



Evaluation of the Relation of Business Ethics and Job Satisfaction

Houshang Taghizadeh, Saeid Sarbazy Moghadam, Hadi Yasrebdoost, Aziz Razmi
Department of Management, Tabriz Branch, Islamic Azad University, Tabriz, IRAN

Available online at: www.isca.in

Received 23rd February 2013, revised 26th March 2013, accepted 18th April 2013

Abstract

These days the business ethics and job satisfaction have found the important significant. In this model the business ethic as a dependent variable and the job satisfaction with its 10-components as an independent variable have been described. The statistical society includes the whole staff of the piece-making companies situated in Salimi industrial town, Tabriz city on 2011 and the statistical samples included 170 people of the piece-making companies' staff. The percent score average for satisfaction was 62.76, so the minimal percent score is for supervision and the maximum score is for relationship with colleagues. The ethics' obtained percent of scores average was 77.67. So the maximum percent score is related to trust and the minimum percent score is related to expertise. The results show that satisfaction has the important role in ethics and the staff's working.

Keywords: Job satisfaction, business ethics, staff's working.

Introduction

The ethic process in the managers' decision unites have had the longitudinal antiquity, and through the management as an independent factor has been investigated for three decades. The importance of the topic became significant when the market as a supply and demand, powers and wishes found the importance of this phenomenon. So utilizing the ethic science in business is the increasing and step by step process and it has been created according to needs and necessities¹.

According to some scholars, the job satisfaction is the important factors of the investigation, and its role as a main factor in evaluating the organizational health is not deniable. Mohd Nazri² did an investigation through the university's staff, and they presented a model that was a job commitment which specified the multiple variables through the organizational commitment, job saliency, and the group connection in job, employment involvements and job morality. The results showed that there was a significant relationship between job ethic and organizational commitment. In a research which was done by Mohd Nazri² the relationship among job morality, job views and the tendency to quit the job were investigated through the service organizations' staff. The results show that, the strong belief to the job ethic is related directly to the job satisfaction and organizational commitment and indirectly is related to the little tendency to quit the job. Black³ found that the organizational commitment is the foresight of the person's job morality, and it has the important effect on motional commitments.

Through the investigation which was done by Freidson, Elito⁴ the relationship between job ethic and organizational commitment were studied. In this research 474 staffs of 30 organizations in 5 regions of United Arab Emirates were used,

and the results showed that there are equivalence relationship between job ethic and organizational commitment, and also the results of the analysis showed that job ethic has positive and direct effects in different organizational dimensions (emotional, continues norm).

Theoretical View of the Research

Definition of Morality: Apart from the positive and negative views of the morality, the ethic term is the positive characteristics which are according to the society's norms.

Job satisfaction and its dimensions: Alexander, Jeffrey⁵ identifies the job satisfaction as the pleasant and positive excitement which resulted from the job evaluation or personal experiences. Whereas Davis⁶ believes that the job satisfaction is the range that in it the job domain grants one's demands. So by that, the job satisfaction can be defined as an evaluating process, which in it, what the person has in front of what he wants is investigated. Training employees is an important strategy for the employees to improve their abilities and skills in the expense of removing challenges and matching with new advances in technologies⁷. If organizations motivate their employees by satisfying their needs, the employees will be willing to learn more and perform better⁸.

Hoppock defined job satisfaction as any combination of psychological, physiological and environmental circumstances that cause a person truthfully to say I am satisfied with my job⁹. Job satisfaction can be defined also as the extent to which a worker is content with the rewards he or she gets out of his or her job, particularly in terms of intrinsic motivation¹⁰.

The job satisfaction theories: We consider that job satisfaction represents a feeling that appears as a result of the perception that the job enables the material and psychological needs¹¹.

One of the novice characteristics which presented about job satisfaction belongs to Harold¹². He divided the theory into two parts; micro models and macro models. In micro models theories, the effect is on inner factors and the powers that their granting causes to the people's satisfaction. Whereas in the macro, the effect is on organization; especially on the organizational processes which are necessary for producing and servicing. In this section at first the theories which are in the micro model characteristics will be studied and then the theories which are related to the macro models will be investigated briefly.

