

Determine gap between verbal and work ethic and institutional-management factors in strengthening of work ethic

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ABSTRACT

The purpose of this study was to determine the gap between verbal and work ethic and institutional-management factors in strengthening of personnel's work ethic. The research method is Survey-descriptive. The research groups is employees and patrons of the city, water and sanitation, and agriculture that total number of employees was equal 1580 and total number of clients in terms of the average for the month was 12,000. The sample size of employees 255 and sample size of patrons 350 was calculated. The questionnaire was distributed to 250 employees and 320 clients were returned. Samples were randomly selected stratified by size. Measuring instruments, two questionnaires, and one for the evaluation of practical work ethic was answered by the clients and the work ethic to measure verbal response was given by staff. The questionnaire consisted of 23 questions was closed. Oral questionnaire included an additional section on institutional factors in promoting ethical practice management staff. Reliability verbal formula 0/84 and 0/95 functional questionnaire by Cronbach's alpha was calculated and to assess the validity was used from content validity. To analyze the results of univariate test, Fisher exact test, t test and binomial tests were used. Results show, Oral ethics more than the mean average was practical ethics, between Oral and practical ethics is a significant difference. Staff assessed factors ten in strengthening the work ethic more than the average.

KEYWORDS: gap, verbal ethic, work ethic

INTRODUCTION

Today, development and utilization is the most important issues that have attracted the attention of all countries. In the cause of development, different theories have been proposed. Often of development planners believe that the GDP is not a good criterion for measuring a country's development and believe that today the development or what form of development, is based on the principle of human resources that human resources In addition to having the ability to work should also be professional ethics. Professional ethics is common practices of behavior among the people a profession [1]. Employee ethics are required for two reasons: First, due to its tremendous impact on the development and productivity of society in which they live must accept responsibility for this important mission and take. The second reason is last issue of organization that obtained through community support of job and organization to gain support from the community has to establish a moral relationship that is palpable for community. Ethical business issues are not only rational, but also issues deeply rooted in emotions and culture And the cultural diversity causes that despite numerous studies done on business moral, still does not provide a standard practical framework in the world.

Due to the influence of ethical issues in business and had to be an unknown destiny, work ethic guided needs from the outside and the inside. External approach alone has no effect because the internal commitment of human resources is empty and The internal approach as well as for business like any other social sector is a part of the whole community And by the environment in which organizations operate under pressure. But internal approach appears as it is or there is gap between beliefs and practice? [2]

In fact, the term belief includes the concept of oral work ethic. This means that human resources believe to comply with a series of values and norms in the work. While term of practice deal to values and norms that human resources to comply in work practically And involves the concept of practical work moral.

Working spirit and hard work of people at work in the past was very important so that it knew capital and national dignity. After Islam came to Iran, in addition to the world work credits, heavenly reward found To the extent that working as a Warrior in Allah's way found the honor and esteem, so that it considered eternal capital. But in ups and downs of history, it is natural that Iran has the issue like any other country and Despite of the sanctity and importance of work, the culture and work ethic decline. Unfortunately, the most important and the biggest challenge facing society is the fact that despite acceptance the importance of ethics in business success, there is a deep gap between belief and action. To achieve a deep approach to eliminate this gap is required to

principles study and many explore. What is important in this case is the subject of oral questions of ethics must be carefully approach to practical issues of business ethics So that the research results are acceptable. When organizations on oral and practical and idealistic ethics, the equal importance to be given, leads they in a balanced way find the correlation, arrive Self and Society to the growth and development [3].

According to Great importance of the work ethic in the increase of productivity in organizations, this study aims to identify the current situation of work ethic and check its Distance to ideal status And so to provide leadership and institutional factors affecting in strengthening their work ethic Up to be a Good model for theoretical Use of researchers and practical use for organizations to increase productivity.

