

THE MEDIATING ROLE OF INTRINSIC JOB SATISFACTION IN THE EFFECTS OF SPATIAL CITIZENSHIP TOLERANCE BEHAVIORS ON THE PSYCHOLOGICAL WELL-BEING OF MUNICIPAL CLEANING STAFF

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Abstract

The aim of this study is to examine the mediating role of intrinsic job satisfaction in the effect of spatial citizenship tolerance behaviors on the psychological well-being of municipal cleaning workers. The research was conducted on 170 cleaning personnel working in the Karatay and Beyşehir district municipalities of Konya province, Türkiye. The participants were administered the Spatial Citizenship Behavior Scale (Tolerance Behavior sub-dimension), the Minnesota Job Satisfaction Questionnaire (Intrinsic Satisfaction subscale), and the Psychological Well-Being Scale. The data were subjected to mediation analysis using the PROCESS Macro. The findings revealed that spatial citizenship tolerance behaviors positively predicted intrinsic job satisfaction ($B = 0.196, p < .05$), intrinsic job satisfaction was positively associated with psychological well-being ($B = 0.307, p < .001$), and the indirect effect of tolerance behaviors on psychological well-being through intrinsic job satisfaction was significant (Effect = .052; 95% CI: .006 - .111). The direct effect of tolerance behaviors on psychological well-being was also significant ($B = 0.218, p < .01$). The research findings indicate that tolerant behaviors exhibited by municipal cleaning workers in their spatial interactions can positively influence their psychological well-being through increased intrinsic job satisfaction.

Keywords

Spatial Citizenship
Tolerance Behavior
Intrinsic Job Satisfaction
Psychological Well-Being
Municipal Cleaning Workers

Article Info

Research Article

Received : 31.07.2026
Accepted : 09.09.2026
Online Published : 15.09.2026
DOI : 10.58702/teyd.2007361

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BELEDİYE TEMİZLİK PERSONELİNİN PSİKOLOJİK İYİ OLUŞUNA YÖNELİK MEKÂNSAL VATANDAŞLIK HOŞGÖRÜSÜ DAVRANIŞLARININ ETKİLERİNDE İÇSEL İŞ MEMNUNİYETİNİN ARACI ROLÜ

Öz

Bu çalışmanın amacı, mekânsal vatandaşlık hoşgörü davranışlarının belediye temizlik işçilerinin psikolojik iyilik hali üzerindeki etkisinde içsel iş tatmininin aracı rolünü incelemektir. Araştırma, Türkiye'nin Konya ilinin Karatay ve Beyşehir ilçe belediyelerinde çalışan 170 temizlik personeli üzerinde gerçekleştirilmiştir. Katılımcılara, Mekânsal Vatandaşlık Davranışı Ölçeği (Hoşgörü Davranışı alt boyutu), Minnesota İş Tatmini Anketi (İçsel Tatmin alt ölçeği) ve Psikolojik İyilik Hali Ölçeği uygulanmıştır. Veriler, PROCESS Makrosu kullanılarak aracı etki analizine tabi tutulmuştur. Bulgular, mekânsal vatandaşlık hoşgörü davranışlarının içsel iş memnuniyetini olumlu yönde etkilediğini ($B = 0,196$, $p < 0,05$), içsel iş memnuniyetinin psikolojik iyi oluşu olumlu yönde etkilediğini ($B = 0,307$, $p < 0,001$) ve hoşgörü davranışlarının içsel iş memnuniyeti yoluyla psikolojik iyi oluş üzerindeki dolaylı etkisinin anlamlı olduğunu (Etki = .052; %95 CI: .006 - .111) ortaya koymuştur. Hoşgörü davranışlarının psikolojik iyi oluş üzerindeki doğrudan etkisi de anlamlıdır ($B = 0,218$, $p < 0,01$). Araştırma bulguları, belediye temizlik işçilerinin mekânsal etkileşimlerinde sergiledikleri hoşgörülü davranışların, artan içsel iş memnuniyeti yoluyla psikolojik iyi oluşlarını olumlu yönde etkileyebileceğini göstermektedir.

Anahtar Kelimeler

Mekânsal Vatandaşlık
Hoşgörü Davranışı
İçsel İş Memnuniyeti
Psikolojik İyi Oluş
Belediye Temizlik İşçileri

Makale Hakkında

Araştırma Makalesi

Gönderim Tarihi : 31.07.2026
Kabul Tarihi : 09.09.2026
E-Yayın Tarihi : 15.09.2026
DOI : 10.58702/teyd.2007361

Citation Information: Kılınç, E., Özcan, F., Garip, K. A., and Akbal, İ. (2026). The mediating role of intrinsic job satisfaction in the effects of spatial citizenship tolerance behaviors on the psychological well-being of municipal cleaning staff. *Journal of Society, Economics and Management*, 7 (3), 927-949.

Kaynakça Gösterimi: Kılınç, E., Özcan, F., Garip, K. A., ve Akbal, İ. (2026). Belediye temizlik personelinin psikolojik iyi oluşuna yönelik mekânsal vatandaşlık hoşgürüsü davranışlarının etkilerinde içsel iş memnuniyetinin aracı rolü. *Toplum, Ekonomi ve Yönetim Dergisi*, 7 (3), 927-949.

INTRODUCTION

Rapid industrialization, uncontrolled urbanization, and global population growth have established environmental pollution as one of the most critical global crises, threatening the sustainability of ecosystems, human welfare, and social life. In this macro-process, the protection of the environment and the maintenance of ecological balance depend not only on state legal regulations but also fundamentally on the prosocial and responsible behaviors of individuals (Ağacan, 2014). Within modern organizational ecosystems, the sustainability of organizational effectiveness and flexibility is increasingly grounded in the voluntary and prosocial actions of employees. Contemporary literature consistently supports the premise that supportive, fair, and prosocial workplace conditions enhance job satisfaction—specifically intrinsic job satisfaction—which is directly linked to organizational citizenship behavior (OCB) and broader psychosocial well-being (Casu et al., 2021, p. 9499). However, while traditional OCB studies have heavily focused on white-collar professionals or mainstream service sectors (Sridadi et al., 2024, p. 1), there is a critical empirical gap regarding marginalized, outdoor public service occupations such as municipal cleaning workers, who routinely operate under severe occupational stigma, physical exhaustion, and social isolation. This study addresses this significant literature void by exploring 'spatial citizenship tolerance behavior' as a unique, physical-space-bound dimension of prosocial action. Specifically, we investigate how tolerant spatial interactions with citizens serve as a critical external catalyst that nourishes intrinsic job satisfaction, which subsequently safeguards and enhances the psychological well-being of this neglected workforce. Therefore, the primary objective is to empirically test the mediating role of intrinsic job satisfaction in the relationship between spatial citizenship tolerance behaviors and the psychological well-being of municipal cleaning workers, positioning them not merely as manual laborers but as environmental ambassadors.

