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## Relationship of job satisfaction and demographic variables in pars ceram factory employees in Iran

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### Abstract

The purpose of the article was to study the relationship between job satisfaction and demographic variables in Pars Ceram Factory employees. The research was descriptive and survey study. The sample group was 120 employees out of 1000 total staff of the factory who were selected randomly. JDI and personal data sheet were used as tools. Descriptive and inferential statistics (correlation, t-test and multi-variables regression) were employed. Results showed that there was a correlation between employees' job satisfaction and a few demographic variables (like sex, age, education and etc) and also with few organizational factors (such as job situation, work shifts and hours). There were found significant differences in job satisfaction of men and women ( $\alpha=0.005$ ), single and married ( $\alpha=0.036$ ), formal and contract recruitment samples ( $\alpha=0.001$ ) & between groups with different salaries ( $\alpha=0.001$ ). Such studies can provide suitable information for employees/employers to promote the organizational productivity.

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### 1. Introduction

According to the importance of labour force job satisfaction and adaptation between job and employee to enhance efficiency and productivity, especially in industrial workplaces, a research was conducted under the name of "the relationship between job satisfaction and demographic variables in Pars Ceram Factory employees in Iran". Job satisfaction is an emotional pleasant and positive status which is resulting from the job assessment or job experience of an individual (Saatchi, 2008).

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Different studies on job satisfaction show that organizational, environmental, individual factors and the nature of work are related to the variable. Hakman and Oldham (1980) considered that factors such as meaningfulness of work, responsibility for work outputs, and awareness of the real results of working activities are effective in the increase of job satisfaction.

### 1.2. Background

In the field of job satisfaction, motivation-hygiene theory is related to job enrichment primarily insofar as the two incorporate certain overlapping concepts (Herzberg, Mausner and Snyderman, 1959). According to the theory, job satisfaction is an outgrowth of five intrinsic aspects of the work, the motivators (achievement, verbal recognition, the challenge of the work itself, responsibility, and opportunity for advancement and promotion). When they are present in a job, a person's basic needs for personal growth and self-actualization will be satisfied. Positive feelings and improved performance will result. Opportunity for growth is also treated as a motivator, although this category lacks support in the original theoretical research. Job satisfaction is said resulting from a completely different set of factors, which characterize the context in which work is performed. Primary among these factors, which are called: company policies and administrative practices, technical quality of supervision, interpersonal relations, especially with supervisors, physical working conditions, job security, benefits and salary. Hygiene can serve to remove dissatisfaction and improve performance to a point, but beyond that, improving them does nothing. Instead, to elicit strongly positive feeling and high levels of performance, it is necessary to concentrate on motivators (Miner, 1992).

### 1.3. Literature Review

There is a significant difference between part-time and full-time employees in job satisfaction (Giannikis & Mihail, 2011). Pagan (2011) in the survey of job satisfaction differences based on age and disability, declared that workers who were aged and with physical disabilities, had less job satisfaction in comparison with healthy workers. Tabatabaei and Gharanjiki (2011) in the survey of relationship between stress resulting from work and job satisfaction with work shifts and hours of the Hormozgan Cement factory employees, showed that there was not significant difference in job satisfaction among five worker groups in respect of their salary and promotion of job opportunities ( $k=3.81$ ,  $\alpha=0.05$ ) but in respect of their supervisor(s), there was found significant difference ( $k=19.28$ ,  $\alpha=0.01$ ). Tabatabaei, Ghaneh and Shokri (2011) in their research in one of the Iran industrial company, concluded that there is positive and significant relationship between job satisfaction and occupational health variables in respect of demographic variables like age, educational level, job experience and salary. Beside, men have more job satisfaction in comparison with women and 12-hours workers have more occupational health score than 8-hours workers. Tabatabaei and et al (2011) in their research on the relationship between general health, stress related to work and job satisfaction in Hormozgan Cement Factory employees in Iran, found that general health and job satisfaction of employees were higher than average ( $\alpha=0/01$ ) but their job stress was lower than average ( $\alpha=0/01$ ). After intervention, results revealed improvement of employees' job stress.