Increasing of human society and complexity social relations reflects the emergence of various professions. Continued existence of the professions depends on the quality of the services that they provide and acquire credit as a result of providing these services. The trust and credibility is original capital of the profession and its member's professional duty to preserve the capital and its sustainable development. A strong work ethic and commitment is essential to any sustainable development so that the Behavioral and ethical standards is the most important policy of profession And includes some of the main features of every business and relationships of profession members with the community and each other And its growing growth and boost generate increase productivity and collective and individual good. Also, a strong work ethic in society will be resulted strengthening cooperation, understanding and social trust, political stability and practical ethics [4]

Existence strong work ethic in society literally is the act of beliefs, values and ethical norms. But compliance principles of work ethics in our country as practical realities with the formal ideas and comments not only different, but in many cases are in stark contrast. This means that between what people actually do in different working environments with what Appears in formal comments expression of values and norms can be seen in contrast that the conflict between belief and practice, gradually efficiency, productivity and reliability, and low commitment of manpower will follow. In public sector of our country taken a significant part of the total agencies work and if not observed ethic into action in this section, Over irreparable losses on the configuration of economic, social, political and cultural entered. Because of the importance of the public sector in the economic structure of society, this research Checks gap between oral and practical work ethic in this part And Deals to the institutional-management strategy in order to strengthen the practical work ethic in the public and private Organizations with the aim of carrying out its responsibilities better that This can also lead to a kind using of clients of Organizations because of the observance of ethics lead to increase customer satisfaction and meet the Expectations from organization. The results of this study provide better customer service used by organizations and receive better service and more satisfaction, customers will be used.

Human encounter with the work and responsibility also is great importance Because of the important and fundamental in the formation of good morality, what is that also due to Just look at the work and responsibilities and it is considered positive. Someone who has a negative view of work and responsibility and does not establish the manufacturer and the flourishing relationship, the bitter and crooked behavior is caught And who has a positive outlook on work and responsibility And it sees means to flourish and serve others and closeness to the Lord, The joy of work and human behavior finds And finally job satisfaction and sense commitment to the organization and work. Ethical policies can be induced somewhat this pattern of behavior to agents that In light of job satisfaction Deal to work and social activity Because one of the main objectives in developing ethical guidelines within various professions in society Create satisfaction in human resources and ultimately customer in the community [5]. The result of research done in this area can be noted, for example, Hunt and his colleagues concluded that there is relationship important between the organizational ethical values and sense of commitment organizational of Employee [11].

Prophet (PBUH) speaks from job as the best worship and says: " worship is Seventy parts that the best of it is (work), seeking sustenance halal" [2]. Three hundred sixty holy verses are revealed in the Holy Qur'an about work and its importance. Loan term that Islam speaks of the work as it is in the hands of its owner.As Commander of the Believers Ali (Pbuh) in a letter to Ashs Qays Governor Azerbaijan also said: Indeed, the work that you're not prey But trust is on the neck And who put you to work, you placed guard of Loan And you respond to someone who is your superior. It is not right for you that among people act with Despotism and dictatorship and to work hard without be strong pretext [6]. Quran, Our holy great book says in verse39 of Sure Najm: People are nothing but the result of their efforts.

Today in the world, something that have been engaged think of governments in business is Creating conditions for Observing ethical principles Because the sounds are heard every day from every corner of the world Which will be determined work ethic criteria for firms to avoid corruption and excesses. As can be noted the United Nations International Covenant and the Charter of the consumers global trade. At the same time, Europe Commission has supported to develop work ethics principles as a tool for promoting corporate responsibility. In other countries, types of business entities are responsible for dealing with work ethic For example, the Anti-Corruption Commission in Hong Kong, King Committee in South Africa. In 1803 AD published Thomas Prsyval, physician, philosopher and famous writer in the English city of Manchester, owner Code of Medical Ethics? In 1847, the first session of the American Medical Association in Philadelphia passed

"America's Principles of Medical Ethics" with the inspiration of the Prsyval law that respectively in the following years and finally in 2001 in the US was revised. Ethical Culture movement in the United States on 15 May 1876 by Felix founded in New York [7]. It seems there have been a lot of effort to discuss the development of global ethics but the question is that a global ethics with cultural diversity will be significant? And what the indicators can be placed in the global ethical charter which is accepted all over the world and the sanction to be followed [10].

Persian writers more than ten centuries that deals to touch the soul and the mind of its readers on issues related to ethics and morality of daily. For example, the Saadi wrote first garden in 1257 AD and then Golestan in 1258 AD, and in this way presented, example of very excellent and rare from thinking of ancient Iranian morality[7]and The German philosopher Nietzsche's famous speaks of Zoroaster in the role of "creator morality"[8]. Marx knows alienation of labor due to the partial division of labor and Lack of authority and self-control in the Matters related [2]. The important issue is that In our country, these and dozens of other influencing factors (age, education, gender, management style, organizational factors and other factors)in Strengthening ethics in action, as in-depth and long-term policies and programs reflected that Before in the short term and the mid-term followed and Achieved And most importantly, is perceived by the population.

