Case Report

Examine the Relationship between Self-Efficacy Perception and Organizational Citizenship Behavior of Managers and Assistants
(Case Study: School's Managers And Assistants Of Zabarkhan Area Of Neyshabur)

1Hamid Mahrughy and 2Robabeh Yadegar
1Department of Psychology, Khorasan e Razavi Science And Research Branch-Islamic Azad University-Neyshabur – Iran
Hamid.1353@yahoo.com
2MA of psychology,Zabarkhan’s Education office,
Neyshabur-Iran
yadegarrobabe@yahoo.com

ABSTRACT:
The aim of this study was to investigate the relationship between self-efficacy perception and organizational citizenship behavior (OCB) of Zabarkhan’s schools managers and assistants. The sample size, the proportion of community members (220 persons) 140 deputy from assistant and managers are working in schools. To determine the number of multi-stage cluster sampling method was used. For data collection and measurement variables was used from Podsakoff questionnaire and a questionnaire to feeling self-Scherrer and calligues. To describe data, descriptive statistics and Pearson correlation coefficient was used to analyze the data. The results showed that the sense of self-efficacy and organizational citizenship behavior (OCB) is positive and meaningful correlation among the Zabarkhan’s school administrators and assistants. The result show that there is relationship between OCB with some personality variables such as feelings of self-efficacy.

Keywords: organizational citizenship behavior, feelings of self-efficacy.

INTRODUCTION
Education institution a major role in the upbringing and education of its citizens and the development of human rights. Although the formation and growth of a community character is not necessarily related to education but, large part of individual and social development is done by formal education institutions. in the role of deputy directors as executive agents facilitating the attainment of the noble objectives of education and training is obvious. there is an atmosphere of trust, mutual respect, responsibility and cooperation among school administrative staff to create incentives for progress and achieve the objectives defined dynamics might be helpful.

Human resources today refer to it as human capital, one of the most important assets of each organization that its quality can have a significant influence growth and business excellence and according to its complexities, discussions in behavioral dimensions is emerging in recent years, one of which is the subject of organizational citizenship behavior.

In general, citizenship behavior is a valuable and useful kind of behavior that people arbitrarily and voluntarily manifest. the study human behavior in organizations such as the OCB's reputation is very important and it is necessary(Eslami,2007). the concept of organizational citizenship behavior
Examine the Relationship between Self-Efficacy Perception and Organizational Citizenship Behavior of Managers and Assistants

(OCB) first by Batman Vorgan to science was presented in the early 1980s that based on concepts such as willingness to cooperate and innovative behavior and spontaneous returns. One of the important indicators that can improve the performance and quality of service delivery and lead the organization toward achieving its goals is OCB. Organizational citizenship behavior is desirable because organizational variables such as job satisfaction and productivity organization. the results of various studies show that managers can improve organizational citizenship behavior by either creating a positive working environment foster (Moghimi, 2005). OCB, including the conduct of a staff that is not part of their official duties are not considered directly by the formal system of rewards, but also increases the effectiveness of the organization. People expect more of the requirements of his role as a corporate citizen and beyond official duties in the service organization's goals; in particular, the expectation of teachers and managers of education organization are as important educational patterns more (Binstook et al., 2003).

Several factors are associated with organizational citizenship behavior. most studies related to organizational citizenship behavior was more related to internal factors such as organizational commitment, organizational justice, etc.also, in connection with the individual characteristics such as feeling self-less research has been done. from the perspective of Bandura's self-efficacy judgments about his abilities that person's beliefs about the capabilities of the effort and perseverance, affects their social relationships and career advancement. the concept of professional self-efficacy as the belief in one's ability to handle correctly recognized professional role (Karimzadeh et al. 2008).

As well as research Luberz and colleagues (2003) showed a strong association between self-employment and the performance of the work. The study human behavior in organizations such as the OCB's reputation is very important and it is necessary (Eslami, 2007).

The concept of organizational citizenship behavior (OCB) first by Batman Vrgans to science was presented in the early 1980s. OCB, including the conduct of a staff that is not part of their official duties are not considered directly by the formal system of rewards, but also increases the effectiveness of the organization. Self-contained feel that thoroughly pleasant person with motivation and doing homework assignments in all humans is successful (polar et al., 2002). There is empirical evidence that suggests that personality and sense of self-efficacy on the performance of individual factors that affect work organization (Barrick and Monte, 2005).

employees who work beyond their job duties and organizational citizenship behavior exhibited, belong to the working group and organizational productivity high and high-quality work do to workers who had low levels of organizational citizenship behavior.

The aim of this study was to investigate the relationship between self-efficacy perception and organizational citizenship behavior and deputy Zabarkhan’s school managers of Neyshabue.

