

The effects of social and economic factors on work satisfaction a case: Alborz Cool' firm in Sharood city

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Received: May 14, 2015

Accepted: August 27, 2015

ABSTRACT

This research is done with the purpose of the study of social and economical factors which are effective on coal-factory workers satisfaction. In spite of working in a hard the researcher has chosen this subject to find in spite of working in a hard condition, whether the workers are satisfied about their job security, welfare facilities, and etc. Because of the nature of this study, it is done on the base of the Survey method. The results show that some variables such as welfare facilities, job security, organic terms, social terms, the chance of advance and marriage condition, has significant correlation with job satisfaction and some variables like job nature and education level has negative correlation with job satisfaction. The other variables such as the rate of experience, job qualification, justice in organization and age, have no correlation with job satisfaction.

KEY WORDS: job satisfaction, labor, job security, job nature, job qualification, social terms

INTRODUCTION

One of the oldest, and also questionable, subjects of sociology of work is job satisfaction. However, it is about a century that Edvard Lee Thorndik investigated about job satisfaction and motivation in 1918, he investigated the relationship between job and satisfaction for the first time, but the researchers and politicians still have emphasized that such an activity need more investigations.

One of the valuable sources of each organization is the manpower who is working in it. In order that manpower efficiency to be practical, job satisfaction should be noticed. If there is a compatibility between their expectation and the rewards and service that the organization or employer provided for them, then the job satisfaction would be provided. As we know workplace is an important part of individual life that it could impress his life and welfare in society. people spend an third of their life in the workplace so job satisfaction could play a role in their efficiency and welfare.

Our subject in this article is about miner's job satisfaction. According to information that we have about working in a mine, we know that coal miners spend hours in the tunnel under the ground and they are exposed to landslides, drainage tunnel and explosive that cause health threat (physical & mental), sudden death, early retirement and absenteeism at work. According to working condition, the employer or organization should provide some facilities and service to them in order to prevent workers indifference. Therefore, if the worker income was insufficient or the organization was indifferent about his physical security and also the relationship between coworkers and employer was official and formal, then the worker would be dis satisfaction from his work and as a consequence the efficiency of organization would decrease.

Background of the Study

Nanja Mary and the researches of sociology of Bangalore University (2013) [1] have studied job satisfaction of IT staff in Bangalore, Karnataka. The studied indicator in this research were five aspects of job including income and salary, advertisement, working condition, co-workers and work life- result of this research show the particular attention to the most important elements (job satisfaction, independence and promote, development) and also job satisfaction of IT staff is impressed by the area and the city they were lived.

Ryan (2013) [2] also shows that there is a direct relationship between individual volition in job selection & self – confidence and job satisfaction, so the increase in self- confidence and individual volition would increase job satisfaction. However, the given supports from the organization that such people are working is low, but job satisfaction was met because individual volition was high. The results show that the liberty in job selection could be one of the determinants in job satisfaction.

Bakhtiar Naser Abadi et al (2004) [3] determined the relationship between the nature of job and job satisfaction in four groups (supervisors, engineers, workers and middle managers) in Esfahan steel company. The result showed that there was a positive and significant relation between the value of work, independence, job opportunities, job facilities, and job challenge and job satisfaction of those four groups.

Rabab Safaei (2007) [4] also determined the job satisfaction of Parsian area gas operations located in south of Iran, in which their staff are, in tough situation, exploration, digging and gas refining. This research was assigned to the relationship between burnout with job satisfaction and the role of staff. According to this research, job satisfaction, nature of job, consent of partners and income are the most important predictors for burnout, respectively.

THEORETICAL LITERATURE

Mazluo hierarchy of needs:

Mazluo believed that the human needs are classified respectively, in which the first one is placed on the lowest class.

