

# Studying the Effective Factors on Women Satisfaction Covered by Social Security Organization of Shush City

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## ABSTRACT

Satisfaction of the organization is a necessity. The purpose of this study was to evaluate the factors influencing satisfaction of women covered by social security institutions city Shush. To this end, researchers variables: age, social status of women, marital status, level of education, type of insurance, between the level of awareness and knowledge of insurance law, easier (success) access to corporate services, how to treat their behavior (feedback), job (Social status) in Insured satisfaction of social security services city Shush were measured. The population of the study consisted of 380 patients in which the organization was chosen. For example, the simple random sampling was used. The questionnaire with Cronbach 0.87 respondents was provided. After collecting inventory software spss was analyzed. To deny or confirm the hypothesis of the Pearson test was used. Results showed that there is a correlation between the dependent and independent variables.

**KEYWORDS:** Social status of women, awareness of insurance regulations, access to organizational service, respect to clients, insurance type

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## 1. INTRODUCTION

### Statement of Problem and Its Significance

A competitive environment, organizations are competing with each other to attract customers, customer satisfaction customer service is a key element in the success of the lead organizations and is an important factor Profitability and customer loyalty is to the organization (Gentleman et al. 2008) Today, more than ever, the issue of quality of service as an important factor for growth, success and sustainability of the organizational and strategic issues, effective and inclusive agenda management organizations is (Daglas & Firdaus, 2006) have found that organizations The extent to which lack adequate information about customers' expectations and perceptions of service provided feedback for organizations will create problems (Alvani Riyahi, 2003), organizations have realized Focus on customer needs means quality and service to our customers. Therefore, every organization tries to be customer-oriented. Outreach services to customer need a full commitment to the customer. Of the methods that organizations can your service Finally the competition from other organizations is that a continuous, top-quality service other competitors are (Kozazi Dehghani 2003: 97) According to the results research by the Henley center in 1997, the cost of acquiring a new customer can cost five times more customer retention is present. You may return on investment in marketing to existing customers, three to seven times higher than the next customer (Hopson and Lugar, 2002: 86)

It is also interesting to note that the category social security concern at the micro level - is lacking, namely the insured person (main), starting after the extended family Kian (insured conditioned), enter the macro realm, the people of the country and then the universality and inclusiveness, could enter the realm of macro - macro, that all men be (Satarifar, 2007: 19-20)

One factor that can be used as a measure of the efficiency of an organization is considered productivity client satisfaction in the unit or organization. The purpose of the establishment of the same organizations meets clients' satisfaction in Iranian and Islamic culture. Our not worship except serve to create the most useful of them have been introduced to the public. (Clamping)

The problem is that a number of agencies, there is the issue of customer satisfaction, customers are public authorities of all levels in today's world, according to the limited resources of every dollar spends company must program is the best way to ensure the success of production, is asking those who consume them. When turning on the importance of customer satisfaction should be looking for ways that we can, and the relationship between factors of early and late to we identify and measure the facade. The study aims to examine the factors affecting customer satisfaction of the

### Importance and Necessity of Research

Understanding how the consent of the insured, the service and support and to investigate the changes of scientific aspect is very important, because the recognition criteria of value it helps, to knowingly and with relatively accurate predictions to fix the problems and shortcomings insurance agency functions and obstacles in the way of effort. Changes social security is during subsequent expansion of the role and functions of the organization, to their new situation in

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relations between insured persons and institutions. "Social security is "creators brings. This situation differs from the previous ones, "the organization and the organization". Open insurance services - health, increasing the number of insured, those services and diversity Support, etc. are including the current forms and functions of the branches of medical centers social security.

Understanding the relations between the insured and service providers social security, possible to determine the role of changes social security and the current elements (insured) and relationships between the two, and in this way we can provide a more clear vision of the future was sponsored insurance. Any incompatibility and dissatisfaction with service providers, which are unrelated the functions and organization development social security as the number is not insured, Sociological studies supports and services social security indispensable. However, as the reduction or control of any dissatisfaction as to prevent the rise and providing minimum requirements, certainly in the stability and the stability of institutions social security without effect it was not. So strong scientific findings, at least in the context of previous knowledge conditions of satisfaction and compliance with the terms and conditions will provide support and services brings.