The micro models: The micro model theories include the theories which are related to the conceptual needs, theories and everything that the person brings with himself to the job domain. So, they imagine the job satisfaction in base of the satisfying of the inner powers in the job domain. In these theories, the assumption is when the person's conceptual and emotional needs satisfying is more, that person will be satisfied and creator.

The macro models: According to Harold¹², some of the theories; instead of improving the job satisfaction for person, are important for the organizations' context. These theories; which are in the macro models characteristic, because include the simple processes, are more important for managers.

The effective factors on job satisfaction: The effective factors can be divided into two parts; the environmental and personal factors: i. the environmental factors: payment, the job's suitable situations, supervising, a job-group improving the relations with partners, the organizational structure, ii. personal factors: age, duty experience, education, sexuality. Numerous studies have shown that dissatisfied employees are more likely to quit their jobs or be absent than satisfied employees¹³⁻¹⁵.

The job satisfaction model: The job satisfaction is important for staff, and managers are interested to the job satisfactions'

results for staff's behavior, so by studying the job satisfaction managers can reach to these results: identifying the problems and potential issues in the organization, identifying the staff's traffic and staff's more absent, evaluating the organizational effects on staff's attitudes and views, creating the correct and friendly relation between manager and staff, getting the correct and real information.

The figure-1 demonstrates the relationship between job satisfactions, staff's other views and attitudes and their results.

Ethics: Nowadays ethics is as a competitive merit in an organization. Fred David speaks about the strategic management; according to him, in an organization; the goodness ethic bases are the preconditions of the strategic management. The goodness ethic base means suitable company.

Managements are faced with ethical issues frequently and with increasing pressure on individuals and businesses both for ethical behavior^{16,17}, they are expected to have a well-developed moral imagination¹⁸ in order for them to act ethically.

The definition of Ethics: In initial conceptualizing, the ethics is a job morality, and nowadays some authors define it as a first definition. The ethics causes to motivate some stimulus and eliminates the abnormalities¹⁹.

The ethics is branch of the applied ethics which attends to the ethic in occupation, and the professionals have two expectations; first describing the unite ethic responsibilities in occupation and recognizing and solving the ethics. In ethics, there are two traditional and novice approaches: the traditional approach is the managing of the human resources that attends to people's ethical responsibilities in different jobs, and the novice approach has been improved in recent categories, which is the strategic management approach to the ethics. In this approach, the attention is to the organization's responsibility with systematic attitude⁸.

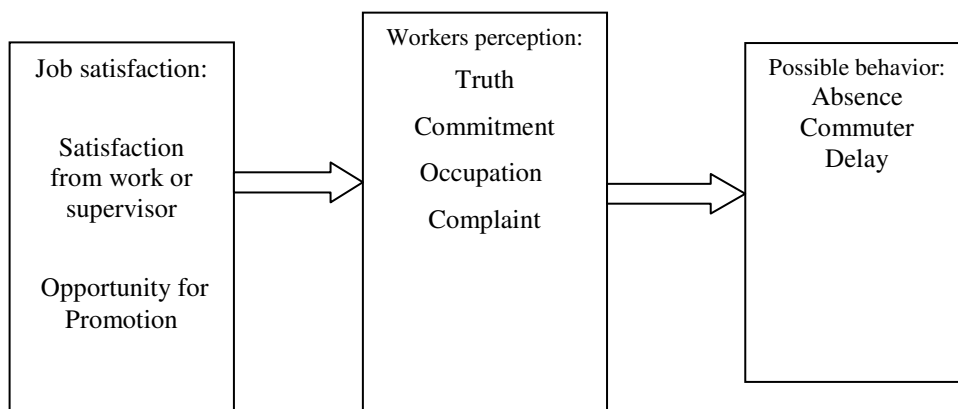


Figure-1
 The relationship between job satisfactions, staff's other views and attitudes and their results

It is well accepted that moral philosophy or ethical ideology influences an individual's reasoning about moral issues²⁰⁻²⁴ and consequent behavior. Differences in moral philosophy or ethical ideology are contended to explain differences in ethical judgments^{21,25,26}.