Municipal cleaning workers serve at the forefront of this public service chain, acting as the strategic executors of environmental policies and the 'silent guardians' of social order. A central concept in understanding their voluntary contributions is 'spatial citizenship behavior,' which refers to individuals' voluntary actions in shared physical work environments that promote collective well-being (Zhang and Xu, 2019). Specifically, the 'tolerance' dimension of this behavior involves accepting and accommodating the spatial needs of others in public spaces without conflict. To ensure conceptual clarity, we establish a theoretical taxonomy among our core variables. Prosocial behavior represents the broadest umbrella, encompassing any voluntary act intended to benefit others. At the organizational level, Organizational Citizenship Behavior (OCB) constitutes discretionary, extra-role activities that support the organization's social and psychological environment (Casu et al., 2021, p. 9499). Moving beyond traditional organizational boundaries, spatial citizenship behavior focuses specifically on voluntary, pro-environmental actions performed within shared physical and public territories (Zhang and Xu, 2019, p. 100391). Within this spatial domain, the tolerance dimension refers to the deliberate, non-conflictual accommodation of others' spatial needs in public spaces (Özgürel and Buzlukçu, 2023, p. 756). This distinction is critical for municipal cleaning staff who operate in open-field settings where shared spatial tolerance directly impacts social peace. Although job satisfaction is a robust predictor of traditional OCB (Santos et al., 2023, p. 811), we argue that spatial citizenship tolerance serves

as a behavioral input that actively generates, rather than merely outcomes from, intrinsic job satisfaction (Sridadi et al., 2024, p. 1)

This study proposes that the tolerance behaviors exhibited by cleaning workers during spatial interactions act as a catalyst for enhancing their intrinsic job satisfaction and, subsequently, their psychological well-being. Extensive research identifies job satisfaction as a critical mediator between upstream workplace factors—such as corporate social responsibility (CSR), organizational justice, and work environment—and citizenship behavior (Khaskheli et al., 2020, p. 2941; Sridadi et al., 2024; Bariyah et al., 2023, p. 313; Azzahra et al., 2025, p. 1899; Moltot Ayalew and Walia, 2024; Tang et al., 2023). Furthermore, job satisfaction is recognized as a core dimension of workplace well-being and a primary indicator of psychosocial health (Casu et al., 2021). Empowering and meaningful work environments foster psychological resources like resilience and engagement, which further support OCB and optimal work functioning (Singh and Singh, 2019, p. 937; Urbini et al., 2020; Muchtadin, 2023, p. 23; Dubey et al., 2022, p. 109).

In the context of municipal cleaning, it is argued that cooperative and tolerant social behaviors improve a worker's internal sense of fulfillment and recognition (Sridadi et al., 2024; Lestari et al., 2025, p. 550; Obeng et al., 2025, p. 2266). This increased intrinsic job satisfaction then helps translate these positive social experiences into enhanced psychological well-being and more discretionary prosocial behavior. This research was conducted in the Karatay and Beyşehir districts of Konya, Türkiye—regions of high ecological and touristic significance. The primary objective is to empirically test the mediating role of intrinsic job satisfaction in the relationship between spatial citizenship tolerance behaviors and the psychological well-being of municipal cleaning workers.

2. Conceptual Framework and Literature Review

2.1. Spatial Citizenship and Tolerance Behavior

To elucidate the complex psychological mechanisms of our proposed model, we synthesize three complementary theoretical frameworks: Self-Determination Theory (SDT), Social Exchange Theory (SET), and Conservation of Resources (COR) Theory. Under SDT (Ryan and Deci, 2000, p. 68), engaging in spatial citizenship tolerance behaviors satisfies the cleaning workers' innate psychological need for relatedness by fostering positive social connections and acceptance from citizens. This need fulfillment directly bolsters their intrinsic job satisfaction, which is derived from the internal sense of utility and meaningfulness of their tasks (Singh and Singh, 2019, p. 937). From the SET perspective (Blau, 1964, p. 1), these voluntary, non-conflictual spatial accommodations initiate positive social exchanges and mutual respect in public spaces, improving the quality of the immediate working environment. Finally, COR theory (Hobfoll, 1989, p. 513) explains the translation to mental health: the accumulated intrinsic job satisfaction functions as a vital personal psychological resource. This resource triggers a 'resource-gain spiral' that protects the employee from occupational stressors and subsequently enhances their psychological well-being (Hennicks et al., 2022, p. 1928). Recent literature demonstrates that supportive and fair workplace conditions are primary drivers of these prosocial actions (Casu et al., 2021; Urbini et al., 2023, p. 1748). Across various sectors, evidence suggests that job satisfaction is a robust predictor of

such citizenship behaviors; individuals with higher satisfaction are more likely to engage in helping, taking initiative, and making extra-role contributions (Sridadi et al., 2024; Gunarsih and Riyanto, 2025, p. 1000; Azzahra et al., 2025, p. 1899; Obeng et al., 2025, p. 2266; Azzahra et al., 2024, p. 8165). Within the municipal cleaning sector, these tolerant behaviors facilitate positive social exchanges, creating a sense of reciprocity that enhances a worker's satisfaction with their social environment (Blau, 1964).

2.2. Intrinsic Job Satisfaction and Psychological Well-Being

Intrinsic job satisfaction is derived from the essence of the tasks performed, encompassing autonomy, meaningfulness, and personal growth. Beyond mere task compliance, intrinsic satisfaction is a fundamental engine for voluntary actions evaluated as OCB (Jung et al., 2023; Paillé and Boiral, 2013, p. 118). Crucially, job satisfaction is recognized as a core indicator of psychosocial health and a central dimension of workplace well-being (Casu et al., 2021). The literature suggests that the relationship between these constructs is bidirectional: while satisfaction enhances well-being, high levels of psychological well-being also enable workers to manage emotional demands and sustain prosocial efforts (Cuesta-Valiño et al., 2024; Guo and Wang, 2026). Furthermore, empowering and fair work environments foster positive states—such as engagement, resilience, and workplace spirituality—which further support OCB and psychological health (Singh and Singh, 2019, p. 937; Urbini et al., 2020; Muchtadin, 2023, p. 23; Dubey et al., 2022, p. 109). Intrinsic satisfaction, in particular, shows a more consistent positive association with OCB compared to extrinsic factors (Khaskheli et al., 2020, p. 2941; Urbini et al., 2023, p. 1748).