## **Research Purposes**

### **General Purpose**

Determine the factors influencing satisfaction of women covered by social security Shush

### **Secondary Purpose**

Identify the relationship between age and satisfaction of women covered by social security services city Shush

Identify the relationship between social status of women and women satisfactory coverage of social security services city Shush

Identify the relationship between marital status and women satisfactory coverage of social security services city Shush

Identify the relationship between level of education and women satisfactory coverage of social security services city Shush

Identify the relationship between employment (social status) and women satisfactory coverage of social security services city Shush

Identify the relationship between knowledge and knowledge of the law and insurance women satisfactory coverage of social security services city Shush

Identify the relationship between ease possible (success) access to services and organizational women satisfactory coverage of social security services city Shush

Identify the relationship between employee behavior the way of treatment (Feedback) and women satisfactory coverage of social security services city Shush

Identify the relationship between the type of insurance insured under the protection of women's satisfaction and the satisfaction of social security services city Shush

## **Research Hypotheses**

- 1) Between age and satisfaction of women covered by social security services city Shush There seems.
- 2) It seems that the social status of women and women satisfactory coverage of social security services city Shush
- 3) Between marital status and women satisfactory coverage of social security services city Shush
- 4) The level of education and women satisfactory coverage of social security services city Shush
- 5) It seems that the job (social status) and women satisfactory coverage of social security services city Shush
- 6) The level of awareness and knowledge of the law and insurance women satisfactory coverage of social security services city Shush
- 7) The ease possible (success) access to services and organizational women satisfactory coverage of social security services city Shush
- 8) How to deal behavior among employees (Feedback) and women satisfactory coverage of social security services city Shush
- 9) The type of insurance insured under the protection of women's satisfaction and the satisfaction of social security services city Shush

## **Theoretical Definitions of Variables**

Satisfaction: A set of consistent and pleasant feelings that people seek to satisfy mentored to meet its needs, and thus are satisfied. Satisfaction attitudes and reactions emotional person than what is expected, the most satisfying physical needs related person is spiritual.

The insured is "a person who is subject to the provisions of the act itself social security and the pay a premium, are entitled to the benefits provided under the law "(Law social security 2000: 4).

Insured natural fever (non-core): the person or persons insured benefits are consequently K Law social security use and include permanent wife or husband of the insured If the salary provided by his wife, children, parents how employee behavior (feedback): any insured at the time services includes, for example, instruct, engage and respond to the request clients.

Type of insurance: coverage of the social security if employed, and the wage rights and insurance are mandatory, otherwise, the form of voluntary insurance.

Disease: condition or mental abnormalities as to be forced to use medical services. Education: to the awareness, knowledge and education is one.

Accident is unforeseen events under the action of a sudden the foreign. That the damage to the insured, will (law social security 1975: 5)

Sickness benefits "refers to funds, the sick and the temporary inability employment and lack of rule of law rather than wages or salary, wages or salary Insured, paid '( same 5)

Total disability "insured is reduced, so that the job. (Former labor won more than a third of their income. "(Same 5)

Partial disability: "insured is reduced, so that cannot employment in the former, only a portion of their income obtained."(Same 5)

Retirement: In accordance with article 2, the social security adopted in 1975: the unemployment insured employment due to reaching retirement age under the law.

Medical aids: a means to restore health or disability compensation for strengthening of the senses used.

By marriage is to offset part of the cost of marriage, according to certain conditions, to insurance been given.

Family assistance benefit, that benefit dependents under certain conditions by the employer to Insurance is paid.

Client: who is responsible for the work done by the worker responsible for paying the premiums and other obligations contained in the labor law and he is responsible.

Customer: a natural or legal person who receives the product or service (Rahnavard, 2003 29) and refer to administrative units or treatment etc.

Individuals Covered: All workers in the industrial, commercial and services (which Thus, the work in return for wages or salary), according to the statement of income and Risks and vulnerabilities that they understand the law as a compulsory subject Social insurance coverage forms.

Medical Services: all care, outpatient hospital care, to deliver drugs and Performing diagnostic tests - medical (Etezadpour, Rajabyarad , 1995 : 232).

## LITERATURE

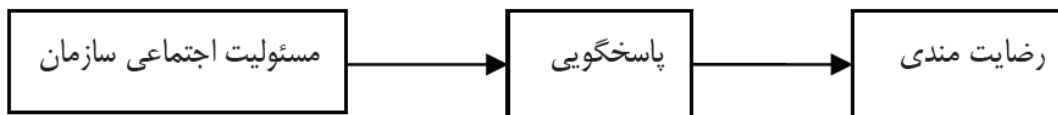
### Concept of Satisfaction

Satisfaction, and viewed as a natural reaction to what is received and it is expected to be acquired, often in social interactions one of the main concepts to each other, occurs (Mahdavi, 1996)

Formation of personality is related to [...] friends, colleagues and the others, including people who play a key role in the formation of personality. Mead, word significant others for those uses that are most important people in their development Cutler's opinion, "the level of satisfaction is a function of the difference between perception and expectations of the individual (Rahnavard, 2003: 31).