METHODS

Plan research is Descriptive and applied. Accordingly, the research method in this study is field that Is trying through surveys to be dealt with To investigate and gather ideas, thoughts and ideas of subjects. The population of Statistics this research consisted of two groups of employees and clients of agriculture organizations, municipalities, water and sewage That total number of employees to 1,580 people And clients according to the average in a month is 12,000 to these organizations that The sample size was estimated using the formula Kokran. The number of samples was calculated 255 employees and the same number of questionnaires were distributed among staff under study stratified by volume, randomly that Of this amount, 250 questionnaires were returned.so The number of clients in terms of average monthly visits to organizations in the study was calculated 350 and the same number of questionnaires were distributed among clients under study stratified by volume, randomly that Of this amount, 320 questionnaires were returned.

Sampling is stratified Proportional to size. The number of samples was selected among the organizations in proportion to the size of population of each group [9].

To gather information was used closed questionnaire as a work tool.to Regulation questionnaire have been used of managers, employees, university professors and Samples taken of questionnaire. A questionnaire to evaluate oral work ethic has 23 questions with 5 options and a supplementary question survey to evaluate the management- organizational factors - affecting the work ethic of the organization that has been answered by staff. Another questionnaire with the same number of questions to evaluate the practical work ethic is set that by clients of each organization have been answered. Reliability coefficient Oral work ethic based on the Cronbach's alpha coefficient is estimated 0.84 and reliability coefficient practical ethics based on Cronbach's alpha coefficient 0.95.

To assess the validity of the measurement tool, questionnaires were given to professors Supervisor and Consultant as referee that they confirmed the validity of the questionnaire.

The analysis of data to descriptive and inferential statistics was performed using SPSS software.

Findings:

Table 1-3: difference between the mean of Oral and Practical work ethic organizations studied

	mean of Oral work ethic	mean of Practical work ethic	difference	Ranking
municipalities	3.09	4.11	1.02	1
agriculture	85.2	4.20	1.35	3
Water and sewage	2.96	4.27	1.31	2

According to Table 1-3, the difference observed in the level of organizations was significant And Based on the lowest gap between oral and practical work ethic, Municipality First Rank, Water and sewage second Rank and Agriculture third Rank has been achieved.

Table 2 -3: comparison the mean of oral and practical work ethic of all the employees

	mean	SD	t	p
Oral work ethic	4.18	0.366	25.23	0.001
Practical work ethic	07.3	0.674		

According to Table 2 -3, t observed at $p \leq 0.05$ been significant Thus, there is difference between the oral and practical work ethic of employees.

Table 3-3: Comparison of the mean priority of effective factors in strengthening practical work ethics from opinion all employees with an average of 5

Question No.	Description of factors influencing strengthening work ethic	average	SD	t
7	Other colleagues and managers' commitment to the values, ethics, rules and organizational desirable behaviors	5.82	2.75	4.37
2	Existence Charter of ethical in organization(ethical policy)	5.94	3.07	4.48
6	Existence compliance individual and organizational objectives (incentive system in organization so that the goals of the organization lead to staff goals and vice versa)	5.94	2.91	4.67
10	Existence grounds for participation employee in the organization and their job (* employees are authorized to perform their job functions * participation Employee in management decisions and organizational problems and* to be partner staff in achievements and benefits of the organization*)	6.01	3.13	4.72
8	Develop and apply the same rules and regulations for all employees and managers	6.04	3.18	4.78
9	Close, friendly and Two-way relations between employees and managers	6.12	3.25	5.03
1	Education (vocational-technical education and training in ethical and behavioral) from the organization	6.44	3.11	6.78
4	Staff satisfaction of payments (compensation) in the organization	6.47	3.12	6.78
5	The ability of individual satisfaction with their jobs	6.69	2.89	8.49
3	Compliance Existence of meritocracy system (recruitment, appointment, promotion and pay based on merit)	6.80	3.57	7.36

According to Table 3-3, t observed is greater than the critical value in the table 5% error, so all these factors over the average level in strengthening the work ethic in action, is effective.

