The Studying of the Relationship between Personality Type (Extrovert or Introvert) and the Personals Organizational Citizen Behavior

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Abstract

This paper examines the relationship between personality type (introvert-extrovert), education level, work experience and age of individuals with organizational citizenship behavior (OCB). Statistical sample include 56 employees and workers from 5 companies in the industrial city of Rasht. A type of research is descriptive (correlation) and data were collected based on made questionnaire by researcher that was a combination of the Eysenck's personality questionnaire and organizational citizenship behavior of Organ and Kanoski. To analyze the data obtained was used from the SPSS software. Neither as a result main hypotheses and nor three sub-hypotheses were confirmed and according to subjects, there isn't correlation between extrovert or introvert personality type, education level, age of individuals and work experience of them with the organizational citizenship behavior factors and the relationship between them is not significant. The only significant relationship between education level with polite behavior and somewhat conscience was confirmed.

Keywords: Type, Personality, Introvert, Extrovert, Organizational Citizenship Behavior.

1. Introduction

Economic development of each country depends on the production and productivity of production factors that the productivity of the human factors is very important compared to other factors. In contemporary century, scientists and experts have concluded that economic efficiency and dynamism in economic and industrial organization, without the human factor is not possible. According to authoritative forecasts, present human will have many changes in his life and work, therefore everyone should choose a way according to own desires and mood to avoid confusion and anxiety. Due to an incomplete and limited understanding of their self, usually making decision about the main subject of his future such as choosing the academic program, occupation, love and marriage will be difficult. Professional psychologists are often faced with people who have done wrong choice. However, it is clearly a wrong decision when be looked from the outside but due to having incomplete knowledge from their self, this mistake has been repeated (Eysenck & Willson, 1980).

Without doubt, personality characteristic is one of the fundamental issues in psychology. Since these characteristics form the foundation of behavior system, considering this issue can clarify certain aspects of the actions of people in various fields. The effect of personality on job performance and organizational behavior are the obvious examples of this issue (Karimi, 1996). If working people are able to choose their job considering personality characteristics, they can work with good behavior, patience and without stress to be more beneficial. Human resource can be useful and effective if have proper motivation and morale. Organizational citizenship behavior has obtained a special place in research of human resource management and organizational behavior over the past two decades. However, this structure can be effective to predict future organizational behaviors such as leaving work and absenteeism and have a significant effect on manpower productivity. Given that the first and most important component of an organization system is human beings with different personalities, therefore the motivations, abilities, desires, thoughts and ideas that are major components of the human personality determine the level of individual expectations of each other and also to an organization.

2. Problem Statement

Personality type is a model to assess the real person. Each type is a product of specific interaction between multiple personal and cultural forces such as peer groups, hereditary and genetic factors, parental social class, culture and physical environment. In other words, each type has special reserves of attitudes and skills to overcome the environmental problems and tasks. Because different types of interests, powers and states have different wishes that they surround themselves with people and specific issues and seek matters that are not congruent with their interest, competency and the way of thinking to the world (Saatchi, 1995).

One of the most common categories that psychologists used for personality is introversion and extroversion that has been applied for the first time by Carl Jung. Introverts compared to extraverts are more self-process and control their feelings. Similarly, evidences suggest that learning in introverts is more affected by punishment.
While extroversion are more affected by rewards (Schultz, Duane P, Schultz, Sydney Ellen Quote from Yahya Seyed Mohammadi, 2002). Extraversions in their biological responses to the noise differ from introversions. Introversion show greater reactions to noise and they will be best performance if the noise is so their desire (Ibid). Because introverts are faster and overly conditional, in result they follow the crowd and adhere to the rules and regulations while extroverts are welcomed to risk and they are ignored to its consequences. Such people are not conditional in terms of social and are not adhering to regulations as introverts (Eysenck, 1963).

In this study assessed the relationship between extraversion -introversion with organizational citizenship behavior. Nowadays organizational citizenship behavior must say is such an important topic that often managers and employers around the world hold great importance for it. It is so important that every year tens of articles are published in professional journal; based on the human factor is important and effective in all areas, especially is important in the range of occupational and organizational. This study will investigate some effective personality factors in organizational citizenship behavior.