Results of Bukers research (2010) on the effects of individual and occupational factors on job satisfaction, findings revealed that age, job title and marital status had positive effects and organizational factors had negative influence on job satisfaction. Findings of Shafie abadi and khalajasadi (2010) on the relationship between Islamic Azad university workers job satisfaction and mental health indicated that there was not any relationship between job satisfaction of workers in respect of sex, educational level, age and marital status. Long\ (2007) in his research declared that job satisfaction had not any relationship with job title and sex, but job satisfaction was higher in workers with 1-5 years work experience in comparison with who had more than 20 years WE.. Sarminah (2006) studied on the effects of demographic variables on workers job satisfaction and job leave, results showed that training courses had positive effect on reduction of job leave; job satisfaction had more effect on job leave in comparison with other work characteristics, and workers perceptions about managers support made them more satisfied. Mc Govney (2006) investigated one of the agricultural organization workers job satisfactions in Florida. He found that the majority of workers were unsatisfied for their low salary, worry about their job future and social esteem. Also, women were more satisfied than men. Taghizadeh (2006) studies in the field of workers job

satisfaction and their happiness and concluded that there were correlation (0.25 to 0.45) among job satisfaction indicators, with work nature, co-workers, salary, promotion of job opportunities, and happiness. Rajabbeigi and et al (2006) resulted in their research that there was not significant relationship among low salary, kind of recruitment, education degree and job dissatisfaction, but between work experience and job satisfaction was found significant difference. Golafruz and et al (2002) concluded that job satisfaction in singles was higher than married and workers with more salary had higher satisfaction than workers with less salary.

Attention to employees' job satisfaction in the workplace by managers can cause creation of employees' positive attitudes to their workplace and as positive consequences at workplace like with better quality & quantity of work. Because of the importance of productivity and ascending movement of organizations and Mz ajor roles of employees' job satisfaction on it, the main objective of present research was to study the relationship between job satisfaction and demographic variables of the employees of Pars Ceram Factory, in Iran. The main hypotheses of this research were: There are differences in workers job satisfaction in respect of sex, marital status, recruitment statue, work location, mean salary and kind of passed training (H1). There are relationships between workers job satisfaction and selected demographic variables like sex, marital status, type of recruitment status, job position, mean salary and kind of training courses (H2). Job satisfaction of the employees is predictable by selected demographic variables like age, sex, marital status and educational level (H3).

## 2. Method

### 2.1. Data

This research was a descriptive survey. Statistical community included all (1000) employees of Pars Ceram Factory in the second six months of the year 2011. 120 employees who worked in different parts of Pars Ceram Factory in the above mentioned time were randomly selected out of 1000 employees.

### 2.2. Tools

1. **Questionnaire of Personal-Occupational Information:** This questionnaire was consisted of 14 questions.  
2. **Questionnaire of Job Satisfaction (Smith et al, 1969, JDI):** This questionnaire included six sub-scales. It's by of Cronbach's Alpha coefficient was 0.83 and its reliability confirmed by some of the psychometrics. Each tested case in these questionnaires was given a total score.

### 2.3. Statistical Method

Descriptive statistics, correlation co-efficient, t-test and multi-variable regression (step-by-step) were used.

## 3. Results

The majority of sample group were (23.3%) at the age range of 25-35 years, men population more than women, 79.2% married, 65% with a high school diploma and only 4.2% with graduate degree, only 33.3% skilled workers, 85%, 8-hours shift worker and 15% 12-hours shift worker, 94.2% day workers and 5.8% night workers, 74.2% in contract and 25.8% in formal recruitment status, 57.5% simple workers and only 1.7% in managerial job.

Table 1. Correlation between job satisfaction & recruitment, kind of shift works & shift works

Variable	Number	Correlation	Sig.
Job Satisfaction * Recruitment	120	Pierson	0.637
		Correlation	0.000
		Sig. (2-tailed)	
Job Satisfaction * Kind of Shift Works	120	Pierson	0.659
		Correlation	0.000
		Sig. (2-tailed)	
Job Satisfaction * Shift Works	120	Pierson	0.682
		Correlation	0.000
		Sig. (2-tailed)	

As Table No. 1 shows, there were positive and significant relationships ( $r=0.64$ ) between job satisfaction with recruitment, kind of shift works ( $r=0.66$ ) and shift work ( $r=0.68$ ), significant levels were at  $\alpha=0.001$ . So, job

satisfaction increases with changing status from contract to formal recruitment and from night shift to day shift works and reverse, but it decreases with changing from 8-hours to 12-hours shift works and reverse.

