out in the area of identification of organizational citizenship behavior preconditions; in this regard, numerous variables, including professional satisfaction, organization justice, personality, leadership behaviors, role perception, organizational commitment and age of staffs have been specified. Researches have pointed out that personality variables, including positive affective state, negative affective state, conscience and adaptability will lay the ground for the exposure of organizational citizenship behavior on the part of staffs, thereby creating more inclination in them towards these behaviors. Organ and Ryan have suggested that personality dimensions, in predicting organizational citizenship behavior can serve better than prediction by profession function. Some research has shown that conscience as a dimension of personality is among the most important factors resulting in the emergence of the organizational citizenship behavior. Organ considers staffs' organizational citizenship behavior as positive measures by staffs for improving utility and solidarity and coherence in the working setting whcih are beyond organizational requirements. He maintains that the organizational citizenship behavior is an individual and voluntary behavior which has not directly been designed by form of reward systems in the organization; however despite this, this would result in improved efficacy and effectiveness of the organization's performance.

One of the most important subjects organizations are faced with is how to get staffs motivated and teach then to do their own duties well, so that it is made sure the organizations will maintain their efficacy. In fact, a special set of staffs' behaviors will have a considerable effect on the organization's success; especially if the conduct of these behaviors is assumed to be voluntarily and optional. These behaviors are called organizational citizenship behaviors (Bahari *et al.*, 2011).

The notion of organizational citizenship behavior is among subjects which fall in the category of organizational behavior that strives to take steps for increasing such instances as organizational commitment, improved function, clients' satisfaction and professional satisfaction by presenting guidelines; by the same token, attention to organizational citizenship behaviors has been on the rise and it is focused attention as a one of the major sources of the organization. Snuck has offered three reasons why influential people in the organization are affected by the organizational citizenship behaviors:

- Organizational citizenship behaviors are highly qualitative and it is difficult to objectively measure them, thus this will make dominance over the assessments so difficult
- Some forms or dimensions of organizational citizenship behaviors may deter people from their own main task due to assisting others

Due to the fact that organizational citizenship behaviors cannot be executed conventionally (if these behaviors were to be executed arbitrarily, they were referred to as conventional behaviors rather than organizational citizenship behavior's), the organization cannot punish the staffs due to failure to fulfill the behaviors; for this, organizational citizenship behaviors are usually defined based on social exchange attitude. According to the material mentioned in the above, now the main question is formulated as follows: Is there any relationship between organizational citizenship behavior and professional ethics of staffs at the Islamic Azad University and Payem Noor University or not?

Literature review: In the Khoshu'ea's research with the heading of Role of organizational privilege and organizational citizenship behavior in ethical bravery, findings revealed that organizational privilege was positively and significantly related with various values and organizational citizenship behavior with such dimensions as ethical factor, various values, tolerating dangers or threats and going beyond

obedience. Also, hierarchical regression analysis indicated that organizational privilege anticipates the dimension of going beyond obedience and organizational citizenship behavior as well as such dimensions as ethical factor, various values, tolerating dangers or threats and going beyond obedience.

In another research which was conducted by Malaki and coauthors with the title of Mediating role of organizational identity in the relationship between professional ethics and organizational citizenship behavior with working deviant behavior, findings illustrated that professional ethics would result in enhanced organizational identity and then organizational identity will result in strengthening and improvement of organizational citizenship behavior and reduction of deviant behavior among staffs and treatments experts at hospitals.

Also, in a research by Zakyani, under the title of Investigating the relationship between organizational justice and organizational citizenship behavior in the Technology and research deputyship of the Ministry of Health, treatment and medical training, findings suggested that with increased perception and observance of organizational justice as one of the principles of professional ethics, organizational citizenship behavior will get promoted among staffs. It is also recommended that managers, with observing organizational justice strive to promote organizational citizenship behavior among their own staffs in the direction of respect for professional ethics basics.