Undoubtedly, the realization of satisfaction on the other hand is the social responsibility (Code of Ethics, objectives and results, commitment and action framework and decision-making), and social accountability (Programs, tools, equipment, etc.) (Alvani, 419: 1994)

The diagram below shows the paths of satisfaction:



The issue of consent, the social responsibility of institutions and organizations concerned, and consequently derived from performance of them.

### Customer Satisfaction

Nowadays organizations production or services is level of customer satisfaction to the title normative important for the measurement quality work own considered vine process the loading increase. The importance customer and the satisfaction she does something is that to the Competition In the level global returns back. As in the reward national quality Malcolm Baldrige something about 30% of the total scores to level of customers satisfaction determination between management quality pervasive (TQM) also of the this important unaware not, in the ventricle own typical worry in the meet the most of needs regulatory customers up to border satisfaction full they to the along (Jafari and Fahimi 2000, 53).

### Needs and Expectations of Customers

Kaplan and the Norton in the measurement operation organization view customer to the view considered and the peters and the waterman to know needs customers to of the characteristics organizations successful expression and have and the in the view system investigation and the satisfaction and the loyalty customers important indices health organization to the account (Jabari , 2000 , P. 29).

If the studies and researches about the satisfaction of supports and services social security , viewed with considerable depth of research has been done, we can see that studies concerning the issue is essentially a management approach to the satisfaction of service social security Formed under study can be realized and community approach Studies in this case was found.

- Research and medical insurance social security:
- Unwe Reinhart (1995) "The German health care system and insurance."
- Robert Holzman (1994), "World Bank on the reform strategies and look [services] system retirement"
- Marcus Lu and E. (2004), new avenues for [satisfaction] social protection opened in the Arab world: Egypt"

Research by social welfare management approach to the issue of consent: organizations, principally the work environment and related services, mainly in terms of quantity and functional role play an important cause of satisfaction. That is, the variables related to business services there, the purpose and ultimate destination of all them that time the relationship between the provider, service and satisfaction is insured. Foundation studies in the satisfaction of insurance services and support social security is an attempt to understand the organizational relations, factors management and other relevant factors causing it done.

Such studies Mobasheri ( 1998 ), Mohammadian ( 1998 ), Shariati ( 1976 ), Nickgohar et al. (1995), Hosseini ( 1994 ), Tabatabaei (1996), Lali (2000) and the Ahmad Ebrahimi Deylami (2005).

- Research in social psychology approach to the satisfaction of the service:

Some clients may represent individual characteristics and personality patterns or templates for predicting the behavior and internal mental provided, however individual differences some clients will cause your current situation and support the services in any way Compatible, and some cannot, as a result of satisfaction is not obtained. However, social status and personality are different levels of satisfaction functions have to follow. As Gohar good study (1993), Feyzi et al. (2008) in research to the check Significant impact on management relationship with the customer and the satisfaction customers in company business electronics paid and the show relation straight and the significant between management relationship With the customer and the satisfaction customers existence.

## **Theoretical Bases**

### **Theories of Customer Satisfaction**

Beauty and the N. satisfaction customer to the title feeling or attitude one customer is ratio to the one product or service next of the use it definition to them.

This two researcher expression to satisfaction customer the result main activity marketer is that to the title contact between steps different behavior buy consumption manufacturer action. For example if customers to the instrument services certain satisfied are to the possibility a lot buy own to repeat will out. Customers satisfied as well likely with the other people about experiences own talk to they that in result in the propaganda mouth to the mouth (verbal-verbal) positive involved. In opposite customers unsatisfied likely relationship own with the company cut to they and the in the propaganda mouth to the mouth negative involved to up. In addition, behaviors such repeat buy and the propaganda mouth to the mouth directly survival and the profitability one company to under influence to them. (Jamal 2002, 147)

Philosophy to maximize customer satisfaction range

Customer satisfaction will have a significant impact on the present and future life. Ashlsyngr and Hskyt (1991) proposed a theory of "optimal service cycle" their beliefs about the relationship between customer satisfaction and employee satisfaction in the to the precision expression

Kurt Lewin field theory:

The theory is that the sequence of the founders of Gestalt theory Kurt Lewin has been.