Table 2- Mean differences in job satisfaction of employees with respect to demographic variables

Variable	Levels	M	SD	T	Df	Sig.
Job Satisfaction	Male	168.75	28.291	-2.117	119	0.005
	Female	182.80	19.731			
Job Satisfaction	Single	174.68	14.707	1.252	119	0.036
	Married	168.28	24.362			
Job Satisfaction	Formal	197.19	6.848	16.815	119	0.000
	Contract	141.65	17.899			
Job Satisfaction	Salary less than \$500	142.93	21.711	-12.469	118	0.002
	Salary between \$500- 700	185.55	13.147			

As it has shown in Table No. 2, there were found significant differences ( $\alpha=0.005$ ) in job satisfaction of men and female. In respect of  $t=1.252$  about single and married samples, there was significant difference ( $\alpha=0.036$ ) in their job satisfaction. Also, it was found significant difference in job satisfaction ( $\alpha=0.001$ ) between formal and contract recruitment. According to figure of this table, there was statistically significant difference ( $\alpha=0.001$ ) in job satisfaction between two groups with different salary. Therefore, H2 accepted.

Table 3- multi-variable regression for job satisfaction of employees and some demographic variables

CV	PV	SS	Df	SM	F	B	$\beta$	T	Sig
Fixed		494.23472	1	1617.607	2.442	143.749		3.114	0.002*
Job Satisfaction	Training		1		2.442	-2.332	-0.039	-0.395	0.693
	Age		1		2.442	-0.276	-0.078	-0.444	0.658
	Sex		1		2.442	-7.717	-0.055	-0.489	0.626
	Marital Statue		1		2.442	-7.310	-0.105	-1.021	0.310
	Education		1		2.442	3.774	0.092	0/819	0.415
	Recruitment		1		2.442	6.024	0.193	1/230	0.221
	last Work History		1		2.442	1.091	0.127	0.992	0.323
	Recent Work History		1		2.442	-0/300	-0.063	-0.294	0.796
	Job Title		1		2.442	1.873	0.048	0.403	0.688
	Job Location		1		2.442	2.633	0.031	0.293	0.770
	Kind of Shift Work		1		2.442	14.609	0.230	2.129	0.036*
	Shift Work		1		2.442	-12.449	-0.157	-1.473	0.144
	Additional Work mean		1		2.442	0.115	0.206	2.091	0.039*
	Salary Mean		1		2.442	11.907	0.288	2.453	0.016*

Table No. 3 (multi-variable regression) has shown that according to F values and 0.95 significant level, job satisfaction was predictable through mean salary ( $\alpha=0.03$ ), mean additional work ( $\alpha=0.03$ ) and kind of shift work ( $\alpha=0.01$ ). So, H3 accepted which indicated to predict job satisfaction through selected demographic variables.

#### 4. Discussion and Conclusion

This study showed that there were positive and significant relationships between job satisfaction with type of recruitment (contract and formal), kind of shift works and shift work ( $\alpha=0.001$ ). So, job satisfaction increases with changing status from contract to formal and from night shift to day shift works. There were found significant differences in job satisfaction of men and female ( $\alpha=0.005$ ), single and married ( $\alpha=0.036$ ), formal and contract ( $\alpha=0.001$ ) and with different salaries ( $\alpha=0.03$ ) samples. Finally, job satisfaction is predictable with kind of shift work, additional work mean and salary mean.

The results of present research were in adverse with the results of researches of Shafie abadi and Khalajasadi (2010) and Long (2007) regarding to no specific relationship in job satisfaction between men and women, but it is in line with the findings of Mc Govney (2006) and Tabatabaei, Ghaneh and Shokri (2011). In addition, the findings of this research were similar with the findings of Golafruz (2002) on different job satisfaction between single and married groups, but different from Tabatabaei, Ghaneh and Shokri (2011). Also the results of this research about different job satisfaction between groups with different salary, is supported by results of researches of Mc Govney (2006), Golafruz (2002) and Tabatabaei and others (2011). These results showed significant difference in job satisfaction with respect to type of recruitment and salary that is in contrast with Rajabbeigi research results (2006). In addition, it revealed better job satisfaction in 8-hours workers than 12-hours workers that supported with Giannikis & Mihail (2011), and Tabatabaei and others (2011).

Therefore, there was a correlation (either negative or positive) between employees' job satisfaction and some demographic variables (like sex, age, education and etc) and also with a few organizational factors (such as job position, work shifts and hours); which it confirmed Herzberg's theory (1959) that indicated simultaneous effects of two major factors (health and motivation) on satisfaction. Investigating and identifying these relationships, can provide suitable and suitable information and practical strategies to the employers to be aware of employees job satisfaction rate and improve it through job enrichment and divide responsibilities among workers, change in rest breaks, training courses relevant to the job specifications, increasing salary and elucidating promotion procedures.

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