1. Biological needs (natural, physiological, physical): These are basic needs for survival such as food, water, shelter, sleep. If these needs haven't met completely and sufficiently others would not lead to motivation.
2. Safety requirements (security): Once the physiological requirements were met, the safety or security requirements will be appear. These needs include: being free from fear, physical and financial risks and physiological deprivation on the other hand, this requirement is about self- preservation that only consider current situation but also ensure some considerations about the future. If the safety of a man was in danger, other things would be unimportant for him.
3. Social requirement (dependency or friendship): social requirement are including the need for love, companionship, friendship and dependency. This requirement is due to sociality of human and his interest to be accepted from others and different groups.
4. Staff with social requirement (self- esteem or prestige): the individual needs to be placed in a position where determines his capability and raises the respect to others. Development, independent, position, popularity, qualification, social station and earn your own fame through others are different parts of this requirement. On the other hand these requirements show the interest of human to be accepted by others.
5. Self- discovery (perfection, or self- actualization or realization of the essence): this level is at the top of all low, middle and high requirements. The individual who reaches to this level has known all potential talents and made them practical. In fact he believes that this requirement is the best goal of men, but it should be noted that the people who reach to self- actualization are rare. Mazluo describes that the person will be perfect if he track his potentials. Self- actualization is the wish to become more about somewhat that the person has the capability [5].

Theory of motivation- hygiene:

This theory was legislated by Frederick Herzburg: He believes that the human has two different needs which basically independent and impress the behavior in different ways. He realized that when the individual are dissatisfied about them, their dissatisfaction is related to workplace. In contrast, when they are satisfied about themselves this satisfaction is related to job.

Herzberg named the first class of the requirements with hygiene, because these needs describe the human environment and the main function of them is to prevent job dissatisfaction. He named the second class of requirements as motivators, because these requirements motivate individual for better performance.

Hygiene factor are include:

- .Management policies
- .Interactions between individual
- .Work condition
- .Supervision
- .Money, position, security

These are not in the essence of a job but related to conditions that the job is done according to it. Herzberg used the word “hygiene” as the medical meaning (preventive and environmental). Hygiene factors have no effects on productivity and efficiency of worker. They only prevent the disadvantages due to hypothyroidism and limit the work on workers performance.

The motivations are included:

- .Success
- .Controversial effort
- .Growth and redevelopment
- .Appreciation for doing a job
- .Increasing responsibility

Herzberg used the term “motivators” because the mentioned factors apparently have positive effects on job satisfaction and often increase total efficiency of person [6].

Effective factors on job satisfaction

The most effective factors on job satisfaction could be discussed as follows:

I. Organization factors

Some of these factors are included: 1) salary and income: most of managers know «salary and income» as the most important motivator, while psychologists believe that if the first requirement of staff in an organization provided reasonably, the salary will be put on third to sixth row, and stability of job and the ability to do it and responsibilities are better motivators than income [7].

2. Promotions: It is included: positive change in salary (higher salary), lower supervision, more challenge, more responsibility and liberty in making decision, individual, promotion (significantly to higher levels) will increase the spirit (Moghami, 2006).

3. Organization policies: The bureaucratic structure is not suitable for the one who has democratic leadership. Inflexible policies are caused negative emotions in job, but flexible policies will cause job satisfaction [8].

4. Job enrichment, the term job enrichment is called to efforts that will be used for making jobs more interesting and challenging. By making the job more complicated, giving more responsibility for combining job elements that were already done by individuals, now it is done as a whole and the goal could be met [9].

5. Organizational space: The organizational space can impress performance of motivation and job satisfaction. It means an environment that the staff working together in it [10].

II. Environmental factors

These factors are as follows:

1) Supervision method: Anywhere that the supervisors have supportive and friendly behaviors the job satisfaction would be high.

2) Working group: The group size and the quality of interactions in group have an important role in staff satisfaction. The bigger is working group, the less job satisfaction is, because interaction will be weaker and the solidarity will be eliminated gradually and finally knowing all people will be difficult. Also working group is considered as a society and supportive emotional system for staff [8]. If the people in working group have the same social features (same attitudes and beliefs) then the job satisfaction will be provided more than before [11].

3) Participation in making decision: Allowing and persuading the staff in decisions that are taken by organization is called participation in decisions. However the managers make final decision but the staff will be motivated to tell their opinion at the beginning of this process [9].

4) Working condition: Whatever the working condition more desirable, the job satisfaction would be improved since the appropriate working condition will provide physical and mental comfort for individual [8].

5) Occupational safety: Smith said: “occupational safety may be the most important aspect of working condition after wage. Also, Herzberg said: “safety is a factor for health and it is only important when it doesn’t exist and causes dissatisfaction” [11].

6) Physical working condition: Lakk said: “normal levels of temperature, moisture, air conditioning light and sound are significantly useful for making working condition [12].

Inappropriate physical working condition could increase stress.