METHODOLOGY OF RESEARCH:
The study is correlational and sense of self-efficacy component Albert Bandura and organizational citizenship behavior based on the model of scientists such as Batmn and organ (1983), Podsakoff, Mackenzie and Borman (1990), is used. the population of the study was all deputy directors of schools which employed a total of 220 persons in Zabarkhan’s area(118 male managers and 102 deputy director deputy director wife). in order to select the sample is used multistage cluster sampling method. To select the sample, the first identified the Zabarkhan’s area schools, which includes Kharv, Ghadamgah and Darrud city and two village is Eshaqabad and Ardughesh were then, Managers and deputie were randomly tested.
Examine the Relationship between Self-Efficacy Perception and Organizational Citizenship Behavior of Managers and Assistants

In this study, two questionnaires were used to measure variables that:

A: Citizenship Behavior Questionnaire, Organizational citizenship behavior Podsakoff Vavrgan, is made with twenty-question questionnaire by Podsakoff refugees (1991), the whole answer the questionnaire from 1 to 5 (completely disagree to strongly agree) has been set. the reliability of the questionnaire survey Shokrkon and others (1383) 88%, naami and Shokrkon and others (1385), 92% have been reported. The content validity of the questionnaire was approved management specialists.

B: Self-Efficacy Questionnaire Sherer: The questionnaire developed a tool aimed at the general public is provided for varying levels of self-efficacy. the questionnaire has 17 questions based on a Likert scale ranging from strongly disagree (score 1) to completely agree (score 5) graded. the maximum score is 85 and a minimum score of 17. high scores indicate high self-efficacy perception in person. Cronbach's alpha coefficients, re-examining this scale, respectively 79% and 73% have been reported.

To analyze the data, indicators and descriptive statistics Pearson's correlation coefficient was used.

Distribution of the sample according to sex

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<tr>
<th></th>
<th>Assistant &amp; managers</th>
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<tbody>
<tr>
<td></td>
<td>Male</td>
<td>Female</td>
</tr>
<tr>
<td>PERCENT</td>
<td>N</td>
<td>PERCENT</td>
</tr>
<tr>
<td>135</td>
<td>%53</td>
<td>%47</td>
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The study was conducted on 135 school principals and assistant of Zabarkhan area. As can be seen in the diagrams (1) of the 135 subjects in this study, 63 patients (47%) samples include managers and assistants were female and 72 patients (53% sample) managers and assistants occupied in schools constitute the number of the selected community.

Table 2 suggests some indicators of descriptive statistics (minimum, maximum, mean ± SD) data on the main variables include feelings of self-efficacy organizational citizenship behavior is studied sample. as table 2 shows data in the sense of self-efficacy variable maximum score of 74 is the lowest score 49.

45/63 and 06/6 is the standard deviation of the average range for this. the maximum score is 84 in OCB lowest score 53. in addition to these variables is the mean of 66.66 ± SD of 43.6.

Pearson correlation coefficient, self-efficacy and organizational citizenship behavior

<table>
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<th>Statistic</th>
<th>Significance level</th>
<th>correlation coefficient</th>
<th>Variable</th>
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<td>OCB</td>
<td>0/000</td>
<td>0/329</td>
<td>(OCB)</td>
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As seen in table 3 after applying Pearson correlation, the correlation between two variables sense of self-efficacy and organizational citizenship behavior, is equal to (329 / 0r =). Given that our significance level of less than 05/0, the null hypothesis is rejected we suppose the opposite is approved.
Examine the Relationship between Self-Efficacy Perception and Organizational Citizenship Behavior of Managers and Assistants

CONCLUSION:
Education-oriented social and economic development, is the political and cultural societies. no doubt all countries to progress and comprehensive development requires efficient and effective education. experience has shown that the state of education in different countries, the story of the growth and decline during the historical life of their country. schools and higher education successfully achieve the objectives requires efficient management and effective staff. managers and assistants in schools on all aspects of their school systems affect students who have a final product that is human so leadership and management in schools and the students leave the greatest impact on the school. the results show that "the sense of self-efficacy and deputy directors of schools there OCB".

The result of this study with the results of the investigation Paner (1997), Roehl et al. (2005) and Zarei Matin et al (1389) is consistent. Wu, Joey (2010), during his research came to the conclusion that between self-employment and high quality decisions and organizational commitment is directly related to the shares. Research of Lopez and colleagues (2003) showed a strong association between self-employment and the performance of the work.

To explain these findings should bear in mind that self-efficacy is a significant concept in the field of management and organization and of all aspects of self-knowledge and self-regulation is probably the most effective factor in life. people with low self-efficacy, pessimistic thoughts about his abilities, so, stay away these people in any situation, according to them is beyond its capabilities. In contrast, people with high self-efficacy, difficult tasks as challenges that can be mastered, consider. They choose to challenging assignments, and if there are problems faster, improve their sense of self-efficacy, efforts will be maintained (Karadimas & kalantezy, 2004; quoted Rezaai & bagher Salimi, 2008).

At the end of a respected authorities in education is proposed with regard to the relationship between self-efficacy and behavior try to deputy managers of schools employing professional people use that in addition to removing properties with high self-efficacy to schools in higher productivity and achieve the goals of education are useful and productive. providing performance feedback to staff employees and correction judgments of their capabilities can be enhanced efficacy. management could create a favorable environment for maintaining physical and mental health of employees, fostering a sense of self leads to an increase in citizenship behaviors. The proposed in-service training courses in programs related to efficacy, increased self-knowledge, and relationship management are also included and respected authorities in their meetings with managers and deputy education more talk about the importance of organizational citizenship behavior in productivity.

REFERENCES:
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