2.3. The Mediating Role of Intrinsic Job Satisfaction

This study posits a causal chain where spatial citizenship tolerance behaviors influence psychological well-being through the mediating mechanism of intrinsic job satisfaction. Extensive empirical evidence supports the role of job satisfaction as a partial or full mediator between workplace antecedents—such as organizational justice, work environment, and CSR perceptions—and citizenship behaviors (Khaskheli et al., 2020; Sridadi et al., 2024; Bariyah et al., 2023, p. 313; Azzahra et al., 2025, p. 1899; Obeng et al., 2025, p. 2266; Moltot Ayalew and Walia, 2024; Tang et al., 2023; Azzahra et al., 2024, p. 8165). In the municipal cleaning context, tolerant and cooperative social behaviors are expected to improve a worker's internal sense of fulfillment and recognition (Sridadi et al., 2024; Lestari et al., 2025, p. 550; Obeng et al., 2025, p. 2266). This increased intrinsic job satisfaction then serves as a psychological resource that translates these positive social experiences into enhanced psychological health and further discretionary prosocial behavior (Casu et al., 2021; Sridadi et al., 2024). This process aligns with Conservation of Resources (COR) Theory, where initial resources like positive social connections facilitate the gain of subsequent resources like job satisfaction and well-being (Hobfoll, 1989, p. 513).

2.4. Research Model and Hypotheses

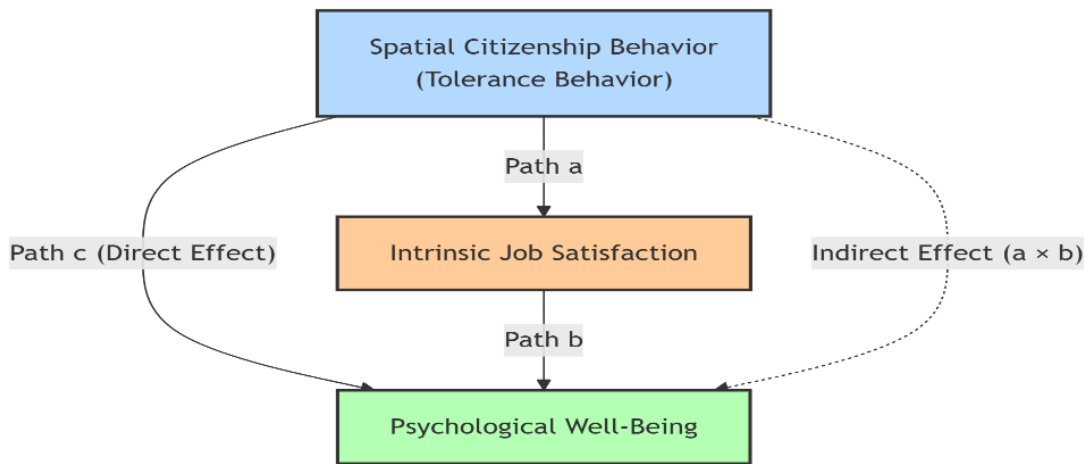
Based on the integrated theoretical framework and empirical literature, the following hypotheses have been formulated for the municipal cleaning staff sample, keeping in mind that our cross-sectional research design evaluates predictive and relational patterns rather than absolute temporal causality:

Hypothesis 1: Spatial citizenship tolerance behaviors positively predict intrinsic job satisfaction.

Hypothesis 2: Intrinsic job satisfaction is positively associated with psychological well-being.

Hypothesis 3: Intrinsic job satisfaction plays a mediating role in the relationship between spatial citizenship tolerance behaviors and psychological well-being.

Figure 1. Research Model



The model proposes that tolerance behaviors influence psychological well-being both directly and indirectly through intrinsic job satisfaction.

- Path a: Spatial Citizenship Behavior → Intrinsic Job Satisfaction
- Path b: Intrinsic Job Satisfaction → Psychological Well-Being
- Path c (Direct): Spatial Citizenship Behavior → Psychological Well-Being
- Path $a \times b$ (Indirect): Spatial Citizenship Behavior → Intrinsic Job Satisfaction → Psychological Well-Being

3. Methodology

3.1. Research Design and Sample

This study was designed using the relational survey model, one of the quantitative research methods. The population of the research consists of cleaning personnel working in the municipalities of Karatay and Beyşehir, two strategically important districts of Konya province. The reason for choosing these two districts for sample selection is that Beyşehir hosts Türkiye's largest freshwater lake and has ecological sensitivity, while Karatay is under environmental pollution pressure due to intense industrial activities and high tourist potential.

The study population consisted of 400 sanitation workers employed by both municipalities at the time the study was conducted. The sample size was calculated to be a minimum of 197 participants at a 95% confidence level, using formulas proposed by Bartlett, Kotrlik, and Higgins (2001); data were collected via questionnaires from 200 individuals who were accessible and volunteered to participate. Initially, questionnaires were retrieved from 200 accessible individuals. However, during rigorous data screening, 30 questionnaires were excluded from the final evaluation due to missing responses or pattern-marked answers, leaving a final analytical sample of 170 sanitation workers ($N = 170$). Although this final sample falls slightly below the ideal a priori target of 197 participants—which we acknowledge as a minor limitation that may slightly constrain the generalizability of our findings—it remains highly appropriate and psychometrically robust. Specifically, the sample comfortably satisfies the conservative statistical guidelines proposed by Gorsuch (1983, p. 1) and Tabachnick and Fidell (2013), which require a minimum respondent-to-item ratio of 5:1. Because our measurement model utilizes a total of 24 item indicators (4 items for spatial tolerance, 12 items for intrinsic job satisfaction, and 8 items for psychological well-being), our achieved ratio stands at 7.08:1. This confirms that the statistical power is completely sufficient for running the bootstrap mediation analysis without risk of parameter instability (Tabachnick and Fidell, 2013). To recruit participants effectively under the physically demanding and scattered working conditions of municipal sanitation services, a non-probability convenience sampling technique was utilized. Participation was entirely voluntary, and prior to the administration of the survey, informed verbal consent was obtained from each respondent, ensuring strict confidentiality and adherence to research ethics.

The study was conducted with ethical approval from the Ethics Committee of Selçuk University Beyşehir Ali Akkanat Faculty of Business Administration, granted via the decision dated May 27, 2025, and numbered 2025/12. The research data were collected between December 2025 and February 2026.

3.2. Data Collection Tools

A questionnaire was administered as the data collection tool. The questionnaire contained a total of 25 questions. Four main scales were used in the study. All scales were rated on a 5-point Likert type (1 = Strongly disagree, 5 = Strongly agree).