7) Job level: It means that a certain job has what kind of rating in organization and that job requires how much control and authority on the others and itself. There are different posts in every organization and

each post has some responsibilities, duties and principles and expected behavioral patterns. These expected behaviors for a certain post are defined as role [13].

8) Job content: The evidence show that individuals satisfaction will be improved, when the job variation was high [14]. In fact this factor has a curve relationship with satisfaction. When the job is neither specialized nor standard, the person will face with some difficulties about what to do and how to do that. on the other hand, there are some situations that are duplicate and being. These points may vary about difference people and jobs; the staff can increase their duties or make a difference in order to eliminate such uniformity[15].

III. Nature of business

Many individual who are not interested in their work and also dissatisfaction with it is due to the nature of business. If the job itself has not nay nature, it will cause psych asthenia and the worker will be disgusted about doing even the simple duties, so that the salary and fringe benefits can not compensate this deficiency. If three factors, responsibility, awareness of consequences and being meaningful, exist then the individual will be satisfied and if one of these factors does not meet, the motivation will decrease [16].

III. Individual factors

Some of the studies divided effective factors on job satisfaction to environmental factors working time. Financial source, specialty, working conditions and individual factors including age, sex, family, marriage and number of children [17].

1. Negative attitudes: The people, who are generally negative, always complain about everything related to job.

2. Creativity, Lack concluded that mental struggle, creativity at work and being innovation is one of the individuals properties of work[11].

3. Education: The people who have more educations have more expects than others so they want organization to give them more benefits including better position, salary and fringe benefits according to their level. But organizations can't do these proceedings rapidly due to different reasons including financial problems, so the educated people feel less satisfaction in their jobs [12].

4. Sex: According to the results that are taken from researches, one of factors of job satisfaction in some populations is sex. Clark said that job satisfaction is higher in women than men.

Theatrical base of research

According to different opinions that are taken from expertise about job satisfaction, the following factors could be listed about job satisfaction requirement:

.Sufficient salary that was enough and provided their needs (mental, physical).

.Providing appropriate working condition like working environment, equipment. Modern and desire devices.

.a suitable situation for expressing the opinions and providing a friendly environment at work.

.Participant in decision and providing cooperation between colleagues

.Appropriate and essential situations for exposing abilities and individual talents

.Having freedom and sufficient authority, growth and development possibility.

.Feeling of success at work and having opportunity to serve others.

.Supply physiologic requirements such as food. Water, heat, shelter and etc.

.Provide safety and security (mentally and physically) at work.

.Equal situations between workers about salary, working conditions and development.

.Offer facilities and utilities.

This research have discussed about some major factors for job satisfaction between miners of eastern Alborz coal mine according to Mazlou theory (requirements) and Herzberg theory (motivation- hygiene) and etc.

The hypotheses were examined in this research is based on literature as follows:

1. It seem that there is a significant relationship between jobs Background with their satisfaction at eastern Alborz Company.

2. It seem that there were a significant relationship between environment and working conditions with workers satisfaction.

3. It seem that there is a significant relationship between the amount of provided facilities and utilities with workers satisfaction.

4. It seem that there is a significant relationship between types of job with their satisfaction.
5. It seem that there is a significant relationship between job security with workers satisfaction.
6. It seem that there is a significant relationship between organizational connections of workers with their satisfaction.
7. It seem that there is a significant relationship between social relations of workers at work with their satisfaction.
8. It seem that there is a significant relationship between justices at organization with their satisfaction.
9. It seem that there is a significant relationship between development and self- actualization of workers at work with their satisfaction.
10. It seems that there is a significant relationship between variables (age, education, marriage) with their satisfaction.

