

**THE IMPACT RESILIENCE AND PSYCHOLOGICAL WELL BEING ON
ORGANIZATIONAL CITIZENSHIP BEHAVIOR (CASE STUDY CENTRAL
MUNICIPALITY AND AREAS 15 OF ISFAHAN MUNICIPALITY)**

MARYAM JAFARI JEBELI¹ & AKBAR ETEBARIAN²

Department of Public Administration, Isfahan (Khorasgan) Branch, Islamic Azad University, Isfahan, Iran

ABSTRACT

This study has attempted to investigate the impact resilience and psychological well-being on perceived organizational support. Regarding the research objectives and nature, this study was of applied and descriptive-correlational types respectively. The population of this study was all employees working in the deputy of urban districts. For resiliency we use standard questionnaire of Connor and Davidson (2003), for psychological well-being Reef (1989) and finally for perceived organizational supporting we use Eisenberger and associates (1986). Content validity of the questionnaires was approved by experts from university and municipality. Besides, construct validity of organizational citizenship behavior questionnaire was approved using factor analysis. The reliability of the questionnaire was approved using Cronbach's alpha coefficient. The results showed that between psychological well-being and resiliency, just resiliency can forecast organizational citizenship behavior and one unit increase in resiliency led to 0.54 units increase in organizational citizenship behavior. Based on the results components of organizational citizenship behavior includes humanism and conscience to do through psychological well-being and resiliency and attention component and civic virtue through resiliency are predictable.

KEYWORDS: Psychological Well-Being, Resiliency, Organizational Citizenship Behavior