The research model: In this model, the ethics and job satisfaction with its 10-component have been designed as the dependent variables.

Society and statistical sample: The statistical society of this research includes the whole staff of the piece-making companies situated in *Salimi industrial* town in Tabriz. And for finding the capacity of the sample the Morgan table was used, and for selecting the sample the stratified random sampling method was used. So at first the name of the staff who worked in the companies were gotten and the employees of each unite were determined.

Methodology

Measurement of the Variables: Measuring the job satisfaction method: The job satisfaction would be evaluated in ten dimensions which include; career development, supervision, payment, pay and benefits, relation with partners, the work environment, work identity, recognition and appreciation, environmental policy, work responsibility, work security. Their domain scores were determined from zero to 100; that is, zero for dissatisfaction and 100 was for complete satisfaction.

$$\text{Business ethics} = \frac{\text{Min} - \text{collect score}}{\text{Min} - \text{Max}} \times 100 \quad (1)$$

Measuring the business ethics: Ethics were determined in seven dimensions which include; trust, evolution, transformation, persistence, commitment, and expertise. And also their domain scores were determined from 0 to 100. That is, 0 for not having ethics and 100 for having complete ethics.

$$\text{Job satisfaction} = \frac{\text{Min} - \text{collected score}}{\text{Min} - \text{Max}} \times 100 \quad (2)$$

Results and Discussion

After selecting the sample, the related questionnaires were distributed in the companies and the data were analyzed by *SPSS Software*.

The studied staff's age distribution: According to the table-1, the average scores of the work-identity-component of the studied staff was 58.65 with standard deviation of 17.12.

The minority scores of the work-identity-component obtained 29.17 and the majority was 100. So 25% obtained under the 45.83, 25% between 45.83 to 54.14, 25% between 54.14 to 70.83 and 25% up to 70.83 of the work-identity-component. The studied staff's deviation of the distribution coefficient of the scores of the work-identity-component was 0.77=sk which shows the deviation of the distribution coefficient positivity and the elongation factor was 0.26=sk. Totally the satisfaction from the studied staff's work-identity was evaluated in moderate.

Table-1

The studied staff's score distribution of the satisfaction, work-identity, appreciation, policy and environment, work responsibility, job security, trust, evolution, transformation, persistence, commitment, belongings, expertise and business ethics

Research variables	N	Mean	Max	Min	ku	sk	Std. Deviation	Mean difference
job satisfaction	170	62.76	86.48	30.45	0.11	-0.77	12.14	0.93
work-identity	170	58.65	100	29.17	-0.26	0.77	17.12	1.31
appreciation	170	57.79	100	10	-0.63	-0.47	18.08	1.38
policy and environment	170	55.25	100	6.25	0.52	-0.08	16.75	1.38
work responsibility	170	66.58	100	6.25	-0.51	-0.59	23.59	1.809
job security	170	70.99	100	0	-0.08	-0.61	20.59	1.57
trust	170	87.23	100	41.67	1.13	-0.92	11.07	0.84
evolution	170	78.05	100	25	-0.19	-0.65	17.23	1.32
transformation	170	74.88	100	25	-0.33	-0.46	17.78	1.36
Persistence	170	71.61	100	18.75	-0.36	-0.42	19.506	1.49
commitment	170	84.24	100	54.17	0.37	-0.65	10.93	0.83
belongings	170	78.02	100	20	0.59	-0.86	17.48	1.34
Expertise	170	69.67	100	25	0.04	-0.55	16.66	1.27
business ethics	170	77.67	98.81	44.11	-0.03	-0.52	11.31	0.86

The Kolmogorov-Smirnov test for recognizing the neutrality of the job satisfaction variables' distribution.

According to the table-2, the significance level of the test for job-developing, supervision, salary, relationship with collage, work condition, work-identity, appreciation, policy and environment, work responsibility, job security, job satisfaction was smaller than 0.05.