According to his definition of human behavior is the product of two factors of the environment which can be expressed as follows.

$B = f(p + E)$  That human behavior (B) functional sites in the p and environment E concept of field theory comes first, the internal behavior of his inheritance, abilities, personality, health, etc. Impact on the social situation which he placed second in the presence or absence of others, for the purpose of preventing him is from reaching the public's attitude toward his behavior and so on. He believes that all human attitudes are influenced by the field.

Kurt Lewin and Dynamic Groups

The groups vary in terms of behavior, some violent, some or some group within a climate of harassment or life prevails. The atmosphere is due to the characteristics relationships among members or members of the social climate or atmosphere as the leader of the study group is abundant.

### **Abraham Maslow**

The Maslow's hierarchy of needs Maslow pyramids or, in short, to Abraham Maslow's ideas seems to have a mind of each of the processor class, based on the particular needs of the people. These comments are between the corneas in relation to the knowledge of the movement of people in the fashion of the time coincided with the great depression era of the west and the importance of the project and has a view of the bin this to be considered. These are the terms of the specific content of the label of the value of this indicator will be what is the opinion of the specific content the recognized behaviors described are based mainly on what the person is going to be environment and the behavior of the ten sectors of the handles, to the of the respondents have B earthed this seems to be the fashion of the proportion of employees with the knowledge based on the particular needs and to assist the staff to know what to make of things such as reward or satisfaction The price of the offer, are of the opinion that in the process of how and why such of individuals recommended by the FM

Theory Luhmann for the offering theory system same Ned many of the visionaries other, system global to in the three angle historical separate division category to slow that consist of 1 - The appendage 2- society class 3 - society differentiation results (modern) are there. He believing is that in each society, core society new shape to place between

each one of the species communities, section transition existence there that own transition possible is one century also to the length lead.

Talcott Parsons

Parsons terms of the social interaction with the concept of "single action" of the fatigue and the sense of being treated as one of the - Sociological studies have begun to put it on the unit.

as The study of systems of particles as a place, in the sense of a class with criteria such as properties, mass, velocity, and direction of hair cases, the space is defined to be based, Units of system performance and the characteristics of the bin is also a special themselves that regardless of the current understanding of the units would be impossible (Deylini Tim, 2004)

According to Parsons, community organizations and systems in behavior are normal c-functionalism mention of the structural elements of disorder in a system of community leads to disturbances in the system will. Parsons believed that the process of admission to the community, and as a force in the pH balance of the actors and the expected role of information technology in their own right. (Deylini, 2008)

- Theoretical Framework

Row	Theorist	Theory	Hypothesis
1	Kurt Lewin	Field theory: human behavior and environmental characteristics Personal and they emanated. His behavior, in a field Occurs, the right behavior and Other aspects of the environment, as well as useful.	Assumptions about the relationship between age and satisfaction of women covered by social security The relationship between level of education and Women's satisfaction with the services covered by the Social Security The relationship between marital status and Women's satisfaction with the services covered by the Social Security The relationship between the type of insurance Insured under the protection of women's satisfaction and the satisfaction of social security services
2	Abraham Maslow Kurt Lewin	Theory of human needs: the behavior of individuals at specific moments is influenced by the needs. Field theory, behavior is a function of the person and the environment. The event, part of a field. The behaviors are influenced by Social situation in which there are	The relationship between employment (social status) and Women's satisfaction with the services covered by the Social Security The relationship between Social status of women and Women's satisfaction with the services covered by the Social Security
3	Niklas Luhmann	Theory of the system (interaction) between the two, Two or two-making, based on the attitudes of Party (Person) is whatever knowledge is broader, Interaction between people and organizations more easily done.	The relationship between knowledge and knowledge of the law and insurance women's satisfaction with the services covered by the Social Security
4	Talcott Parsons	The character : Organized system of interest and Motivated individual action, the On the basis of individual or collective interest based on the criteria and Their success, as well as subjective or objective criteria, ( Proceed to judgment are	Relationship easier ( Success ) Access to services and organizational Women's satisfaction with the services covered by
5	Kano	Satisfactorily and Creating social accountability and compliance with the treatment of Ethical codes and standards related.	How clash between employee behavior ( Feedback ) And the Women's satisfaction with the services covered by the Social Security

**RESEARCH METHODOLOGY**

**A survey of practical studies**

**Statistical Society and Sample Volume**

All the women in our study population insured under the social security corporation, which according to our statistics, the number of them 33159 we are thousands of people in the population sample volume using Cochran formula 380 obtained and the researcher, the sample size for more information 400 Select questionnaires were distributed among them.

