

The Relationship between Organizational Silence and Voice with the Quality of Work Life among Employees of the Youth and Sports Departments of Tehran Province

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Abstract : The present research with the aim of the relationship between organizational silence and organizational voice with quality of work-life among employees of the sport and youth departments of Tehran Province was done. The statistical population of this research includes all employees of the sport and youth departments of Tehran province, and considering the not very large number of society, the sample and society were considered to be the same, and the sample was considered as the whole number. To measure each of these variables, a questionnaire was used. The research questionnaire was presented in four sections. The results showed that, since the extension of the process of organizational silence is usually done by managers, their attitude and attitudes toward this phenomenon are prioritized and also because silence reduces learning due to lack of knowledge sharing, makes it less effective and makes changes more difficult, it is necessary to take steps to break the silence and to further urge the staff (employees) to express their beliefs (organizational voices) and to share them in the organization's fate individuals, whose beliefs are respected and so called taken into account in the organization, would be dependent on the organization and feel obliged to remain with the organization during the hardships. This affects employees' quality of work life and their satisfaction too much.

Keywords : organizational silence, organizational voice, quality of work life, the sports and youth departments of Tehran province

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