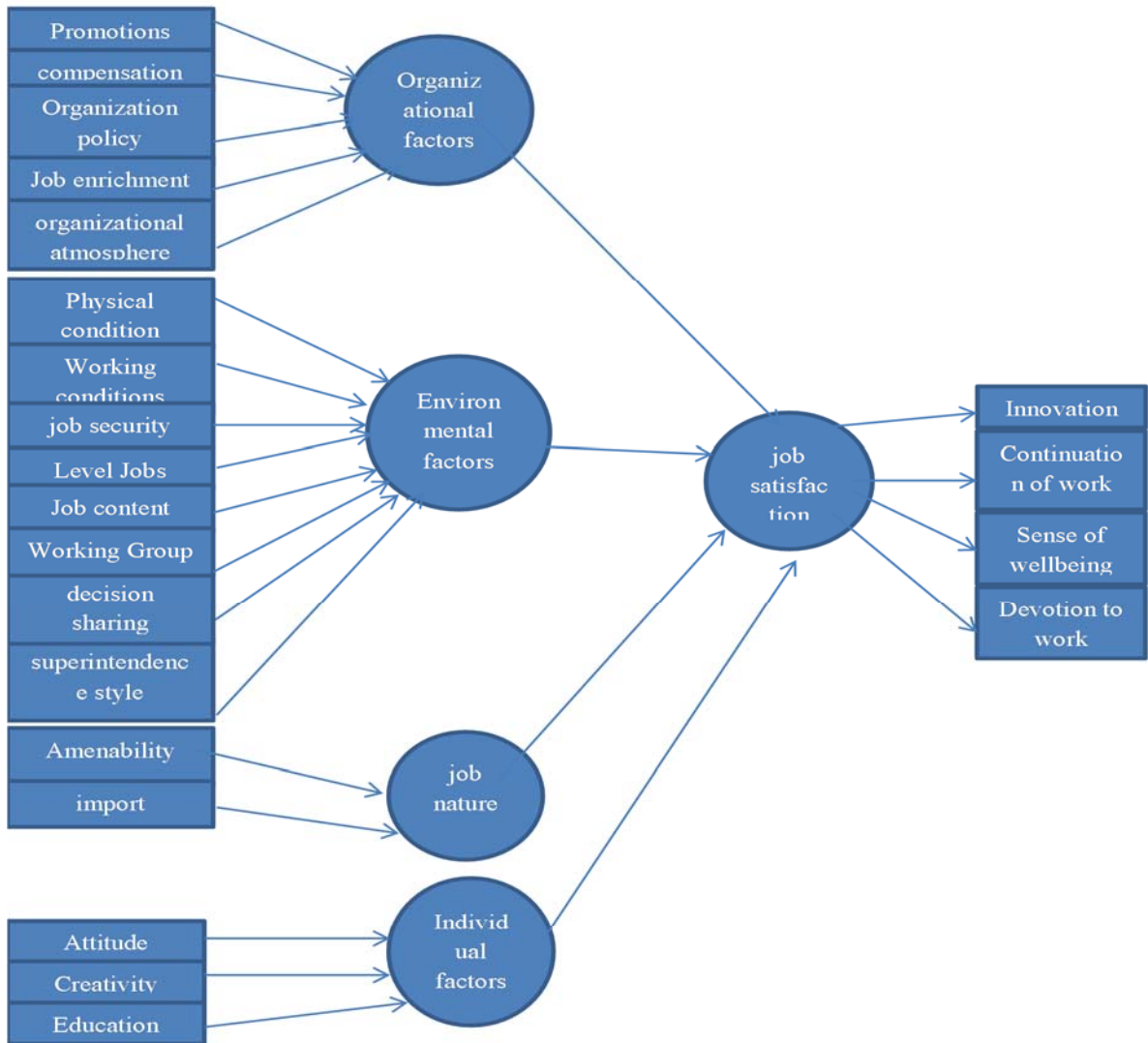


Figure 1: Modele d'analyse

Research techniques

This research is functional so it has used library and survey methods or documented method and collected information through questionnaire and then analyzed the job satisfaction and used factors on miners.

Theoretical framework and research assumptions use traversal method for collecting and analyzing information they are part of descriptive- correlation research and also they are sectional. In terms of time.

The statistical population is the workers of eastern Alborz Company that their properties are as follows: 1. all workers are men. 2. The workers are considered as low and middle levels of society. 3. The education and level of literacy between workers is normal and have no professional education.

The coal company of eastern Alborz has about 1000 personnel's including managers, engineering, technicians, Clark, expert workers, etc. This mine is located in an area named Tazareh and among these personnel's 500 members are workers.

Random sampling was used for choosing workers that is part of probability sampling, the sample was determined, by Cochran formula, 200 person.

Reliability

A measurement is valid and reliable if it reaches to same result on other conditions. When the people answer a question similarly. That quotation has reliability.

The validity of each parameter in this research is calculated by cronbach's alpha coefficient. The cronbach's alpha coefficient for social relations, facilities and utilities and job satisfaction were computed 0/79, 0/76 and 0/72, respectively. Those are acceptable coefficients. So it could be said that the item of these measurement have desirable internal capability.