The Kolmogorov-Smirnov test for recognizing the neutrality of the business ethics variables' distribution.

According to the table-3, the significance level of the test for trust, evolution, transformation, persistence, commitment, and expertise was smaller than 0.05. So the score distribution of the variables is not natural. And unknown-parameter tests were used about these variables, and the parameter test was used for continuity variable and business ethics, which the score distribution was natural.

Explaining the studied staff's business ethic according to the independent variables: The table-4 indicates the method and the used independent and dependent variables for Regression

analysis. The value of the R2 or the coefficient determination is about 0.48. Since in the *Enter method* all variables are studied simultaneously, so the obtained R2 shows that 48% of the dependent variables differences would be explained the job-developing independent variables, supervision, relationship with Colleagues, workplace conditions, work-identity, appreciation, policy of the environment, job responsibility, and satisfaction. According to the analysis of variance, the meaningfulness of the Regression and the linear relationship between the variables with the significance level (F=14.908, P<0.001) were satisfied in 99 level. According to the main results of the column B Regression was used in multiple-Regression equation as a coefficient for foreseeing the value of the Y (Ethics). The *t* value of the Regression coefficients was counted, and their significance level has been come through the table. The value of the significant level shows that the effects of variables (supervision, workplace conditions and work-identity) are significance. But the other variables' effects (job-developing, relationship with colleagues, appreciation, environmental policy, job responsibility, job security and satisfaction) are not significant, and they have weak effect on foreseeing the ethics as a dependent variable.

Table-2
The Kolmogorov-Smirnov test for identifying the neutrality of the studied variables' distribution

Variables	N	Mean	Most Extreme Differences			Std. Deviation	Test	significance level
			Negative		Absolute			
job-developing	170	55.22	-0.16	170	0.16	17.51	2.101	0.000
Supervision	170	49.38	-0.12	170	0.18	16.74	2.42	0.000
Salary	170	68.16	-0.11	170	0.11	21.68	1.501	0.02
Relationship with colleagues	170	73.35	-0.11	170	0.11	16.501	1.43	0.03
Work condition	170	66.86	-0.08	170	0.08	19.16	1.15	0.13
work-identity	170	58.65	-0.09	170	0.209	17.12	2.72	0.000
Appreciation	170	57.79	-0.15	170	0.15	18.08	2.01	0.001
policy and environment	170	55.25	-0.11	170	0.11	16.75	1.46	0.02
work responsibility	170	66.58	-0.17	170	0.17	23.59	2.27	0.000
job security	170	70.99	-0.13	170	0.13	20.59	1.69	0.006
job satisfaction	170	62.76	-0.13	170	0.13	12.14	1.75	0.004

Table-3
The Kolmogorov-Smirnov test for identifying the neutrality of the studied variables' distribution

Variables	N	Most Extreme Differences			Std. Deviation	Mean	Test	Significance level
		Negative		Absolute				
Trust	1.67	-0.12	170	0.12	11.07	87.23	1.67	0.007
Evolution	1.57	-0.12	170	0.12	17.23	78.05	1.57	0.01
Transformation	1.48	-0.11	170	0.11	17.78	74.88	1.48	0.02
Persistence	1.28	-0.09	170	0.09	19.506	71.64	1.28	0.07
Commitment	1.605	-0.12	170	0.12	10.93	84.24	1.605	0.01
Belongings	1.92	-0.14	170	0.14	17.48	78.02	1.92	0.001
Expertise	1.71	-0.13	170	0.13	16.66	69.67	1.71	0.006
business ethics	1.009	-0.07	170	0.07	11.31	77.67	1.009	0.26

For the importance and role of the dependent variables in foreseeing the Regression equation, the *beta values* should be used. Since the values of the beta are standard, so by that it is possible to judge about the variables' relative importance. Large amount of beta shows its relative importance and role in foreseeing the variables. Here we can judge that; work-identity with (0.352), satisfaction with (0.288), environment with (0.246), responsibility with (0.169), relationship with colleagues with (0.140) and job security with (0.114) compared with other variables have the most roles in foreseeing the ethics respectively.