- *Socio-demographic Information Form*: This form consists of 5 questions designed to determine the participants' gender, age, marital status, educational level, and working duration.
- *Spatial Citizenship Behavior Scale (Tolerance Behavior Sub-dimension)*: The Spatial Citizenship Behavior Scale, originally developed by Zhang and Xu (2019) and adapted into Turkish by Özgürel and Buzlukçu (2023), was utilized with the necessary permissions obtained via e-mail. In the original scale, exploratory factor analysis (EFA) yielded a seven-factor structure that explained 56.75% of the total variance (KMO = .787; Bartlett's $\chi^2 = 1103.931$, $df = 300$, $p < .001$). The scale adopts a 5-point Likert format (1 = strongly disagree, 5 = strongly agree) and consists of 25 items across five sub-dimensions: protective behavior, helping behavior, positive word-of-mouth communication, supportive behavior, and tolerant behavior. Cronbach's alpha coefficients for these sub-dimensions in the original adaptation ranged from 0.780 to 0.913. In this study, only the 4-item tolerant behavior sub-dimension was employed. To confirm the construct and structural validity of this scale within our specific sample of municipal cleaning workers, we performed an Exploratory Factor Analysis (EFA). The results yielded a clean, unidimensional structure (Kaiser-Meyer-Olkin [KMO] measure of sampling adequacy = .762; Bartlett's test of sphericity $\chi^2 = 345.18$ $df = 6$, $p < .001$) that explained 58.42% of the total variance. All four items displayed strong factor loadings ranging from .68 to .81, which comfortably exceed the recommended .50 threshold for psychometric adequacy (Tabachnick and Fidell, 2013). The Cronbach's alpha reliability coefficient for this sub-dimension in the current sample was calculated as .716, demonstrating solid internal consistency.
- *Intrinsic Job Satisfaction Scale (MJSQ)*: The Minnesota Job Satisfaction Questionnaire (MJSQ), developed by Weiss et al. (1967), has a structure comprising 20 items rated on a 5-point Likert scale (1 = very dissatisfied, 5 = very satisfied). Exploratory factor analysis (EFA) revealed a six-factor structure for the scale, explaining 55.41% of the total variance (KMO = .808; Bartlett's $\chi^2 = 732.513$, $df = 190$, $p < .001$). These factors are: (1) Management and Authority Satisfaction, (2) Intrinsic Satisfaction (Achievement and Recognition), (3) Career Development and Supervisor Support, (4) Ethics and Autonomy Satisfaction, (5) Job Security and Working Conditions, and (6) Method Freedom and Social Status. In this study, the Intrinsic Job Satisfaction sub-dimension was used. This sub-dimension, adapted into Turkish by Baycan (1985), was found to consist of 12 items following factor analysis. The Cronbach's alpha reliability coefficient for this sub-dimension was calculated as 0.745.
- *Psychological Well-Being Scale (PWBS)*: Developed by Diener, Scollon, and Lucas (2009) and adapted into Turkish by Telef (2013), this scale is an 8-item measurement tool rated on a 5-point Likert scale (1 = strongly disagree, 5 = strongly agree). EFA results indicated that the scale exhibits a unidimensional structure, explaining 38.74% of the total variance (KMO = .807; Bartlett's $\chi^2 = 265.219$, $df = 28$, $p < .001$). All items had factor loadings above 0.50. The scale measures individuals' global perception of well-being under a single dimension labeled "Psychological Well-Being," encompassing life satisfaction, optimism, meaningful

life, and satisfaction with social relationships. The Cronbach's alpha reliability coefficient for this scale was calculated as 0.749 in this study.

3.3. Data Analysis and Evaluation

Whether the data showed a normal distribution was examined using the Shapiro-Wilk test. Although all variables showed a significant deviation from normal distribution ($p < .001$), it was determined that parametric tests could be used since the skewness and kurtosis values were within the ± 1.5 range (Tabachnick and Fidell, 2013). Descriptive statistics, difference analysis, correlation analysis, and mediation analysis (PROCESS Model 4) were performed using SPSS 31 and the PROCESS Macro (Hayes, 2018). The significance of indirect effects was evaluated based on 95% confidence intervals obtained with 5000 bootstrap samples.

4. Findings

4.1. Descriptive Statistics and Socio-demographic Characteristics

Table 1. Socio-demographic Characteristics of Participants (N=170)

Variable	Category	Frequency (n)	Percentage (%)
Gender	Female	33	19.4
	Male	137	80.6
Education Level	Primary Education	62	36.5
	High School	72	42.4
	Associate Degree	30	17.6
	Bachelor's Degree	6	3.5
Marital Status	Single	58	34.1
	Married	112	65.9
Age	25 and under	28	16.5
	26-35	65	38.2
	36-45	58	34.1
	46-55	19	11.2
Working Duration	Less than 1 year	20	11.8
	1-5 years	84	49.4
	6-10 years	41	24.1
	11 years and over	25	14.7

When the socio-demographic characteristics of the 170 municipal cleaning workers participating in the study are examined, it is seen that the majority of participants consist of males (80.6%), married individuals (65.9%), high school graduates (42.4%), individuals aged 26-35 years (38.2%), and those who have been working in the same workplace for 1-5 years

(49.4%). These findings are consistent with the literature in terms of the cleaning profession being a traditionally male-dominated occupational group and the education level being generally concentrated at the secondary education level. Furthermore, the fact that most of the participants are in the young and middle-age group and have moderate seniority in the workplace indicates that the sample is appropriate for representing the target population.

Table 2. Descriptive Statistics and Reliability Coefficients

Variable	N	Mean	Std. Deviation	Min	Max	Cronbach's Alpha
Tolerance Behavior	170	4.15	0.71	2.00	5.00	.716
Intrinsic Job Satisfaction	170	4.15	0.49	2.50	5.00	.745
Psychological Well-Being	170	3.96	0.61	2.00	5.00	.749

Examining the descriptive statistics of the variables, it is seen that the means of all variables range between 3.96 and 4.15 on a 5-point Likert scale and are generally at a high level. The highest mean was found in tolerance behavior and intrinsic job satisfaction (4.15), while the lowest mean was found in psychological well-being (3.96). The reliability coefficients for all scales were above the acceptable threshold of .70, indicating good internal consistency.

4.2. Correlation Analysis

Table 3. Correlation Analysis Results Between Variables

Variable	Mean	Std. Deviation	1	2	3
1. Tolerance Behavior	4.15	0.71	1		
2. Intrinsic Job Satisfaction	4.15	0.49	.196*	1	
3. Psychological Well-Being	3.96	0.61	.279**	.351**	1

Note: * $p < .05$; ** $p < .01$ (2-tailed). N = 170.