Conclusion:

According to the table, studied organizations can be ranked in terms of differences between oral work ethic and practical work ethic that the municipality had the lowest gap and then water and sewage, and in the end, the biggest gap is accounted Agriculture. These findings indicate that staff indulgence about judgment On their own that led to increase in oral work ethic Rating or customers and clients to organizations are extremely high expectations of the staff to meet their needs that led to decrease in practical work ethic Rating. Finally with regard to the fact that clients of these organizations are almost full expected classes and according to objective findings during research the type of employees dealing with clients has been the main cause of the gap in the organizations mentioned in the paper.

Finally, according to the table, all 10 factors management - organizational listed as factors in improving employees' practical work ethic were more than the average.

1. Education (vocational-technical education and training in ethical and behavioral) from the organization: Those who were in favor of it, believed that training lead to raising awareness of ethical and professional of the staff which will be looking to strengthen ethics. Those who were not in favor of it, believed that If someone in the organization who are trained technically and professionally, expectations go up to the organization, because knows its expertise In particular profession And are looking for expertise, Power comes into existence that inappropriate use of power is one of factors loss of work ethic in organizations.
2. Existence Charter of ethical in organization(ethical policy): The presence or absence of moral codes may not adhere to the ethics of the organization but a factor that will result from policy making ethics in organizations, adaptation measures in the moral beliefs of individuals.
3. Compliance Existence of meritocracy system (recruitment, appointment, promotion and pay based on merit): Compliance meritocracy is Adhere justice in true meaning. Following satisfaction, commitment and sense of responsibility will appear in employee behavior organization and finally, to respect ethical principles and gradually lead to its quality of performance in the organization. But, if employees feel the injustice of payments, appointment and promotion, may leave organization or act different types of offenses which would undermine the moral spirit of the organization.
- 4&5. Staff satisfaction of payments (compensation) in the organization & the ability of individual satisfaction with their jobs: Whatever job satisfaction among employees be higher, the work ethic is higher. So organizations can use further monetary stimulus to create motivation and satisfaction of employees, non-monetary stimulus, such as policies to promote in organization, job enrichment, and career development. In this way, employees can offer their abilities to fit your job and doing it, is satisfied.
6. Existence compliance individual and organizational objectives: By creating Match of organizational goals and individual goals, it is clear that one of the organization's works is not tired and will continue to work with great love that As result of enthusiasm, the spirit and ethical of work person will be high and causes the development of both itself and the organization.
- 7&8. Other colleagues and managers' commitment to the values, ethics, rules and organizational desirable behaviors & Develop and apply the same rules and regulations for all employees and managers:

Those mid-level managers who face their bosses with immoral behavior management have low job satisfaction that eventually will lead to reducing the compliance ethics in the organization by them. In contrast, to see managers as a model of respect for ethics in the organization will lead to reinforce staff work ethic and encourages employees to compliance work ethics.

9. Close, friendly and Two-way relations between employees and managers:

Communication is very important in management and In fact, plays as four important roles: 1. the administrator can control through communication. 2. Motivate the staff. 3. Express their feelings than others. 4. The Community can provide information to individuals and groups need to decide.

10. Existence grounds for participation employee in the organization and their job

Management in organizations with low confidence, authoritarian and organizations with high confidence, called participation. As a result, whatever the sense of participatory management, is higher, higher work ethic and feel the imperative of management be higher, the work ethic lower

Finally, according to the findings of the table, ten factors impact on the organizations studied, it can be in order of preference, is as follows:

1. Compliance Existence of meritocracy system (recruitment, appointment, promotion and pay based on merit)
2. The ability of individual satisfaction with their jobs
3. Staff satisfaction of payments (compensation) in the organization
4. Education (vocational-technical education and training in ethical and behavioral) from the organization
5. Close, friendly and Two-way relations between employees and managers
6. Develop and apply the same rules and regulations for all employees and managers
7. Existence grounds for participation employee in the organization and their job
8. Existence compliance individual and organizational objectives
9. Existence Charter of ethical in organization(ethical policy)
10. Other colleagues and managers' commitment to the values, ethics, rules and organizational desirable behaviors

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