Cornbrash's alpha coefficients of other measurement are as following: history and experience 0/70, job content 0/66, job safety 0/60, organizational justice 0/70, development opportunity 0/60, organizational relations 0/70.

According to described assumptions and research goals, the information was analyzed by Pearson correlation coefficient, multi- variable regression and spss software.

RESULTS

Out of 200 person, 0/54 was below 35 years, 0/34 between 35 to 45 years, 0/12 more than 45 years old. About education, 0/19 illiterate, 53/51 below diploma, 0/25 diploma and 0/25 have bachelor or higher certificates. Another descriptive index is employment status which 0/83 is contract workers and 0/17 are employed workers.

Hypothesis evaluation

The evaluation of assumptions was done by statistical technique of regression coefficient because the item of this research were sequential, we put data between a to 100 via compute order so that we can use statistical technique of measuring the distance.

Table 1: correlation between the independent variables and the dependent variable (job satisfaction)

Variable	Mean	standard deviation	Correlation	sig
job Background	12/76	6/98	0/009	0/90
Working conditions	56/46	21/49	0/60	0/33
welfare facilities	45/70	25/73	0/09	0/000
job content	58/36	23/05	-0/33	0/03
job security	70/28	17/97	0/40	0/000
organizational relations	57/62	25/61	0/27	0/01
social relations	58/38	24/93	0/21	0/002
justice in organization	45/88	23/44	0/02	0/77
good opportunities for advancement	48/02	23/02	0/37	0/01
Age	1/58	0/69	0/001	0/98
Education	2/11	0/72	-0/20	0/000
Marital Status	1/96	0/18	0/17	0/04

Table 1 shows the correlation coefficient for these variables: job background, working conditions, welfare facilities, job content, job security, organizational relations, social relations, organizational justice, development and self- actualization opportunities, age, education, Marital Status. The results show that the variables including welfare facilities, job security, organizational relations , social relations, development and self- actualization opportunities and Marital Status have positive and significant relationship with job satisfaction, it means the if each of these variable increase, the job satisfaction would be increased, too.

The variables including job content and education have negative and significant relationship with job satisfaction so that their enhancement will decrease job satisfaction and vice versa. On the other hand, the variables including job background, Working conditions, organizational justice and age have no significant relationship with job satisfaction, so there isn't a particular relationship between their enhancement and job satisfaction.

Multi- variable regression

In order to evaluate the model, the multi- variable regression has been used. Table (2) is related to analyze of multi- variable, in which the independent variable is for predicting the dependent variable (job satisfaction).

Table 2: dependent variable explanation by the independent variables

statistics index	multiple correlation coefficient	coefficient of determination	coefficient of pure determination	standard error of estimate	sig
Values	0/66	0/527	49/25	12/46	0/005

This table denotes that the value of correlation coefficient (R) between the variables is 0/66 so it shows that there is a fairly strong correlation between independent and dependent variables. But the value of adjusted coefficient of determination (R^2_{adj}) that is equal to 0/527 shows that 52/7 of all change of dependent variable is explained by 5 independent variables (job security, development and self-actualization opportunity, job content, education). In other words, these 5 independent variables are able to explain change of dependent variable.

Table 3: F- Test

Model	Sum of Squares	Df	Mean Square	F	Sig
Regression	107/09	5	11/89	37/11	0/000
Residual	77/58	190	0/32		
Total	184/67	195			

Table3: It shows that according to significance value of F-test (37/11) is at error lower than 0/01, so it could be concluded that the regression model of this research is compound of 5 independent variables and one dependent variable which present a good model. Also these five independent variables can explain the change in dependent variable.

Path analysis

Path analysis is used for evaluating causal models and helps us to find what are we looking for R^2 is used on path analysis do the suitability of model could be valuated and determine the effectiveness of each variable by Beta weight (which is called path coefficient in this analysis). Hence, path analysis will able us to determine the effects of variable on each other path analysis determines that the effects of each variable is how much directly on indirectly [18].