According to the correlation analysis results, positive and statistically significant relationships were found between all variable pairs. Positive relationships were found between tolerance behavior and intrinsic job satisfaction ($r = .196$, $p < .05$), between tolerance behavior and psychological well-being ($r = .279$, $p < .01$), and between intrinsic job satisfaction and psychological well-being ($r = .351$, $p < .01$). The highest correlation coefficient was observed between intrinsic job satisfaction and psychological well-being ($r = .351$), while the lowest correlation was found between tolerance behavior and intrinsic job satisfaction ($r = .196$). The positive and significant bivariate relationships between all study variables provide preliminary relational support for our conceptual model. However, in contemporary quantitative methodology, significant bivariate correlations are no longer treated as mandatory 'prerequisites' for executing mediation analysis; instead, the evaluation of

mediation is determined strictly by the statistical significance of the bootstrap confidence interval of the indirect effect (Hayes, 2018, p. 1). Nevertheless, these correlation coefficients confirm that the variables share sufficient variance to justify the formal evaluation of the hypothesized mediation model.

4.4. Mediation Analysis Results

Table 4. Mediation Analysis Results (PROCESS Model 4)

Paths	B	SE	t	p	95% CI (Lower-Upper)
Direct Effects					
Tolerance Behavior (X) → Intrinsic Job Satisfaction (M)	.196	.052	2.590	.010	.048 - .345
Tolerance Behavior (X) → Psychological Well-Being (Y)	.218	.062	3.042	.002	.083 - .353
Intrinsic Job Satisfaction (M) → Psychological Well-Being (Y)	.307	.089	4.280	.000	.162 - .501
Total Effect					
Tolerance Behavior (X) → Psychological Well-Being (Y) (Total)	.270	.061	3.848	.000	.117 - .367
Indirect Effect (Bootstrap)	Effect	BootSE	95% CI (Lower-Upper)		
X → M → Y	.052	.026	.006 - .111		

Note: Bootstrap 5000 samples. CI = Confidence Interval. For significant indirect effects, CI does not include zero. Y = Psychological Well-Being, X = Tolerance Behavior, M = Intrinsic Job Satisfaction.

The results of the mediation analysis (PROCESS Model 4) conducted to test the main hypothesis of the study are presented in Table 4. The mediation analysis results show that the total effect of tolerance behavior on psychological well-being is significant ($B = .270$; $p = .000$). The direct effect of tolerance behavior on psychological well-being is also significant ($B = .218$; $p = .002$), indicating a partial mediation model.

Examining the direct effects, the effect of tolerance behavior on intrinsic job satisfaction is positive and significant ($B = .196$; $p = .010$). The effect of intrinsic job satisfaction on psychological well-being is also positive and significant ($B = .307$; $p < .001$). Examining the Bootstrap confidence intervals, the indirect effect ($X \rightarrow M \rightarrow Y$) is significant (Effect = .052; 95% CI: .006 - .111). The fact that the confidence interval does not include zero indicates that the mediation effect is statistically significant.

These findings reveal that the effect of spatial citizenship tolerance behaviors on psychological well-being occurs through a chain that first triggers intrinsic job satisfaction. In other words, cleaning workers who exhibit tolerant behaviors in their spatial interactions have

increased levels of intrinsic job satisfaction; this increased satisfaction, in turn, enhances their psychological well-being.

Table 5. Hypothesis Testing Results of the Research

Hypothesis No	Hypothesis Relationship)	Content (Conceptual	Analysis Path / Effect Type	Coefficient (β / Effect)	p / 95% CI (Lower-Upper)	Result
H1	Tolerance behavior positively affects intrinsic job satisfaction.		Direct Effect (X $\rightarrow$ M)	.196	p = .010	Supported
H2	Intrinsic job satisfaction positively affects psychological well-being.		Direct Effect (M $\rightarrow$ Y)	.307	p < .001	Supported
H3	Intrinsic job satisfaction mediates the effect of tolerance behaviour on psychological well-being.		Indirect Effect (X $\rightarrow$ M $\rightarrow$ Y)	.052	[.006 - .111]	Supported

Note: X = Tolerance Behavior, M = Intrinsic Job Satisfaction, Y = Psychological Well-Being. Bootstrap results based on 5000 samples. Significant effects are shown in bold.

The results of the PROCESS Macro (Model 4) analyses conducted to test the hypotheses established within the conceptual framework of the study are detailed below:

H1: Supported. The effect of spatial citizenship tolerance behaviors on intrinsic job satisfaction is statistically significant and positive ($B = .196$; $p = .010$). This finding indicates that the tolerant attitudes employees exhibit toward others in shared spatial environments increases their satisfaction with the intrinsic aspects of their work.

H2: Supported. The effect of intrinsic job satisfaction on psychological well-being is statistically significant and positive ($B = .307$; $p < .001$). This finding confirms that satisfaction derived from the essence of work enhances employees' psychological well-being.

H3: Supported. The mediating role of intrinsic job satisfaction in the effect of tolerance behavior on psychological well-being was found to be significant (Indirect Effect = .052; 95% CI: .006 - .111). The fact that the Bootstrap confidence interval does not include zero proves that engaging in tolerant spatial behaviors mobilizes the individual's job satisfaction and transforms it into enhanced psychological well-being.

Partial Mediation Note: When the mediator variable is included in the model, the direct effect of tolerance behavior on psychological well-being remains significant ($B = .218$; $p = .002$). This finding indicates that a partial mediation situation exists in the model and that tolerance behavior influences psychological well-being both directly and indirectly through intrinsic job satisfaction.

5. Discussion

This study examined the mediating role of intrinsic job satisfaction in the effect of spatial citizenship tolerance behaviors on the psychological well-being of municipal cleaning workers, utilizing the frameworks of Self-Determination Theory (SDT) and Social Exchange

Theory. The empirical results confirm that engaging in tolerant behaviors within spatial contexts enhances employees' psychological well-being both directly and indirectly through increased intrinsic job satisfaction.

A critical finding of this research is the significant direct effect of tolerance behavior on intrinsic job satisfaction ($B = .196$; $p = .010$). From the perspective of SDT, engaging in tolerant behaviors in shared public environments satisfies the innate psychological need for relatedness by fostering positive social connections and acceptance from citizens, tourists, and colleagues (Ryan and Deci, 2000, p. 68). This result is strongly supported by contemporary literature, which consistently demonstrates that supportive, fair, and prosocial workplace conditions are primary drivers of job satisfaction (Casu et al., 2021, p. 9499). In highly stressful occupational settings, such as healthcare, job satisfaction has been shown to serve as a vital psychological buffer that links positive perceptions of behaviour to extra-role citizenship actions (Torlak et al., 2021, p. 77). Furthermore, evidence across multiple sectors indicates that job satisfaction—specifically intrinsic satisfaction—is a robust predictor of citizenship-like behaviors, where higher satisfaction levels are associated with increased helping and initiative (Sridadi et al., 2024; Gunarsih and Riyanto, 2025, p.1000; Azzahra et al., 2025; Obeng et al., 2025, p. 2266; Azzahra et al., 2024, p. 8165).