Step-by- step method: For comparing the results of the Regression analysis of the research variables, the step-by-step method was used. It can be seen through the below table that the research dependent and independent variables have been studied. The Regression analysis has been developed to 3rd step. In first step, the satisfaction variable was studied which its correlation coefficient (R) obtained with 0.602 dependent variable table-5. In this level the coefficient of the determination obtained R²= 0.362 and the adjusted coefficient determination R² obtained Ad=0.359.

In second step by entering the second variable; i.e. the job-developing, the correlation coefficient increased to 0.629, the coefficient determination increased to R²=0.395 and adjusted coefficient determination increased to R² Ad=0.388.

In third step by entering the environment variable, the correlation of the multiple coefficient increased to 0.645, determination coefficient increased to R²=0.416 and adjusted coefficient determination increased to R² Ad=0.405 (table-6).

Totally 40.5 % of the dependent variable differences can be explained by 3 variables; i.e. satisfaction, work developing and workplace conditions.

Conclusion

The obtained percent score average were like these; the work-developing component 55.22, supervision 49.38, payment and benefits 68.16, relationship with colleagues 73.35, environment 66.86, work-identity 58.68, appreciation 57.79, policy and merits 55.25, responsibility 66.58, work security 70.99 and the percent score average for satisfaction was 62.76. The minimal percent score is for supervision and the maximum score is for relationship with Colleagues. In contrast, the obtained percent score average for trust, evolution, transformation, persistence, commitment, and expertise components were 87.23, 78.05, 74.88, 71.61, 84.24, 78.02 and 69.67 respectively, and the ethics' obtained percent of scores average was 77.67. So the maximum percent score is related to trust and the minimum percent score is related to expertise.

The results show that satisfaction has the important role in ethics and the staff's working. Improving the environment, increasing the motivation in staff, increasing the good organizational affiliation, lining up the personal goals with organizational goals, improving and reinforcing the relationships between colleagues and managers, reinforcing the organizational commitment are suggested to increase the satisfaction and so improving the ethics through the organizations.

Table-4
The dependent variables in forming the Regression simultaneously

Significance Level	relation	sig	t	beta	Std. Error	coefficient	independent variables
%99	positive	0.000	8.79		4.18	36.79	Proved quantity
%95	negative	0.087	-1.72	-0.163	0.061	-0.105	job-developing
%95	negative	0.034	-2.13	-0.190	0.060	-0.129	supervision
%95	positive	0.136	1.50	0.140	0.064	0.096	Relationship with colleagues
%95	positive	0.005	2.81	0.246	0.052	0.145	Work condition
%99	positive	0.000	3.95	0.352	0.059	0.233	work-identity
%95	negative	0.898	-0.12	-0.012	0.060	-0.008	appreciation
%95	negative	0.202	-1.28	-0.096	0.051	-0.065	policy and environment
%95	positive	0.095	1.68	0.169	0.048	0.081	work responsibility
%95	positive	0.216	1.24	0.114	0.051	0.063	job security
%95	positive	0.293	1.05	0.288	0.254	0.268	job satisfaction
14/908		F-statistic		0.48		R ²	
0/000		P (F-statistic)		0.45		Adj-R ²	
business ethics		dependent variable		8.38		S.E of regression	

Table-5
The correlation of the multiple coefficients for explaining the ethics

Adjusted Coefficient Determination	coefficient of the determination	multiple correlation coefficient	step
0.359	0.362	0.602	1
0.388	0.395	0.629	2
0.405	0.416	0.645	3