3- Significance Research

The concept of organizational citizenship behavior introduced first time by Batman and Organ in the early 1980s to the world of science. A preliminary investigation about the field of organizational citizenship behavior was conducted more about identifying responsibilities and behaviors of employees in organization but often been ignored. Although these behaviors in traditional job performance evaluation measure to partially or even were sometimes neglected, were effective in improving organizational effectiveness (Mostabseri & Nojabeaie, 2008; Rezaei Kelidbazi & Bagher Salimi, 2008; Eslami, 2008). These actions and behaviors that occur in the workplace are defined as:

“It is a series of voluntary actions that are not part of the person's official duties, however performed by him and can improve the duties and roles of organization” (Ibid).

For example, a worker may not be needed to work overtime and staying late at work however she/he stay more than his official working hours in the organization and help to others and is caused to improves current affairs and facilitating organization work (Ibid).

Organ believes that citizenship behavior of employees is as part of employees' positive action to improve the productivity and solidarity and cohesion of working environment and also he believes that organizational citizenship behavior is individual behavior and voluntary that doesn’t directly involved formal reward system in the organization, but will improve effectiveness and efficiency of organization performance.

The above definition focuses on three main features of citizenship behavior: 1 - behavior must be voluntary (not specified task) 2 - The benefits of this behavior has organizational aspect. 3- Organizational citizenship behavior has multi-dimensional nature, leaders of organizations to achieve goal face with several source: raw materials, machinery and equipment and manufacturing tools, money and capital, markets, method, management and labor force that are known 7M. Managers to optimal use from these resources use different mechanisms, for example are used toward the maintenance of production machinery and equipment, maintenance systems and every year spent a lot of money in this way. In addition to seeking the latest information of technology sector, but with effort to preserve the machines and optimizing and change of technological unfortunately, in order to maintenance human resources as the main and most important source are not very active (Mehdad,2001).

The importance of human resources in the success and future of nations to the extent that If don’t be available other sources or be least It society can provide its progress and prosperity by power of faith and volition of its workforce in a short time and take steps to ahead Societies that are qualified and other resources but lack of the manpower required to exploit its resources.

The reason why people identify personality types and measuring its correlation with organizational citizenship behavior as a factor in work ethics, organizational commitment, perceived fairness, perceived usefulness, and other variables that have been adopted in different researches appears essential for any organization.

Studies suggest that with effective management and proper division of labor that is considered features and personality of an individual, conditions can be created that individuals are played their roles with quality and quantity beyond what are defined and expected and as a specialist corporate citizen and committed to the values and ideals of the organization are committed and take steps towards providing stakeholder expectations.

4. Objectives of Research

1- Understanding the relationship of extrovert personality type with organizational citizenship behavior.
2- Understanding the relationship of introvert personality type with organizational citizenship behavior.
3- Understanding the relationship of education level with organizational citizenship behavior.
4- Understanding the relationship of work experience with organizational citizenship behavior.
5- Understanding the relationship of individuals’ age with organizational citizenship behavior.
5 - Questions of the Research
1- Is there significant relationship between extrovert personality type and organizational citizenship behavior?
2- Is there significant relationship between introvert personality type and organizational citizenship behavior?
3- Is there significant relationship between education level and organizational citizenship behavior?
4- Is there significant relationship between work experience and organizational citizenship behavior?
5- Is there significant relationship between individuals’ age and organizational citizenship behavior?

6- Research Hypotheses
6-1- The main hypotheses of this study
1- There is significant relationship between Extrovert personality type and organizational citizenship behavior.
2- There is significant relationship between introvert personality type and organizational citizenship behavior.

6-2- The sub- hypotheses of this study
1- There is significant relationship between education level and organizational citizenship behavior.
2- There is significant relationship between work experience and organizational citizenship behavior.
3- There is significant relationship between individuals’ age and organizational citizenship behavior.

7 - Definition of terminology
Type: it is classified in several groups of people that each of these classes has its own characteristics and to determine their personality type, there are different categories (Larens, 1933).
Personality: it is set of the physical and the psychological and behavioral characteristics that each person be distinguished from other (Atkinson, quoted from Noori, 1998). Personality is defined as unique and relatively stable pattern, thoughts, feelings and actions (Huffman et al, 2002).

Extrovert: Extroverted person directs vital energy (libido) to outside the self and focus on external events, people and situations that is highly under the influence of environmental forces, friendly and confident (young, 1927).

Introvert: introverted person directs libido flows to inside the self. Introverted person are more perspective and resistant against external influences. They are less confident and less friendly in relation to others and outside the world compared to extroverted person (young, 1927).