The study also confirms that intrinsic job satisfaction has a powerful and positive impact on psychological well-being ($B = .307$; $p < .001$). This finding aligns with the extensive literature characterizing job satisfaction as a core indicator of psychosocial health and a central dimension of workplace well-being (Casu et al., 2021). Meaningful and empowering work environments foster positive psychological states, such as resilience, engagement, and workplace spirituality, which further support optimal work functioning and psychological health (Singh and Singh, 2019, p. 937; Urbini et al., 2020; Muchtadin, 2023, p. 23; Dubey et al., 2022, p. 109). Moreover, individuals with higher job satisfaction are better equipped to manage emotional demands, thereby sustaining their prosocial efforts and minimizing burnout (Guo and Wang, 2026).

The confirmation of the mediation model (Indirect Effect) provides a significant theoretical contribution (Effect = .052; 95% CI: .006 - .111). This finding empirically validates a causal chain in which positive social interactions in the shared work environment are transformed into enhanced psychological well-being through the mechanism of job satisfaction. This process supports the Conservation of Resources (COR) Theory, suggesting that initial resources like positive social connections facilitate the gain of subsequent resources such as job satisfaction and health (Hobfoll, 1989, p.513). While direct studies on cleaning staff are limited, this predictive mediation pattern is highly consistent with broader findings where job satisfaction serves as a critical bridge between environmental characteristics and citizenship outcomes (Hennicks et al., 2022, p. 1928). Specifically, proactive and supportive conditions allow workers to experience higher levels of work quality of life, which translates directly into discretionary prosocial behaviors (Thamrin et al., 2023, p. 1). However, we must caution that this mediation pathway is highly context-dependent and may not operate uniformly across all

sectors (Fassina et al., 2008, p. 161). In certain high-performance systems, job satisfaction and well-being have been found to affect OCB as independent parallel mechanisms rather than through a strict causal mediation chain (Dewi and Abadi, 2023, p. 511). For municipal cleaning workers, our findings support the resource-gain spiral of COR theory, demonstrating that the sense of internal utility and recognition derived from spatial tolerance is a robust predictor of their psychosocial well-being.

The partial mediation observed in this study, where the direct effect of tolerance on well-being remains significant ($B = .218$; $p = .002$), indicates that tolerance behavior also enhances well-being through direct mechanisms, such as immediate conflict reduction and the strengthening of social capital in the field. For municipal cleaning workers in the Karatay and Beyşehir regions, who often operate in social isolation, these spatial interactions are vital for their internal fulfillment (Blau, 1964). In conclusion, fostering a culture of tolerance is not only essential for public service quality but also serves as a strategic necessity for the psychological well-being of workers who act as 'environmental ambassadors.'

However, several field-specific limitations were identified during the survey process involving 170 participants from the total population of 400. A significant factor during the data collection phase was the demographic profile of the participants, whose education levels were predominantly concentrated at the primary and secondary levels; this necessitated a meticulous evaluation of the variety of scales employed and their validation characteristics to ensure participant comprehension. Furthermore, the intensive data collection requirements in strategically sensitive districts like Karatay and Beyşehir, coupled with the challenging open-field working conditions of municipal cleaning, presented substantial logistical hurdles during the application process. Lastly, the comprehensive scope of the multi-item scales and the resulting participant fatigue were identified as key factors that limited the overall response rates.

CONCLUSION AND RECOMMENDATIONS

This study has empirically established that municipal cleaning workers are far more than technical service units; they serve as the 'silent and voluntary ambassadors' of environmental sustainability and social peace. The research demonstrates that the tolerant behaviors exhibited by personnel in strategic regions such as Karatay and Beyşehir significantly enhance their psychological well-being through the crucial mediating mechanism of intrinsic job satisfaction. These results underscore that fostering prosocial interactions is not merely a human resources policy but a fundamental determinant of both public service quality and employee welfare.

Theoretical Contributions

The study provides a significant contribution to organizational behavior literature by validating a predictive pathway extending from 'external' physical spatial interactions to 'internal' psychological well-being among a marginalized workforce. By applying Self-

Determination Theory (SDT) (Ryan and Deci, 2000, p. 68) and Social Exchange Theory (SET) (Blau, 1964, p. 1), the research confirms that satisfying the innate psychological need for relatedness through tolerant spatial behaviors in shared public spheres directly nourishes intrinsic job satisfaction. These findings are strongly supported by broader evidence indicating that supportive, fair, and prosocial workplace conditions are primary drivers of intrinsic job satisfaction, which is inextricably linked to organizational citizenship behavior (OCB) and overall psychosocial health (Casu et al., 2021, p. 9499). Furthermore, this study reinforces the interpretation that job satisfaction serves as a vital psychological bridge, translating positive social and environmental interactions into enhanced individual well-being and discretionary prosocial actions (Santos et al., 2023, p. 811). While previous literature has predominantly examined job satisfaction as an antecedent of OCB (Hennicks et al., 2022, p. 1928), our study reverses this traditional sequence by demonstrating that spatial citizenship tolerance acts as a behavioral input that actively generates intrinsic job satisfaction. This process supports the Conservation of Resources (COR) Theory (Hobfoll, 1989, p. 513), showcasing how voluntary pro-social behaviors generate internal psychological resources—such as task fulfillment and cognitive well-being—that protect employees from the emotional exhaustion typical of stigmatized public service jobs (Sridadi et al., 2024, p. 1).

Practical Recommendations

- *Practical Recommendations Encouraging Spatial Citizenship and Positive Social Exchanges:* Local governments should develop institutional training programs that prioritize the adoption of tolerant, non-conflictual, and cooperative attitudes during workers' interactions with citizens and tourists in public spaces. Since cooperative and altruistic social behaviours are expected to improve a worker's internal sense of fulfilment and recognition (Thamrin et al., 2023, p. 1), municipalities should implement formal recognition programs. These programs can celebrate workers who demonstrate exceptional spatial tolerance, thereby reinforcing their social integration and combating occupational stigma.
- *Strategic Job Re-design and Occupational Dignity:* Public policies and municipal human resources should proactively redesign the work processes of cleaning staff to shift their perceived social identity from mere 'waste collectors' to 'environmental and public health ambassadors.' Redesigning tasks to emphasize the environmental significance of their labor increases task significance, competence, and autonomy, which are fundamental pillars of intrinsic motivation and satisfaction (Singh and Singh, 2019, p. 937). Because intrinsic job satisfaction is a more consistent and robust predictor of extra-role citizenship behaviors than extrinsic incentives (Santos et al., 2023, p. 811), local authorities should focus on providing psychological empowerment and respectful leadership rather than relying solely on standard performance-based bonuses.
- *Holistic Interventions for Psychological Well-Being:* Given that job satisfaction serves as a core dimension of overall workplace well-being (Casu et al., 2021, p. 9499), local

governments must treat internal employee fulfilment as an essential prerequisite for mental health and operational productivity. Creating fair, transparent, and physically supportive work environments can trigger positive psychological resources such as mindfulness, resilience, and workplace spirituality (Dubey et al., 2022, p. 109). Municipalities could establish mobile counselling services and physical rest zones to help outdoor cleaning workers recover emotionally and physically from the cognitive demands of their work, thereby ensuring the sustainability of their prosocial activities.

