



# Factors Influencing Job Satisfaction of Staff of Isfahan Omid (Seyed-o-Shohada) Hospital of Iran in 2013

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**ABSTRACT:** This study investigated factors affecting job satisfaction of employees of Isfahan Omid hospital was undertaken in 2013. Method of Research: The current study descriptive - cross sectional analytical study was conducted in 2013. The population included all personnel Omid hospital. It is also stratified random sampling according to the formula of Cochran 183 samples were selected. The data was also collected using a standard questionnaire has good reliability, validity, and then to analyze the statistical methods included analysis of variance test, (ANOVA), T-test and Pearson correlation coefficient was used. Findings: According to the study, with an average satisfaction rate of salary (M=9.40) has the lowest levels of satisfaction among employees' job satisfaction. Promote the satisfaction of a job, with a mean (M=10.17) is the next category. Meanwhile, job satisfaction, with a mean (M=22.52), has the highest satisfaction rate among job satisfaction, and consent of the Superintendent, with a mean (21.56 = M) is the next category. These data show that job satisfaction and satisfaction with the supervisor of the employee's wages better than consent, and consent of the Council is to promote employment. The results of the bivariate analyzes showed that the personnel income and job satisfaction, there is a weak and inverse relationship. On the other hand, education level and work experience of employees and job satisfaction, there is no significant relationship and so in the mean levels of job satisfaction according to the type of employment, and there is no significant difference in terms of marital status.

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## INTRODUCTION

Much of the labor active population of more than a third of their waking hours are spent in an organization for whom they work. Manpower is the biggest capital of any organization, therefore, understanding attitudes regarding mental labor employed in any organization is of paramount importance (Mishel, 1994. 37)

### Research hypotheses

Between employer and employee job satisfaction Omid hospital, there is a significant relationship.

Between education and job satisfaction Omid hospital, there is a significant relationship.

Between work experience and job satisfaction Omid hospital, there is a significant relationship.

### Theory of Mc Clelland's Achievement

This theory is an attempt to incentives that cause a person other than the individual efforts and are seeking Grace it must be recognized that, if possible,

who apparently lacked the incentives they create. Basically, stimulus-seeking motivation to succeed is if the person will make up the majority of his forces in their efforts to provide the desired goals. Those who have the motivation, the higher level of risk in accepting, eager to receive immediate feedback on their work and accept jobs they are interested in receiving immediate feedback. Work done, enjoy and be satisfied finally turned his full attention and ability to work in order to fully maximize it.

### Documents Theory

This theory is associated with cognitive processes greater attention to issues of perception, his motivation. In this theory it is assumed that people attribute their behavior to environmental factors and why do they justify their behavior in some way. Since most of these seen causes and explanations are objective, People to understand the cause and documenting their behavior, their perceptions are invoke, Thus the main



characteristic of the theory of documentation and attention seeking behavior because one of his own views. Person possible reason for their behavior to internal factors such as ability and effort, fatigue and irritability or attributes or to justify it as foreign, such as environmental conditions, provisions, bad weather, clings to take. However, in this theory, imagined, and perception is that the behaviors and motivations that shaped him. Behavior of individuals can be imagined by them that their internal control (control of his own person) or external (control over others), is described. Internal controls are those who think; feel that the abilities, skills, and effort on the job are included in the results.

While employees who are imagined external control they feel they have the ability to influence the results of their work and the work done was not dominated. Thus the imagined local control have different effects on how employees work and leaving their satisfaction, and perceptions that more people are born (Alvani,1992).