Researchers have also stated that organizational citizenship behavior will generate tangible benefits for the organization. For example, research on 116 sale units of firms and institutions have yielded positive relationship between staffs' citizenship with improved production indexes in investigating 40 people of the staffs at a paper making factory and it has also shown a positive relation with the degree of paper produced (Bolino and Turnley, 2003). As quoted by Jan (1988), the simple existence of organizational citizenship behavior or organizational citizenship behavior (specially, sacrifice, conscientiousness and forbearance) will lead to reduction and dropping of service and absence of staffs and the staffs who are committed to the company will remain with the company for a longer time duration and hence, they produce high quality products and thereby help the company's position based on various approaches. Rationally speaking, one can speculate that organizational citizenship behavior may promote working setting inside an organization (Koopman, 2001).

In this regard, studies and researches by academics and higher education centers and institutions in the country as strategic institutions which raise expert forces and forces needed by organizations could contribute to such missions such that educational centers and organization like universities, with having such characters like interest in working, perseverance and human relations and participation which are believed to constitute professional ethics dimensions and such characters as conscientiousness, sacrifice, participation and respect and manliness as well could result in accomplishment of Education ideals of any social system.

MATERIALS AND METHODS

This research falls under the applied researches in terms of goal and based on the way data were collected, it is descriptive. The population under study consisted of all working staffs at the Islamic Azad University and Payame Noor University in the city of Saghez for as many as 104 people where the sampling method was in a census form and the population as considered as corresponding to the sample. Tools used included a researcher made Professional Ethics questionnaire and an Organizational Citizenship Behavior Inventory by Leiva Marcuzzi and Catherine Zein. The reliability coefficient obtained for the Professional Ethics inventory was 0/95 and the same coefficient for the Organizational Citizenship behavior Inventory was 0/91.

Data collection method findings: To gather information required, field and library methods were used, such that for presentation of the research's theoretical basics, research literature and presentation of an initial model of the plan, library method was applied while field method was applied for measuring research variables. In this research, the five point Likert scale has been used.

RESULTS AND DISCUSSION

First hypothesis: There is a relationship between organizational citizenship behavior and professional ethics of staffs at the Islamic Azad University and Payame Noor University in the city of Saghez.

In order to investigate the relationship between organizational citizenship behavior and professional ethics of staffs, Pearson correlation coefficient was used. Results indicated that this correlation was significant at the 0.01 and their correlation coefficient equaled 0/67. Thus, it can be stated that 0/44 of the variance is shared by the two variables (Table 1 and 2).

Table 1: Relationship between organizational citizenship behavior and professional ethics of staffs at the Islamic Azad University and Payame Noor University in the city of Saghez

Correlations	AXLAQ	O.C.B
AXLAQ		
Pearson correlation	1	0.670**
Sig. (2-tailed)		0.000
N	104	104
O.C.B		
Pearson correlation	0.670**	1
Sig. (2-tailed)	0.000	
N	104	104

**Correlation is significant at the 0.01 level (2-tailed)

Table 2: Organizational citizenship behavior and professional ethics of staffs at the Islamic Azad University and Payame Noor University in the city of Saghez given level of education

Correlations

Control variables	AXLAQ	O.C.B	tahsilat.jadid
-none-ᵃ			
Correlation	1.000	0.673	0.049
Significance (2-tailed)	0.000	0.000	0.625
df	0	101	101
Correlation	0.673	1.000	0.264
Significance (2-tailed)	0.000	0.000	0.007
df	101	0	101
Correlation	0.049	0.264	1.000
Significance (2-tailed)	0.625	0.007	0.000
df	101	101	0
tahsilat. jadid			
Correlation	1.000	0.685	
Significance (2-tailed)	0.000	0.000	
df	0	100	
Correlation	0.685	1.000	
Significance (2-tailed)	0.000	0.000	
df	100	0	

ᵃCells contain zero-order (Pearson) correlations

Second hypothesis: There is a relationship between organizational citizenship behavior and professional ethics of staffs at the Islamic Azad University and Payame Noor University in the city of Saghez given level of education.

In order to examine the relationship between organizational citizenship behavior and professional ethics, in accordance with the education level of staffs, partial/distinctive correlation was used. Table 2 output suggest that the correlation coefficient between these two variables, prior to involving the variable of education was 0/673 however, after entering the variable of education level, this relation increased and reached 0/685. As seen in Table 2, relation between organizational citizenship behavior and professional ethics, despite the presence of the variable education was significant and the correlation coefficient rose, suggesting that the relationship between these two variables was an actual one.

Third hypothesis: There is a relationship between years of staffs' service and their professional ethics.