Limitations and Future Research

Despite its valuable contributions, several limitations of this study must be acknowledged to guide future research. First, the cross-sectional research design limits our capacity to establish definitive causal sequences among spatial citizenship, intrinsic satisfaction, and psychological well-being. To overcome this, future studies should adopt longitudinal or daily diary methodologies to track the temporal dynamics of these relationships. Second, the final sample size (N=170) was drawn exclusively from two district municipalities in Konya, Türkiye, which may limit the generalizability of the findings to larger metropolitan or private sector contexts. Future comparative research should test this mediation model across diverse cultural and geographic regions, comparing municipal staff with private-sector waste management employees. Third, while we controlled for basic demographic variables, future models would benefit from incorporating specific organizational moderators. For instance, testing the moderating roles of servant or ethical leadership styles could reveal how supportive leaders enhance the positive effect of OCB on worker well-being (Santos et al., 2023, p. 811). Finally, future investigations should expand our model by examining other dimensions of spatial citizenship—such as spatial protection or spatial helping—or by exploring alternative mediators like occupational identification or emotional labor to provide a more holistic understanding of public service psychology.

Declaration of Research and Publication Ethics

This study was conducted in accordance with academic research and publication ethics. All written and visual sources used in the research were properly cited, and plagiarism was strictly avoided.

Ethics committee approval for this study was obtained from the Ethics Committee of Selçuk University, Beyşehir Ali Akkanat Faculty of Business Administration (dated 27 May 2025; approval no. E.2025/12)

Contribution Rates of Authors to the Article

Conceptualization, E.K. and K.A.G.; methodology, F.Ö. and K.A.G.; formal analysis, E.K.; investigation, F.Ö.; data curation, F.Ö.; visualization, F.Ö.; writing – original draft, E.K.; writing – review and editing, K.A.G. and İ.A.; project administration, E.K.; supervision, İ.A.; resources, İ.A.; funding acquisition, İ.A. All authors have read and approved the final manuscript.

Funding Acknowledgement: This research was carried out with funding provided by the Selçuk University Scientific Research Project Department as a Research Project (25401216).

Competing Interests: There is no conflict of interest regarding this study.

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GENİŞLETİLMİŞ ÖZET

Hızlı sanayileşme, kontrolsüz kentleşme ve küresel nüfus artışı, çevre kirliliğini ekosistemlerin sürdürülebilirliğini, insan refahını ve sosyal yaşamı tehdit eden en kritik küresel krizlerden biri haline getirmiştir. Bu makro süreçte, çevrenin korunması ve ekolojik dengenin sürdürülmesi sadece devletin yasal düzenlemelerine değil, aynı zamanda bireylerin prososyal ve sorumlu davranışlarına da dayanmaktadır. Modern kurumsal ekosistemlerde, örgütsel etkililik ve esnekliğin sürdürülebilirliği, çalışanların gönüllü ve prososyal eylemlerine her geçen gün daha fazla dayandırılmaktadır. Güncel literatür; destekleyici, adil ve prososyal iş yeri koşullarının, doğrudan mekânsal vatandaşlık davranışı ve geniş psikososyal iyi oluşla bağlantılı olan iş tatminini, özellikle de içsel iş tatminini artırdığı önermesini sürekli olarak desteklemektedir. Belediye temizlik işçileri, çevre politikalarının stratejik yürütücüleri ve toplumsal düzenin "sessiz koruyucuları" olarak bu kamu hizmeti zincirinin en ön saflarında görev yapmaktadır.

Bu çalışanların gönüllü katkılarını anlamada merkezi bir kavram olan 'mekânsal vatandaşlık davranışı', bireylerin ortak fiziksel çalışma ortamlarında kolektif refahı teşvik eden gönüllü eylemlerini ifade etmektedir. Bu davranışın 'hoşgörü' boyutu, kamusal alanlarda başkalarının mekânsal ihtiyaçlarını çatışma olmaksızın kabul etmeyi ve bunlara uyum sağlamayı içermektedir. Birçok sektördeki kanıtlar, iş tatmininin bu tür vatandaşlık davranışlarının güçlü bir yordayıcısı olduğunu göstermektedir; yüksek tatmin seviyeleri, artan inisiyatif, yardım etme ve rol ötesi katkılarla ilişkilendirilmektedir. Özellikle içsel tatmin, bazı örgütsel ortamlarda dışsal tatmine kıyasla örgütsel vatandaşlık davranışıyla daha güçlü bir pozitif ilişki sergilemektedir. Bu çalışma, temizlik işçilerinin mekânsal etkileşimler sırasında sergiledikleri hoşgörü davranışlarının, onların içsel iş tatminlerini ve dolayısıyla psikolojik iyi oluşlarını artırmak için bir katalizör görevi gördüğünü öne sürmektedir.

Araştırmanın kavramsal modeli, psikolojik ihtiyaç tatmini ve sosyal etkileşimlerin işle ilgili tutumları nasıl şekillendirdiğini gösteren Öz-Belirleme Kuramı ve Sosyal Değişim Kuramı'na dayanmaktadır. Öz-Belirleme Kuramı; özerklik, yetkinlik ve ilişkisellik gibi doğuştan gelen ihtiyaçların tatmin edilmesinin optimal iyi oluş için gerekli olduğunu savunmaktadır. Belediye temizlik işçileri bağlamında, mekânsal vatandaşlık hoşgörü davranışı, bir işçinin ortak ortamlarda başkalarının mekânsal ihtiyaçlarını karşılama istekliliğini yansıtmaktadır. Bu hoşgörülü davranışlar, işçinin sosyal çevresinden duyduğu memnuniyeti artıran bir karşılıklılık duygusu yaratarak olumlu sosyal değişimleri kolaylaştırmaktadır. İçsel iş tatmini ise özerklik, anlamlılık ve kişisel gelişimi kapsayan, yapılan görevlerin özünden kaynaklanan bir doyumdur. İş tatmini, psikososyal sağlığın temel bir göstergesi ve iş yeri iyi oluşunun merkezi bir boyutu olarak kabul edilmektedir. Bu süreç, olumlu sosyal bağlantılar gibi başlangıç kaynaklarının, iş tatmini ve iyi oluş gibi sonraki kaynakların kazanılmasını kolaylaştırdığı Kaynakların Korunması (COR) Teorisi ile uyumludur.