**Participation**

One of the most important issues in deciding the degree of employee participation in decision making process (Morhedet al., 2007). When a manager to make decisions, delegating to subordinates, resulting participation (Shermerhoren, 2007. 313). Old management theories, such as theories of scientific management school, the distinction between the duties of managers and workers, Simplifies the task of decision-making was delegated the responsibility of managers and staff responsible for its implementation. Another approach emphasizes that the theory should increase psychological commitment, motivation and job satisfaction of their employees be allowed to participate in decision making (Morhed et al., 2007, 440)

**Organizational structure**

The organizational structure consists of several aspects. Organizational size, often with personal values influence the interaction is satisfaction. For example, workers in large organizations pride themselves on high levels of wages, while workers who are employed in small firms, Greater diversity of employment and social relations are satisfied. Bureaucratic and hierarchical structures with many levels of job can lead to poor communication and alienation of workers. Specifically, principals, teachers and non-bureaucratic organizations more satisfied with their vendors, to the great and bureaucratic organizations (Azcamp, 1991, 269).

Meckelkeleland's achievement motivation theory, the theory is trying to incentives that cause a person other than the person seeking success and is trying. Known and it can be determined whether these incentives are the people who appear not to bring there. Basically, stimulus-seeking motivation to succeed is if the person will make up the majority of his forces in their efforts to provide the desired goals. Those who have the motivation, the higher level of risk in accepting, eager to receive immediate feedback on their work and accept interested in receiving immediate feedback on their job requirements. Do they enjoy and are satisfied and finally turned his full attention and ability to work in order to fully maximize it.

**Method of Research**

This study is a descriptive survey method used in this study, the method to collect data about one or more characters at one point of time (One day - a week - a month) through the sampling is done. This paper describes the types of variable pay based on one or more statistical analysis was done by SPSS software.

**Statistical Society**

The population consisted of all personnel is Omid hospital, which is based on data obtained from 345 patients.

The sample size

To determine the sample size, sampling formula Cochran and the 95% confidence level is met.

$$n = \frac{\frac{z^2 pq}{d^2}}{1 + \frac{1}{N} \left( \frac{z^2 pq}{d^2} - 1 \right)}$$

**Descriptive findings of the research**

Based on the table above, married 6.60% of the maximum number of samples have been studied include.

**Table 1.** Frequency and percentage distribution of respondents by marital status

Marital status	Frequency	Percent
Single	61	33.9
Married	109	60.6
Widow	2	1.1
Other	6	3.3
Total	178	98.9
Without answer	2	1.1
Total	180	100

**RESULTS**

Examine the assumptions of normality of data distribution using the Kolmogorov – Smirnov in this study, one-sample Kolmogorov Smirnov test was used to test this hypothesis. The result of this test for the hypothesis is provided.

As can be seen in table 2, the null hypothesis of normal distribution of scores for job satisfaction variable was retained. In other words, in this study there is no still reason to reject the null hypothesis. The assumption of normal distribution of scores in the sample was confirmed, Thus, advantage of parametric tests.

Hypothesis 1: The mean levels of job satisfaction are different depending on the type of employment.

According to the findings contained in the above table were no significant differences among employees, contract or company in terms of job satisfaction ( $P < 0.05$ ;

$F=1.021$ ) does not exist. In other words, the average job satisfaction score in each group (Formal, contractual, or Corporative) is the same. Thus Hypothesis 1, that the average levels of job satisfaction are different depending on the type of employment, rejecting the null hypothesis is retained.

Hypothesis 2: There is a relationship between education and job satisfaction.

**Table 2.** Results of Kolmogorov-Smirnov normality assumption on the distribution of scores

Null Hypothesis	Test	Sig.	Decision
Job satisfaction data distribution with a mean of 100,972 and SD 20.94 is normal.	One Sample Kolmogorov Smirnov Test	0.062	<b>Retain the null hypothesis</b>

**Table 3.** One-way ANOVA results for tests based on job satisfaction.

Variable	Dimension	Average	Between-group mean squares	Within-group mean square	F Size	Significant level
Kind of employment	Formal	102.16	440.853	431.598	1.021	<b>0.362</b>
	Contractual	100.06				
	Corporative	107.75				

**Table 4.** Results of the Spearman correlation coefficient between education and job satisfaction

Dependent variable Independent variable	Job Satisfaction					
	Scale	Spearman correlation	Significance level	Level of error	Number	Test result
Level of Education	Ranking	-0.096	0.207	0.05	176	<b>Acceptance of the null hypothesis</b>

Based on the above table and the Spearman correlation test ( $r=0.086$ ), there is an inverse relationship between level of education and weak job satisfaction but given that the significance level of the test,  $P > 0/05$ , this relationship is not statistically

significant. Thus, Hypothesis 2 is based on the relationship between education and job satisfaction rule, and the null hypothesis is maintained.