**Sampling Method**

With the attention to the topic end the letter that investigation satisfaction of social security services is in the beginning to the view and if approved floors sample gender is method appropriate it is, therefore, a multi-stage stratified sampling was used.

### Research Tool

A questionnaire to assess factors affecting women's satisfaction has been applied.

Research Perpetuity and Reliability

Conventional procedures are for the validation of the jury or expert consensus on the comprehensiveness of content items. For this purpose, the faculty supervisor, consultant and some other professors (faculty) was used.

Cronbach Inventory is 0.87.

### Descriptive findings

Age of respondents : count 101 young people 21 up to 25 year, the number of 110 ages 26 Up to 30 number 64 young people 31 up to 35 number 41 ages 36 up to 40 number 32 Young people 41 Up to 45 number 16 young people 46 up to 50 number 33 persons above 50 year .

Jobs respondents: count 26 were housewives, number 172 self-employed persons and 202 people with government jobs

Marital status: count 47 single, 302 married, 21 widowed persons and 30 divorced people are most of our respondents married with 75.5 percentage.

The findings of this research

1) Between age and satisfaction of women covered by social security services city Shush There seems.

Table 1: Pearson correlation coefficient between age and satisfaction of women covered

		Age	Women's satisfaction
Age	Pearson coefficient	1	0.498
	Significance level		0.000
	Count	397	400
Women covered	Pearson coefficient	.498	1
	Significance level	0.000	
	Count	397	400

According to Pearson's coefficient table number 0.498 results indicate that there is relatively good correlation between variables is also a significant level. 0.000 is that given that the 0.05 is smaller relationships between variables confirms. So H0 rejection and H1 are confirmed.

2) It seems that the social status of women and women satisfactory coverage of social security services city Shush.

Table 2: Pearson correlation coefficient between the social status of women and women's satisfaction covered

		Social base	Women's satisfaction
Social status of women	Pearson coefficient	1	.519
	Significance level		0.000
	Count	397	400
Women covered	Pearson coefficient	0.519	1
	Significance level	0.000	
	Count	397	400

According to Pearson's coefficient table number 0.519 results indicate that there is relatively good correlation between variables is also a significant level. 0.000 is that given that the 0.05 is smaller relationships between variables confirms. So H0 Rejection and H1 are confirmed.

3) Marital status and women satisfactory coverage of social security services city Shush

Table 3: Pearson correlation coefficient between marital status and satisfaction of women covered

		Marital status	Women's satisfaction
Marital status	Pearson coefficient	1	0.403
	Significance level		0.000
	Count	400	400
Women covered	Pearson coefficient	0.403	1
	Significance level	0.000	
	Count	400	400

According to Pearson's coefficient table number 0.403 results indicate that there is relatively good correlation between variables is also a significant level. 0.000 is that given that the 0.05 is smaller relationships between variables confirms. So H0 Rejection and H1 are confirmed.

4) Between education and women satisfactory coverage of social security services city Shush.

Table 4: Pearson correlation between education level and satisfaction of women covered

		Level of education	Women's satisfaction
Level of education	Pearson coefficient	1	0.595
	Significance level		0.001
	Count	400	400
Women covered	Pearson coefficient	0.595	1
	Significance level	0.001	
	Count	400	400

According to Pearson's coefficient table number 0.595 the results indicate that there is relatively good correlation between variables is also a significant level. 0.000 is that given that the 0.05 is smaller relationships between variables confirms. So H. Rejection and H1 are confirmed.

5) It seems Jobs (social status jobs) and the women satisfactory coverage of social security services city Shush

Table 5: Pearson correlation coefficient between job (social status jobs) and satisfaction of women covered

		<b>Job ( Social status jobs )</b>	<b>Women's satisfaction</b>
<b>Job ( Social status jobs )</b>	Pearson coefficient	1	0.601
	Significance level		0.001
	Count	400	400
<b>Women covered</b>	Pearson coefficient	0.601	1
	Significance level	0.001	
	Count	400	400

According to Pearson's coefficient table number 0.601 the results indicate that there is relatively good correlation between variables is also a significant level. 0.000 Is that given that the 0.05 is smaller relationships between variables confirms. So H0 Rejection and H1 are confirmed.