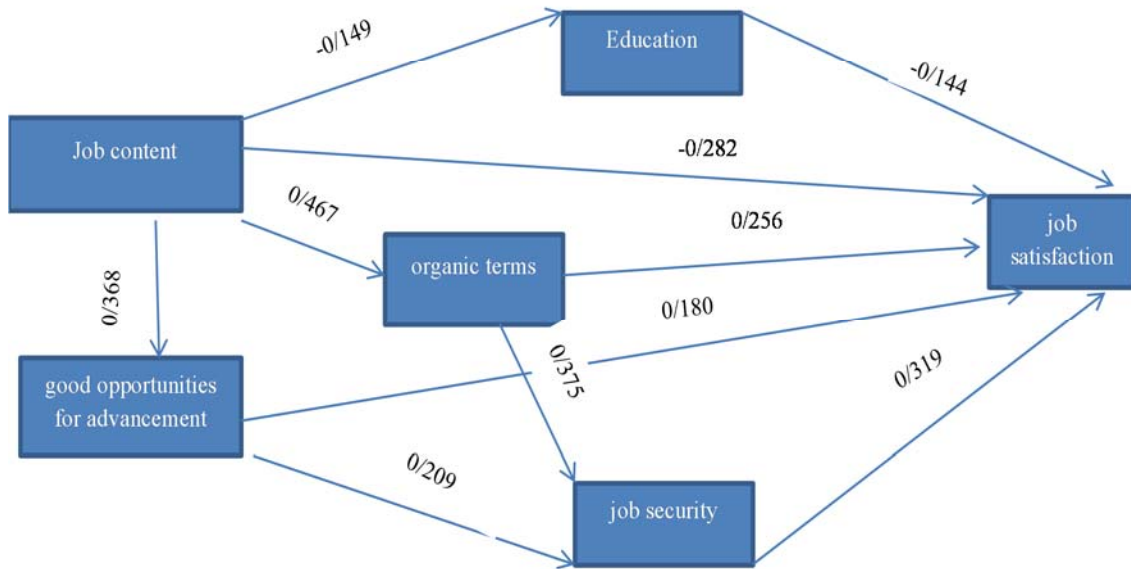


Figure2: Path Diagram with Path co- Efficient

Direct effect

$$(0/319) + (0/180) + (-0/282) + (0/256) + (-0/144) = (0/329)$$

Indirect effect

$$((-0/149) \times (-0/144)) + ((0/467) \times (0/256)) + ((0/467) \times (0/375)) \times (0/319) + ((0/209) \times (0/319)) + ((0/375) \times (0/319)) = 0/404$$

Effect of causality

$$(0/329) + (0/404) = 0/733$$

$$R^2 = (0/733)^2 = 0/53$$

Our model shows that the job security variable with the value of 0/319 has the most effect and education variable with the value of -0/144 has the less effect on job satisfaction.

According to R^2 that is equal 0/53, five independent variable (job content, education, organizational relations, job security and development and self- actualization opportunity) that are entered in to model, explain 0/53 of dependent variable variance (job satisfaction). Therefore the power of our model for explaining the change of dependent variable is normal.

e^2 shows the effect of unknown factors (factors except model variable) which shows the value of unexplained variance of dependent variable by independent variables of research.

Therefore, 0/43 of dependent variable variance is explained by variables except the entered independent variables. So 0/47 of variable variance of job satisfaction has not explained the model.

DISCUSSION AND CONCLUSION

Realizing the relating factors to job satisfaction of miners is very important, because the job satisfaction could be improved by changing or modifying these factors. As already told the success of each organization is greatly dependent to workers effort and satisfaction.

From 200 workers of coal company of eastern Alborz that were studied. it could be said that the average age of them is less than 35, most of them are married and a few of them are still singled, and the average education of them shows that middle of workers are less than diploma. Also the average background of workers is 12 years. out of 10 assumption 4 of them , the relationships of job background and working conditions organizational justice and age were not significant and rejected.

Also the relationship of welfare facilities, job content, job security, organizational relations, social relations, development and self- actualization opportunity, level of education and marriage with job satisfaction have been confirmed. Totally there is a relationship between these variables and job satisfaction.

Finally we realized that by linear regression with step by step method the variables like job security, job content, organizational relations, development and self- actualization opportunity and educations have been known as the most important factors for job satisfaction and these five factors have explained 52 percent of change in job satisfaction. Therefore the job satisfaction in this research is impressed by these five factors and as the result showed, job satisfaction among the miners of coal company of eastern Alborz is on the average end they are satisfy with their jobs.

Although the results of this research are different from others, its orientation is compatible with other researches. Therefore, it is offered to top managers of this organization to consider these factors and enter them in into working process in order to meet satisfaction and high motivation, high – quality performance, job satisfaction and reduced absence and leaving the jobs from the workers.

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