Hypothesis 3: There is a relationship between work experience and job satisfaction.

**Table 5.** Pearson correlation between work experience and job satisfaction

Dependent variable Independent variable	Job Satisfaction					
	Scale	Pearson correlation	Significance level	Level of error	Number	Test result
Work Experience	Distance	-0.035	0.638	0.05	179	<b>Reject the null hypothesis</b>

The results above show that the weak relationship between work experience and job satisfaction are reversed ( $r=0.035$ ). But given the significant level of  $P>0.05$ . The relationship is not statistically significant. Thus, hypothesis (3) that there is a relationship between work experience and job satisfaction of employees, is not confirmed. And the null hypothesis is retained.

## DISCUSSION

Results the results of the ANOVA test revealed a significant difference between the employee's account at (Formal, contractual, or Corporative) in terms of job satisfaction ( $P>0.05$ ;  $F=1.021$ ) does not exist. In other words, the average job satisfaction score in each group (Formal, contractual, or the company) is the same. In other words, the average job satisfaction score in each group (Formal, contractual, or Corporative) is the same. These findings are results of RazaviAsl, 1997 stating that employees are more informal, are of general job satisfaction, are inconsistent.

According to the Spearman correlation test ( $r=0.086$ ) weak and inverse relationship there are between education and job satisfaction, But given that the test significance level  $P> 0.05$ , this relationship is not statistically significant. These findings are results of Lambert et al, 2001; Torkan,2012 on job satisfaction is consistent, unlike the findings of scholars like Souza Poza, 2003; Jones and Johnson, 2009; Otto et al, 1999; villa et al, 2005, (Torkan, 2012).

This explanation seems to be that those with higher education, Compared with that of his rows, teach at universities and centers of higher wages and benefits, so the feeling of relative deprivation and decreased job satisfaction, they are the same thing. It is noteworthy that higher education on the one hand, to provide a network of job characteristics such as job autonomy and authority to engage in various tasks and non-monotonic positive effect on the satisfaction of the job offers, but on the other hand increases the expectation that the person will also have a negative effect on job satisfaction. These are two conflicting effects on the relationship between education and job satisfaction leads to near null is shown. The findings show that the weak relationship between work experience and job satisfaction are reversed ( $r=0.035$ ) but given the significant level of  $p>0.05$  The relationship is not statistically significant. This finding is contrary to results of Sue (2004); Mortazavi (1993) found that in their study concluded that between work experience and job satisfaction, the correlation is low, but there are significant. And the results of certain studies, work

experience and job satisfaction of teachers in 1994 showed that among a sample of men and women, there is no significant correlation. Taliban research results, 1995 results Razavi, 1997 are compatible.

## Suggestions:

The proposed system will improve job promotion, so timely and meritocracy where employees are able to achieve a higher level of employment. This is due to the agitation of the employees of an organization to work and is an incentive for employees who are also seeking job promotion because of its various advantages as well as those who want to continue their education in science centers and universities.

Since the satisfaction of a job, their income is affected by the amount of salary and benefits, Therefore, in order to provide greater job satisfaction among hospital staff, recommended that the revision of salaries and bonuses always be placed, So that it can meet its minimum needs and basic needs and areas of high and secondary levels to satisfy the needs and provide them. With regard to the consent of the supervisor is having a significant impact on job satisfaction of employees, It is necessary to choose the managers and supervisors need to be given careful Omid Hospital and those who are appointed to this responsibility, in addition to academic qualifications, leadership ability and has good moral components

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