Organizational citizenship behavior: The concept of organizational citizenship behavior introduced first time by Batman and Organ in the early 1980s to the world of science and ” set of voluntary behaviors that are not part of the person's official duties. However, they performed and is caused to improve effective tasks and roles of organization (Mostabseri & Nojabaei, 2008; Rezaei Kelidbari & Bagher Salimi, 2008, Eslami, 2008).

8- Research variables
Independent Variable: In this study, the independent variable is the personality type of employees depending on the type of person that they are extroverted or introverted, organizational citizenship behavior is different.
Dependent Variable: In this study, the dependent variable is organizational citizenship behavior.

9- Research Scope
1- Spatial scope: 5 factories in the industrial city of Rasht in Guilan province.
2- Time scope: November 2010 to February 2011.
3- Subject scope: the field of behavioral science research that in this study the relationship between personality type (introverted extrovert) organizational citizenship behaviors has been studied.

10 – Background of research
In the field of personality type and its relationship to various factors have been done many researches; also, about various factors relationship with organizational citizenship behaviors express in internet sites and research issues in books, articles and dissertations from students but so far, research hasn’t done about examining relationship between personality type and organizational citizenship behavior.

11- Research Methodology
Research method in this research is descriptive from type of correlation; because the researcher by using a questionnaire wants to examine the relationship between personality type (introvert and extrovert) of employees...
with their citizenship behavior and personality type of employees would increase or decrease their organizational citizenship behavior. In this study, researchers sought to describe objectively, real and regular features of a situation with a matter or in other words trying to discover the beliefs, perceptions and experiences of people and report all of things without interference and conclusions and obtain objective results from position (Delavar, 1999).

12- Statistical population, subjects, their selection method
Statistical population of this study includes workers in Guilan and statistical sample of research is workers of five companies in the industrial city of Rasht. About sample size, there are several proposals. One of the proposals is that a sample size be normal ratio (usually 5%) from society. Another proposal recommends the 2000 figure. It is also that any increase in sample size will increase the precision of the results of the sample (Patton, 1980:89).

The sample size will depend on the nature of society and goal of research. Usually desirable large sample would compromise against practicability of small samples. Ideal sample is so great that it could be precisely goal of an society that researcher wants to generalize the results to it and is so small that in terms of access to subjects, spend money, time and complexity of the data analysis, it choice is economical (Bayan,1996). First, a sample size of 20 individuals randomly selected that questionnaire were given to them. To calculate the number of sample options (highly effective and effective) as a "agree" and options (to the extent effective, rarely effective and ineffective) as "disagree" were considered.

The following calculation is done to determine the appropriate sample size to estimate population characteristics (Nofarsti, 1999).

\[
P = \frac{m}{n} \\
q = 1 - p \\
\text{n} = \left( \frac{z_{0.025}^2 p q}{e^2} \right)
\]

\[p = \frac{81}{200} = 0.405\]
\[q = 1 - 0.405 = 0.595\]
\[V(x) = pq\]
\[V(x) = 0.405 \times 0.595 = 0.240\]
\[\alpha = 0.05\]
\[Z_{0.025} = 1.98\]

Sample size has been calculated and shown based on limit of errors in Table (1) According to Norman Kurtz quoted Habibullah Teymuri (1994).

<table>
<thead>
<tr>
<th></th>
<th>Sample size based on different limit errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>(e_1 = 0.01)</td>
<td>(n_1 = 9200)</td>
</tr>
<tr>
<td>(e_2 = 0.02)</td>
<td>(n_2 = 2300)</td>
</tr>
<tr>
<td>(e_3 = 0.03)</td>
<td>(n_3 = 1022)</td>
</tr>
<tr>
<td>(e_4 = 0.04)</td>
<td>(n_4 = 575)</td>
</tr>
<tr>
<td>(e_5 = 0.05)</td>
<td>(n_5 = 368)</td>
</tr>
<tr>
<td>(e_6 = 0.06)</td>
<td>(n_6 = 255)</td>
</tr>
<tr>
<td>(e_7 = 0.07)</td>
<td>(n_7 = 188)</td>
</tr>
<tr>
<td>(e_8 = 0.08)</td>
<td>(n_8 = 144)</td>
</tr>
<tr>
<td>(e_9 = 0.09)</td>
<td>(n_9 = 113)</td>
</tr>
<tr>
<td>(e_{10} = 0.10)</td>
<td>(n_{10} = 92)</td>
</tr>
</tbody>
</table>

According to limitations:

- Access to the selectivity members of the sample, because they are dispersion in different departments;
- Time required to fill out the questionnaire;
- Time required to collect the questionnaires;
- Time required to statistical analysis;
- Operational costs;
- Limit error;
With \( e_p = 0.10 \) and sample \( n_{10} = 92 \) (This means that if confidence distance is correct, estimate of the point can be different the size of 0.10 from the two sides, on this basis will be trying to collect at least 95 questionnaires)

13- Research Tools

Two questionnaires were used in this study:

1- The Eysenck's personality questionnaire that was created by Eysenck in 1965. This test contains 57 questions that it has two options: Yes or No. Personality factors extroverted, introverted, stable and unstable obtained from this test.

2 - Organ and Kanoski (1996) Questionnaire to measure organizational citizenship behavior that with 15 questions recognizes organizational citizenship behavior type of employees with a standard of Likert five options. Combination of these two indicates that either extroverted or introverted person can show what citizenship behavior type and generally, is there significant relationship between these two variables? in the study of Statistical after the data collected sample group is necessary that the analysis is performed on data collected because quantitative data come into qualitative data; that based on them identified reject or confirm of hypotheses also used method is very important. In this study, according to hypothesis of the research and sample group was used descriptive statistics and inferential statistics (Spearman correlation test). Data analysis was performed by SPSS software. Remarkably that other data such as level of education, age and work experience people also have gathered because by using them examine sub-hypotheses.

14- Description of Research Data

Table 2 Frequency of educational level

<table>
<thead>
<tr>
<th>Valid</th>
<th>55</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missing</td>
<td>1</td>
</tr>
</tbody>
</table>

Table 3: Mean and standard deviation of Education

| N     | Valid      | 55 |
|-------|------------|
| Missing| 1          |
| Mean  | 2.7455     |
| Std. Deviation | 1.14209   |

Table 4: Frequency of samples Work experience

<table>
<thead>
<tr>
<th>Valid</th>
<th>40</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missing</td>
<td>16</td>
</tr>
<tr>
<td>Mean</td>
<td>2.8000</td>
</tr>
<tr>
<td>Std. Deviation</td>
<td>1.30482</td>
</tr>
</tbody>
</table>

Table 5: Mean and standard deviation of Work experience

With \( e_p = 0.10 \) and sample \( n_{10} = 92 \) (This means that if confidence distance is correct, estimate of the point can be different the size of 0.10 from the two sides, on this basis will be trying to collect at least 95 questionnaires)
Table 6: Personality type Frequency of samples

<table>
<thead>
<tr>
<th></th>
<th>Valid</th>
<th>Extrovert</th>
<th>Frequency</th>
<th>Percent</th>
<th>Valid Percent</th>
<th>Cumulative Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extrovert</td>
<td>36</td>
<td>36</td>
<td>64.3</td>
<td>64.3</td>
<td></td>
<td>64.3</td>
</tr>
<tr>
<td>Introvert</td>
<td>20</td>
<td>20</td>
<td>35.7</td>
<td>35.7</td>
<td></td>
<td>100.0</td>
</tr>
<tr>
<td>Total</td>
<td>56</td>
<td>56</td>
<td>100.0</td>
<td>100.0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

15- Data Analysis
First hypothesis: There is significant relationship between extrovert personality type and organizational citizenship behavior.

Statistical assumptions:
H₀: P₀ = 0 for j = 1, 2, 3, 4, 5
H₁: P₀ ≠ 0 for j = 1, 2, 3, 4, 5
j = Components of organizational citizenship behavior
j₁ = Politeness, j₂ = Chivalry, j₃ = Altruism, j₄ = Civil behavior, j₅ = the conscience
Result1: based on SPSS output table on Spearman correlation test between extrovert type and polite behavior; because sig is more than 0.05 thus H₀ is confirmed; It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between extrovert type and polite behavior.
Result2: based on SPSS output table on Spearman correlation test between extrovert type and chivalry; because sig is more than 0.05 thus H₀ is confirmed; It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between extrovert type and chivalry.
Result3: based on SPSS output table on Spearman correlation test between extrovert type and altruism; because sig is more than 0.05 thus H₀ is confirmed; It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between extrovert type and altruism.
Result4: based on SPSS output table on Spearman correlation test between extrovert type and civil behavior; because sig is more than 0.05 thus H₀ is confirmed; It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between extrovert type and civil behavior.
Result5: based on SPSS output table on Spearman correlation test between extrovert type and the conscience; because sig is more than 0.05 thus H₀ is confirmed; It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between extrovert type and the conscience.