Table 3: Relationship between years of staffs' service and their professional ethics in Payame Noor and Islamic Azad Universities

Kendall's tau b	AXLAQ	Yaer of service
Correlation Coefficient	1.000	-0.025
Sig. (2-tailed)	0.000	0.744
N	104	104
Correlation coefficient	-0.025	1.000
Sig. (2-tailed)	0.744	0.000
N	104	412

In order to investigate the relationship between years of staffs' service and their professional ethics, Tau-Kendal correlation coefficient was applied. The result of the current hypothesis is as follows: as seen in Table 3, correlation coefficient of these two variables was negative but not significant.

CONCLUSION

The current research aimed to investigate the relationship between organizational citizenship behavior and professional ethics of staffs at the Islamic Azad University and Payame Noor University in the city of Saghez. The first hypothesis was there is a relationship between organizational citizenship behavior and professional ethics of staffs at the Islamic Azad University and Payame Noor University in the city of Saghez. Given then results obtained, the correlation rate was at the 0/01 and correlation coefficient was 0/670 and based on the following researches, it is concluded that there is a significant relationship between organizational citizenship behavior and professional ethics of staffs at the two universities. This finding is consistent with that of Zade *et al.* (2014). In their research, under the heading of Mediating role of organizational identity in the relationship between professional ethics and organizational citizenship behavior with working deviant behavior, they showed that any increased in the scores pertaining to the feeling of staffs' professional ethics and treatment experts is accompanied by increase in the scores of organizational scores and citizenship behavior also, any increase in the sense of organizational identity is followed by increased scores of citizenship behavior and reduced deviant behavior. Given the above, it seems that professional ethics and organizational citizenship behavior are two dimensions for sustainability of organizations in the global and working scale because experts consider moral acts as an external manifestation for organizations and regard professional ethics as the most important variable in regard to organizations' success. However, this will not be made possible unless by positive measures on the part of staffs for improving utility, solidarity and coherence within the working setting.

Second hypothesis: There is a relationship between organizational citizenship behavior and professional ethics of staffs at the Islamic Azad University and Payame Noor University in the city of Saghez given level of education.

As seen, the relation between organizational citizenship behavior and professional ethics, despite the presence of the variable education was significant and the correlation coefficient rose, suggesting that the relationship between these two variables was an actual one. A similar research involving specifying the relationship between these two variables was not found. In order to analyze this finding, one can state that since any educational system, along with raising and nurturing its own expert people seek to make the citizens sociable, such that people assume their own social role with more quality and as seen in this research, a rise in education level will increase the factor of this relation, hence, one can state that the educational system of the society under study has been successful in attaining the goal of nurturing people who have professional commitment. Given the category of the reciprocal impacts of the role and personality on each other, one has to bear this point in mind that this finding is also affected by the role of category of impacts of role on personality; if we consider major (fields of study) of staffs who are working in the two universities, we will notice that humanities will have a salient role in both universities, both in terms of the number of students and professors and in terms of working staffs in the two sets; thus by considering the mutual impacts of role and personality on each other, one can argue that Humanities, due to the fact that they are more concerned with other value-based concepts, they are more affected with professional ethical concepts and organizational citizenship behavior.

Third hypothesis: There is a relationship between years of staffs' service and their professional ethics. While analyzing any social phenomenon, simple reliance on statistical findings cannot be effective. Thus, in order to elaborate this result, one has to look upon the economic status of state and non-state organizations in Iran. In recent years, given economic and political and international problems overshadowing on Iran, economic issues like stagnation and inflation and international

sanctions are among the biggest crises dominating the economy of the country. These problems have led to budget deficit of the state in state organizations and in non-state organizations, due to the effects of prices and the level of liquidity, demands have declines being a factor affecting the Islamic Azad University which is an independent system of the state. If we look at the increased payment of staffs and compare it with the annual inflation rate in several years ago, we'll find out that this inconsistency is a reason for discontent of people who have been working in those institutions for many years. Thus, by considering the Maslow's needs hierarchy and corresponding its stages with the prevalent economic situation, one can argue that though a staff being promoted in terms of working years and has to be placed in higher stages of this pyramid inn terms of social status and self-actualization, he needs to make a lot of efforts like a newly employed person to provide for his needs. This could also be endangered in an inflationary situation.

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