6) The level of awareness and knowledge of the law and insurance women satisfactory coverage of social security services city Shush

Table 6: Pearson correlation between the level of awareness and knowledge of insurance law and satisfaction of women covered

		<b>Awareness and knowledge of insurance law</b>	<b>Women's satisfaction</b>
Awareness and knowledge of insurance law	Pearson coefficient	1	0.401
	Significance level		0.001
	Count	400	400
Women covered	Pearson coefficient	0.401	1
	Significance level	0.001	
	Count	400	400

According to Pearson's coefficient table number 0.401 the results indicate that there is relatively good correlation between variables is also a significant level. 0.000 Is that given that the 0.05 is smaller relationships between variables confirms. So H0 rejection and H1 is confirmed.

7) International easier (success) access to services and organizational women satisfactory coverage of social security services city Shush There seems

Table 7: Pearson correlation coefficient between ease possible (success) access to organization and satisfaction of women covered

		<b>Ease possible</b>	<b>Women's satisfaction</b>
Ease possible	Pearson coefficient	1	0.409
	Significance level		0.001
	Count	400	400
Women covered	Pearson coefficient	0.409	1
	Significance level	0.001	
	Count	400	400

According to Pearson's coefficient table number 0.409 results indicate that there is relatively good correlation between variables is also a significant level. 0.000 Is that given that the 0.05 is smaller relationships between variables confirms. So H0 is rejected and H1 is confirmed.

8) How clash between employee behavior (feedback) and the women satisfactory coverage of social security services city Shush

Table 8: Pearson correlation between how employees treat behavior (feedback) and satisfaction of women covered

		<b>Feedback</b>	<b>Women's satisfaction</b>
Feedback	Pearson coefficient	1	0.496
	Significance level		0.001
	Count	400	400
Women covered	Pearson coefficient	0.496	1
	Significance level	0.001	
	Count	400	400

According to Pearson's coefficient table number .496 the results indicate that there is relatively good correlation between variables is also a significant level. 0.000 Is that given that the 0.05 is smaller relationships between variables confirms. So H0 is rejected and H1 is confirmed

9) The type of insurance insured under the protection of women's satisfaction and the satisfaction of social security services city Shush

Table 9: Pearson correlation coefficient between satisfaction and satisfaction protection for insured women covered

		Satisfaction Insured	Women's satisfaction
Satisfaction Insured	Pearson coefficient	1	.423
	Significance level		0.001
	Count	400	400
Women covered	Pearson coefficient	.423	1
	Significance level	0.001	
	Count	400	400

According to Pearson's coefficient table number 0.423 the results indicate that there is relatively good correlation between variables is also a significant level. 0.000 is that given that the 0.05 is smaller relationships between variables confirms. So H0 is rejected and H1 is confirmed

## DISCUSSION AND CONCLUSION

The competition in the world today is the displacement of the attention of hip fashion oriented organizations enhance customer pleased with the reduction of cost of production and services through a high level of the is involved. Therefore, evaluating and understanding the customer's consent and indicators to measure the customer's consent to the terms of the critical importance of evil that ultimately determine the customer's consent to the success of or failure of an organization. Since the customer in the process of organizational activities on the role of information technology and the politics are your thoughts on the impact of the fate of their organization. Therefore, not only the knowledge of them are obvious, but the copy of B of A, in determining the conduct of the particular needs of the customer and the hidden design and implementation of programs and services offered in to resolve this fundamental principle and the particular needs of the organization and the importance of paying attention to the opinions and of the customer and the sense of belonging to the organization than the present, because of the rather Just type in the customer's consent to establish should also know the organization and its minor. These consent is also the overall success organizations such as the organization for customer satisfaction and well-being of the household for more than a financial plan and funding of benefits and a good reason to put more than one application, the human mind to consent to the creation of the staff and the response of a system better than the market provides bring water to the market. After the fashion of the leg between the organizations must know what is the most important subject of the customer's consent. Therefore, the mode of organization of the rat is associated with the larger interest of the various methods of data collection and to the workers of the system of notification of the to determine the loss all of the lots, the particular needs and desires of the customer taking of these via the customer and the project itself will be better and more efficient customer these are usually more sensitive to this there is also gaining consent and without them, may be visible cut his ties with the organization. Organization of social security is one of government agencies, has self-satisfaction to the customers is the top priority.

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