General result of the first main hypothesis: according to in all of OCB components, sig is more than 0.05; H₀ is confirmed It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between extrovert personality type and organizational citizenship behavior.

Second hypothesis: There is significant relationship between introvert personality type and organizational citizenship behavior.
Result1: based on SPSS output table on Spearman correlation test between introvert type and polite behavior; because sig is more than 0.05 thus H₀ is confirmed; It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between extrovert type and polite behavior.
Result2: based on SPSS output table on Spearman correlation test between introvert type and chivalry; because sig is more than 0.05 thus H₀ is confirmed; It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between extrovert type and chivalry.
Result3: based on SPSS output table on Spearman correlation test between introvert type and altruism; because sig is more than 0.05 thus H₀ is confirmed; It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between extrovert type and altruism.
Result4: based on SPSS output table on Spearman correlation test between introvert type and civil behavior; because sig is more than 0.05 thus H₀ is confirmed; It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between extrovert type and civil behavior.
Result5: based on SPSS output table on Spearman correlation test between introvert type and the conscience; because sig is more than 0.05 thus H₀ is confirmed; It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between extrovert type and the conscience.
General result of the second main hypothesis: according to in all of OCB Components, sig is more than 0.05; H_i is confirmed It means P = o and there isn’t correlation. Therefore second hypothesis is rejected and there isn’t significant relationship between introvert personality type and organizational citizenship behavior.

General result of main hypotheses: In this way is determined in general that there isn’t significant relationship between personality type of individuals including introvert or extrovert with their organizational citizenship behavior and these two variables do not belong together.

b) Sub hypotheses
The first sub-hypothesis: There is significant relationship between education level and organizational citizenship behavior.

Statistical assumptions:
H_o, P=0 For j=1,2,3,4,5
H_i, P≠ 0 For j=1,2,3,4,5
j = Components of organizational citizenship behavior
j_1= Politeness, j_2= Chivalry, j_3= Altruism, j_4= Civil behavior, j_5= conscience

Result1: based on SPSS output table on Spearman correlation test between education level and polite behavior; because sig is less than 0.05 thus H_o is rejected; it means P ≠ o and there is correlation. Therefore there is significant relationship between education level and polite behavior and this relationship is direct. If the education level is higher, behavior of individuals would be more polite.

Result2: based on SPSS output table on Spearman correlation test between education level and chivalry; because sig is more than 0.05 thus H_o is confirmed; It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between education level and Chivalry.

Result3: based on SPSS output table on Spearman correlation test between education level and politeness and chivalry; because sig is more than 0.05 thus H_o is confirmed; It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between education level and politeness and Chivalry.

Result4: based on SPSS output table on Spearman correlation test between education level and civil behavior; because sig is more than 0.05 thus H_o is confirmed; It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between education level and civil behavior.

Result5: based on SPSS output table on Spearman correlation test between education level and the conscience; because sig is approximately equal to 0.05 ; thus H_o is rejected; it means P ≠ o and there is correlation. Therefore there is significant relationship between education level and the conscience and this relationship is reverse. It means that the conscience would be less by increasing levels of education.

General result of the first sub-hypothesis: 
Between components of OCB, in two cases of politeness and conscience Sig is lower than 0.05 and H_1 is confirmed. It means P≠0 and there is correlation between education level of individuals and their politeness and conscience but there isn’t significant relationship between chivalries, altruism, civil behavior.

The second sub-hypothesis: There is significant relationship between Work experience of individuals and organizational citizenship behavior.

Statistical assumptions:
H_o, P=0 for j=1, 2,3,4,5
H_i, P≠ 0 for j=1, 2,3,4,5
j = Components of organizational citizenship behavior
j_1= Politeness, j_2= Chivalry, j_3= Altruism, j_4= Civil behavior, j_5= conscience

result1: based on SPSS output table on Spearman correlation test between work experience of individuals and polite behavior; because sig is more than 0.05 thus H_o is confirmed; It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between work experience of individuals and polite behavior.

Result2: based on SPSS output table on Spearman correlation test between work experience of individuals and Chivalry; because sig is more than 0.05 thus H_o is confirmed; It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between work experience of individuals and chivalry.