Bu çalışma, nicel araştırma yöntemlerinden biri olan ilişkisel tarama modeli kullanılarak tasarlanmıştır. Araştırmanın evreni, Konya ilinin stratejik öneme sahip iki ilçesi olan Karatay

ve Beyşehir belediyelerinde çalışan temizlik personelinde oluşmaktadır. Örneklem seçimi için bu iki ilçenin tercih edilme nedeni; Beyşehir'in Türkiye'nin en büyük tatlı su gölüne ev sahipliği yapması ve ekolojik hassasiyete sahip olması, Karatay'ın ise yoğun sanayi faaliyetleri ve yüksek turist potansiyeli nedeniyle çevre kirliliği baskısı altında olmasıdır. Veriler, ulaşılabilen ve gönüllü olan 200 kişiden anket yoluyla toplanmış; hatalı veya eksik anketlerin elenmesiyle 170 temizlik işçisinden oluşan nihai bir veri seti elde edilmiştir. Araştırma verileri Aralık 2025 ile Şubat 2026 tarihleri arasında toplanmıştır. Katılımcıların %80,6'sının erkek, %65,9'unun evli, %42,4'ünün lise mezunu ve %38,2'sinin 26-35 yaş aralığında olduğu görülmüştür.

Veri toplama aracı olarak dört ana ölçekten oluşan bir anket uygulanmıştır. Bunlar; sosyo-demografik bilgi formu, Mekânsal Vatandaşlık Davranışı Ölçeği (Hoşgörü Davranışı alt boyutu), Minnesota İş Tatmini Anketi (İçsel Tatmin alt ölçeği) ve Psikolojik İyi Oluş Ölçeği'dir. Tüm ölçekler 5'li Likert tipindedir ve bu çalışmadaki güvenirlik katsayıları (Cronbach's Alpha) 0,716 ile 0,749 arasında değişerek kabul edilebilir eşik olan 0,70'in üzerinde çıkmıştır. Değişkenlerin betimsel istatistikleri incelendiğinde, hoşgörü davranışı ve içsel iş tatmininin en yüksek ortalamaya (4,15) sahip olduğu, psikolojik iyi oluşun ise 3,96 ortalama ile bunu takip ettiği görülmüştür. Korelasyon analizi sonuçlarına göre, tüm değişken çiftleri arasında pozitif ve istatistiksel olarak anlamlı ilişkiler saptanmıştır. En yüksek korelasyon içsel iş tatmini ile psikolojik iyi oluş arasında ($r = 0,351$) gözlemlenmiştir.

Araştırmanın temel hipotezini test etmek için yapılan aracılık analizi (PROCESS Model 4) sonuçları, hoşgörü davranışının psikolojik iyi oluş üzerindeki toplam etkisinin anlamlı olduğunu göstermiştir ($B = 0,270$; $p = 0,000$). Doğrudan etkiler incelendiğinde, hoşgörü davranışının içsel iş tatmini üzerindeki etkisi pozitif ve anlamlıdır ($B = .196$; $p = .010$), bu da birinci hipotezi (H1) desteklemektedir. İçsel iş tatmininin psikolojik iyi oluş üzerindeki etkisi de pozitif ve anlamlı bulunmuştur ($B = 0,307$; $p < 0,001$), bu da ikinci hipotezi (H2) desteklemektedir. Bootstrap güven aralıkları incelendiğinde, dolaylı etkinin ($X \rightarrow M \rightarrow Y$) anlamlı olduğu saptanmıştır (Etki = 0,052; %95 CI: 0,006 – 0,111). Güven aralığının sıfırı içermemesi, aracılık etkisinin istatistiksel olarak anlamlı olduğunu kanıtlamış ve üçüncü hipotez (H3) desteklenmiştir. Aracı değişken modele dahil edildiğinde hoşgörü davranışının doğrudan etkisi anlamlı kalmaya devam ettiği için ($B = 0,218$; $p = 0,002$) modelde kısmi bir aracılık durumunun varlığı doğrulanmıştır.

Elde edilen bulgular, mekânsal vatandaşlık hoşgörü davranışlarının psikolojik iyi oluş üzerindeki etkisinin, önce içsel iş tatminini tetikleyen bir zincir yoluyla gerçekleştiğini ortaya koymaktadır. Diğer bir deyişle, mekânsal etkileşimlerinde hoşgörülü davranışlar sergileyen temizlik işçilerinin içsel iş tatmini artmakta, bu artan tatmin de psikolojik iyi oluşlarını güçlendirmektedir. Bu sonuçlar, temizlik personelinin sadece teknik hizmet birimleri değil, aynı zamanda çevresel sürdürülebilirliğin ve toplumsal barışın 'gönüllü elçileri' olduğunu kanıtlamaktadır. Bulgular, prososyal etkileşimleri teşvik etmenin sadece bir insan kaynakları politikası değil, hem kamu hizmeti kalitesinin hem de çalışan refahının temel bir belirleyicisi olduğunu vurgulamaktadır. Kısmi aracılık bulgusu, hoşgörü davranışının çatışmaları azaltma

ve saha içindeki sosyal sermayeyi güçlendirme gibi doğrudan mekanizmalar yoluyla da iyi oluşu artırdığını göstermektedir.

Araştırma sonuçları ışığında belediyelere ve yerel yönetimlere çeşitli pratik öneriler sunulmaktadır. İlk olarak, vatandaşlara ve turistlere karşı hoşgörülü ve iş birliğine dayalı tutumların benimsenmesini önceleyen eğitim programları geliştirilmelidir. Belediyeler, bu tür gönüllü mekânsal katkıları aktif olarak tanımalı ve ödüllendirmelidir. İkinci olarak, temizlik işçilerinin algılanan kimliğinin 'atık toplayıcı'dan 'çevre elçisi'ne dönüştürülmesi hedeflenmelidir; rolün öneminin ve özerkliğinin artırılması, vatandaşlık davranışının güçlü bir yordayıcısı olan içsel tatmini destekleyecektir. Son olarak, iş tatmininin iş yeri iyi oluşunun temel bir boyutu olduğu göz önüne alındığında, belediyeler ruh sağlığının bir ön koşulu olarak içsel tatmini artıran politikalara öncelik vermelidir. Adil ve güçlendirici çalışma ortamlarının yaratılması, uzun vadeli iş işleyişini sürdüren dayanıklılık ve bağlılık gibi olumlu psikolojik durumları tetikleyebilir. Gelecekteki araştırmaların, bu aracılık modelinin kararlılığını farklı bölgelerde test etmesi ve liderlik stilleri veya örgüt kültürü gibi düzenleyici rollerin incelenmesi önerilmektedir.