

The Role of Psychological Contracts on Organizational Commitment with Mediation of Organizational Trust in Public Libraries of Kerman Province

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Abstract

Purpose: Organizational commitment can be explained by the quality of services provided by the staff. Thus, the study of the factors affecting the organizational commitment in Libraries can help us to have a managerial view about quality of services. Psychological contract is a new concept that hypothetically has a significant effect on organizational commitment. This study aimed to determine the effect of psychological contracts and organizational trust on organizational commitment of librarians in public libraries of Kerman Province.

Methodology: This research was applied by means of Structural Equation Modeling (SEM) as a statistical method. The study population consisted of all librarians who are working in public libraries in Kerman province. According to Cochran formula, sample of 120 participants selected and randomized based on cluster sampling. 3 questionnaires were used to collect information about organizational commitment, organizational trust and psychological contracts. The obtained data were analyzed by Structural Equation Modeling with PLS 2 software.

Findings: Findings firstly indicated that the research model had a good fit, and secondly, all direct and indirect routes except direct route between organizational commitment and psychological contracts were approved ($P_{value} < 0/01$). The final model was presented after removing the direct path between psychological contracts and organizational commitment. Also, in evaluating the librarians organizational commitment components in terms of gender, the results showed that men compared to women ranked higher continuous commitment positions ($P_{value} < 0/01$).

Originality/Value: This study showed that psychological contracts have affected the organizational trust and commitment. This trust leads to a positive psychological climate among librarians. Thus, to create a positive psychological environment in the libraries, it is necessary to establish an organizational commitment.

Keywords: Psychological Contracts, Organizational Trust, Organizational Commitment, Structural Equation Modeling.