Result3: based on SPSS output table on Spearman correlation test between work experience of individuals and altruism; because sig is more than 0.05 thus H_o is confirmed; It means P = o and there isn’t correlation. Therefore there isn’t significant relationship between work experience of individuals and altruism.
Result4: based on SPSS output table on Spearman correlation test between work experience of individuals and civil behavior; because sig is more than 0.05 thus Ho is confirmed; It means P = 0 and there isn’t correlation. Therefore there isn’t significant relationship between work experience of individuals and civil behavior.

Result5: based on SPSS output table on Spearman correlation test between work experience of individuals and the conscience; because sig is more than 0.05 thus Ho is confirmed; It means P = 0 and there isn’t correlation. Therefore there isn’t significant relationship between work experience of individuals and the conscience.

General result of the second sub-hypothesis: according to in all of components of OCB, Sig is more than 0.05 and Ho is confirmed. It means P=0 and there isn’t correlation. Thus second hypothesis is rejected and it can say that there isn’t significant relationship between work experience of individuals and organizational citizenship behavior.

Third sub hypothesis: There is significant relationship between individuals’ age and organizational citizenship behavior.

Statistical assumptions:
H0: P=0 For j=1,2,3,4,5
H1: P≠0 For j=1,2,3,4,5

j = Components of organizational citizenship behavior
j1 = Politeness, j2 = Chivalry, j3 = Altruism, j4 = Civil behavior, j5 = conscience

Result1: based on SPSS output table on Spearman correlation test between individuals’ age and polite behavior; because sig is more than 0.05 thus Ho is confirmed; It means P = 0 and there isn’t correlation. Therefore there isn’t significant relationship between individuals’ age and polite behavior.

Result2: based on SPSS output table on Spearman correlation test between individuals’ age and chivalry; because sig is more than 0.05 thus Ho is confirmed; It means P = 0 and there isn’t correlation. Therefore there isn’t significant relationship between individuals’ age and chivalry.

Result3: based on SPSS output table on Spearman correlation test between individuals’ age and altruism; because sig is more than 0.05 thus Ho is confirmed; It means P = 0 and there isn’t correlation. Therefore there isn’t significant relationship between individuals’ age and altruism.

Result4: based on SPSS output table on Spearman correlation test between individuals’ age and civil behavior; because sig is more than 0.05 thus Ho is confirmed; It means P = 0 and there isn’t correlation. Therefore there isn’t significant relationship between individuals’ age and civil behavior.

Result5: based on SPSS output table on Spearman correlation test between individuals’ age and the conscience; because sig is more than 0.05 thus Ho is confirmed; It means P = 0 and there isn’t correlation. Therefore there isn’t significant relationship between individuals’ age and the conscience.

General result of the third sub-hypothesis: according to in all of components of OCB, Sig is more than 0.05. Ho is confirmed. It means P=0 and there isn’t correlation. Thus third hypothesis is rejected and it can say that there isn’t significant relationship between individuals’ age and organizational citizenship behavior.

15- Discussion and Conclusion
So far a lot of research is done about personality types of individuals and factors affecting it and its relationship with other variables, also factors influencing organizational citizenship behavior and its relationship with other variables; But the research hasn’t been done about examining the relationship between individual personalities type and organizational citizenship behavior.

In this study, according to time constraints and access to subjects, staff and workers in 5 companies were studied as sample of Statistical Society in Guilan province. From110 questionnaires that were distributed to among staff, 87 questionnaires were returned to the researchers which between them 56 usable questionnaires were identified. Individuals were selected randomly. In this study tested 5 hypotheses that include 2 main hypothesis and 3 sub-hypotheses. The results are as follows:

All of main hypotheses were rejected and according to subjects, there isn’t correlation between extrovert personality type and organizational citizenship behavior and the relationship between them is not significant. In other words we can say that both two groups same ratio reacted to factors of organizational citizenship behavior.

Given that the so far research has been done on this issue, this study could be an area for further extensive research in this area because according to the mood of these two personality types would be expected from the results of research.

Sub hypotheses have paid to evaluate the relationship between personal factors such as age, education and work experience of employees with organizational citizenship behavior. It is known that the addition other personal factors and organizational factors and job and characteristics of role such as ambiguity role, conflict role, diversity role and like them have different effects on various variables that should be investigated but the limitations of the study and researcher in particular causes that many effective factors cannot investigated and other investigators can be pursue them. In general, sub hypothesis paid to the relationship between level of education, age and work experience with citizen behavior and all of them were not confirmed and only there is a significant relationship between level of education polite behavior and somewhat conscientious was confirmed.
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