

## The Role of Organizational Social Capital in Effective Implementation of EFQM Organizational Excellence in Qom Province Electricity Distribution Company

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### Abstract

EFQM is the best experienced methods that link different Resources of organization and make systematic relationship between them and improved organization processes to fulfill results and quality. But one of the most important issues related to internal and external human resources, is social capital. The aim of this study was to evaluate the effect of social capital in the effectiveness of the system organizational excellence implementation. The population of the research is the Electricity Distribution Company employees of Qom province. This paper has applied purpose and uses descriptive method. Research tool is Social capital standard questionnaire and questionnaire of efficiency of the organizational excellence system implementation that is made by researcher. The validity of both questionnaires was confirmed by professors and experts. The results show that social capital and its components have a positive correlation with all aspects of excellence effectiveness and cognitive aspect of organizational social capital can predict the effectiveness of excellence.

### Keywords

EFQM, Organizational excellence, Organizational social capital, Social capital.

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## The Role of Social Capital in Innovative Performance with Emphasis on the Role of Resiliency and Empowerment

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### Abstract

The modern banks require flexibility, agility and innovative performance to deal with their surroundings environment. Therefore, the effective factors on the innovative performance should be considered. On the other hand, social capital is an important factor affecting the innovative performance. Therefore, this study in addition to investigate the influence of social capital on innovative performance also assesses the mediating role of resiliency and empowerment variables in the impact of social capital on performance. The target population includes all the staffs of the Tejarat banks in Tehran. The study had a sample of 196 employees of Tejarat Bank in Tehran. Sampling is conducted according to Krejcie & Morgen's table. The study is a descriptive and correlational research and a researcher-made questionnaire is used for data collection. Data analysis is performed using equation modeling by Lisrel software. Conclusion: The findings show that social capital has a significant positive impact on resilience, empowerment and innovative function and resilience and empowerment variables have also a significant positive impact on the innovative performance.

### Keywords

Empowerment, Innovative performance, Resiliency, Social capital.

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## Qualitative Assessment of the Condition of Social Capital by Using Grounded Theory (Case: Abarik District, The City Sonqur and Kolyaee)

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### Abstract

Rural social capital is important factors in rural development and social welfare, improve the productivity of factors of production and the result of modifying the pattern of production and consumption in the rural community. The aim of qualitative research was done using grounded theory methods to assess the social capital of Abarik district of the city Sonqur and Kolyaee. The study populations were 20 inhabitants of the Abarik district that were select by using purposive sampling method. In this study, according to the study, the data collection techniques were used in-depth interviews and direct observation in the form of tow open and selective coding analyzed. Findings showed that feeling of confidence and security, capacity of differences adoption, social participation, social activism, cooperation, value of life, civic participation, accepted norms, labor relations and social protection, as elements of social capital are in a different situation.

### Keywords

Abarik District, Assessment, Grounded theory, Social capital.

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## Formation of Organizational Citizenship Behaviors based on Public Service Motivation, Social Capital and Organizational Commitment (Case: Public Bank Employees Kerman City)

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### Abstract

Public service motivation created to show people's motivation to join the public sector. The aim of this study was caused by the formation of organizational citizenship behavior based on service public motivation, social capital and organizational commitment. The research method is descriptive-correlation and path analysis. The study population included all employees of state-owned banks Kerman is from this community sample of 220 persons. Four questionnaires to collect data service-oriented motivation, organizational citizenship behavior, social capital and organizational commitment is employed. To determine the validity of confirmatory factor analysis was performed. And to evaluate the reliability of Cronbach's alpha coefficient was calculated, the coefficient for the questionnaire respectively, 0.89, 0.89, 0.91 and 0.91 were fulfilled. The data collected were analyzed with statistical software SPSS and Amos. The results showed that service-oriented motivation, organizational commitment, organizational citizenship behavior and social capital influences. The impact of social capital on organizational citizenship behavior and organizational commitment and organizational commitment on organizational citizenship behavior had a significant impact.

### Keyword

Organizational citizenship behavior, Organizational commitment, Public service motivation, Social capital.

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## The Measure of Organizational Commitment Telecommunications Company Staff by using Dimensions of Social Capital with the Rough Sets Theory Approach

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### Abstract

Occupational and organizational commitment is an important attitude that in recent years, have been the attention of many researchers to investigate all aspects. In fact, the aim of this study is the measure of organizational commitment telecommunications company staff by using dimensions of social capital with the rough sets theory approach. This research has been applied and this population included is all telecommunications company staff that with reference to Morgan's table. The sample size was determined 242. The collected data have been used from questionnaires with 20 statements that have been approved its validity and reliability. In this study, researchers have examined the organizational commitment by using the dimensions of social capital that consists of three dimensions structural, cognitive and communication. In order to analyze, the data is used of rough sets theory. Therefore, after the formation of a standardized decision tables were determined at a later stage of adaptive and maladaptive and after it was formed the reduction tables. In the end, overall results show that the dimensions of social capital will be increased staff organizational commitment.

### Keywords

Organizational commitment, Rough sets theory, Social capital.

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## Commercialization of Research is Interdisciplinary, with Emphasis on Strengthening the Social Capital Development at Universities

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### Abstract

The aim of this paper is to present a model in conjunction with commercialization of interdisciplinary research; in other words, the commercialization of technologies software and with technology hard commercialization is the development of social capital in between academics and researchers. This research is a mixed method study, in the qualitative section comprises experts in humanities and technical sciences-engineering of type quota purposive sampling participated in the interview process. In the quantitative study population consisted of 420 subjects, 201 subjects were involved, the data in this section were collected by questionnaire. Using the results of interviews with experts and literature, questionnaires were used in the commercialization of interdisciplinary research, which after its validity, reliability;  $\alpha = 0.73$ ; respectively. To analyze the data from exploratory and confirmatory factor analysis were used. The results of the research findings, represent 8 next affecting the commercialization of interdisciplinary research, with standardized coefficient (0.51) and soft technologies in support of research graduate students, with standardized coefficient (0.46) and the strengthening of social networking between teachers and students in interdisciplinary research, with standardized coefficient (0.45) as the most effective aspects of the commercialization of interdisciplinary research aimed at developing social capital among academics and researchers.

### Keywords

Commercialization, Interdisciplinary research, Social capital.

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## Evaluating the Impact of Perceived Organization Anomie on Social Capital by Mediating Role of Organization Bullying (Case: Food Manufacturer's Workers in Guilan)

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### Abstract

Social capital is one of the most valuable intangible properties in any organization, which can help growth and efficiency in order to achieve more production by facilitating cooperation among individuals, but existence of some organizational anomalies and destructive effects on the structure of the administrative system that will cause bullying staff, prevents any fundamental change in the social field organization, which can cause detection of Staff's bullying, may reduce workers incentives for collective action and delay development of social capital. This research was conducted with the aim of assessing the mediating role of organization bullying on organizational anomaly effectiveness over social capital. The type of research is descriptive in the form of correlation and according to its aim is practical. The questionnaire and field research has been used for the collection of research data. The population of this project consists of lines workers of food manufacturers six in Guilan. That according to the Cochran formula, 297 members has been selected among this population by simple classified sampling method. Examine the hypothesis test PLS-Smart software are used. The results of the research show that the dimensions of organizational anomalies have meaning full inverse impact through detection of bullying behavior on social capital.

### Keywords

Organization anomie, Organization bullying, Organizations, Social capital.

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