Table-6
The dependent variables' coefficients in Regression model step-by-step

Significance level	relation	t	beta	Std. Error	coefficient	the dependent variables' coefficients in Regression model step-by-step	
0/000	positive	11.52		3.67	42.46	Proved quantity	1
0/000	positive	9.77	0.602	0.05	0.56	job satisfaction	
0/000	positive	11.608		3.59	41.71	Proved quantity	2
0/000	positive	9.48	0.76	0.07	0.71	job satisfaction	
0/003	negative	-3.01	-0.24	0.05	-0.15	job-developing	3
0/000	positive	11.76		3.54	41.66	Proved quantity	
0/000	positive	6.32	0.62	0.09	0.57	job satisfaction	
0/006	negative	-2.808	-0.22	0.05	-0.14	job-developing	
0/017	positive	2.41	0.19	0.04	0.11	Work condition	

References

- Hugh J., Arnold and Daneilc, Feldman, organizational Behavior, MC Grow-Hill, second printing, (1988)
- Mohd Nazri S., Job satisfaction and its associated factors among paramedics working in hospital, Besut Terengganu, Malaysian, *Journal of Medical sciences*, Supplement, 176-176 (2008)
- Black B., National culture and high commitment management, *Employee Relations*, 21(4), 389- 404 (1999)
- Freidson Elito, Professionalism, The Third Logic, Polity Press (2001)
- Alexander Jeffrey, Cultural Pragmatics: Social Preformance Between Ritual and Strategy, sociological Theory, 22(4), 527-537 (2004)
- Davis J.K., Professions, Trades and the Otligation to in from, *Journal of Applied philosophy*, 8(2), 167-176 (2004)
- Tahere N., Gharib Z., Dorbanai F. and Yaghoobi Jami A., *Research Journal of Recent Sciences*, 1(7), 59-67 (2012)
- Mousavi Tatfi S.A., *Research Journal of Recent Sciences*, 1(7), 45-51 (2012)
- Hoppock R., Job Satisfaction, Harper and Brothers, New York, 47 (1935)
- Statt D., The Routledge Dictionary of Business Management, Third edition, Routledge Publishing, Detroit, 78 (2004)
- Aziri B., Menaxhimi i burimeve njerëzore, Satisfaksioni nga puna dhe motivimi i punëtorëve, Tringa Design, Gostivar, 46 (2008)
- Harold Iaritt Managerial psychology, chciago; the university of chicago press (1996)
- Hackett R.D. and Guion R.M., A re-evaluation of the absenteeism-job satisfaction relationship, *Organizational Behavior and Human Decision Processes*, 35, 340-381 (1985)
- Hulin C.L., Roznowski M. and Hachiya D., Alternative opportunities and withdrawal decisions: Empirical and theoretical discrepancies and an integration, *Psychological Bulletin*, 97, 233-250 (1985)
- Kohler S.S. and Mathieu J.E., An examination of the relationship between affective reactions, work perceptions, individual resource characteristics, and multiple absence criteria, *Journal of Organizational Behavior*, 14, 515-530 (1993)
- Ford C.R. and Richardson W.R., Ethical decision making: A review of the empirical (1994)
- Trevino L.K., Ethical decision making in organizations: A person situation interactionist model, *Academy of Management Review*, 11, 601-617 (1986)
- Werhane P.H., Moral Imagination and the Search for Ethical Decision Making in Management, *Business Ethics Quarterly Ruffin Series*, 1, 75-98 (1998)
- Kohen Dary, The Ground of professional Ethics, New York, Teylor and Francis (2001)
- Forsyth D.R. and Nye J.L., Personal Moral Philosophies and Moral Choice, *Journal of Research in Personality*, 24, 398-414 (1990)

21. Forsyth D.R., Judging the Morality of Business Practices: The Influence of Personal Moral Philosophies, *Journal of Business Ethics*, **11**, 461–470 (1992)
22. Fritzsche D.J. and Becker H., Linking management behaviour to management philosophy- An empirical investigation, *Academy of Management Journal*, **27(1)**, 166–175 (1984)
23. Hunt S.D. and Vitell S.J., A General Theory of Marketing Ethics, *Journal of Macro Marketing*, **6(1)**, Spring, 5–16 (1986)
24. Fraedrich J.P. and Farrell O.C., The impact of perceived risk and moral philosophy type on ethical decision making in business organizations, *Journal of Business Research*, **24**, 283–295 (1992)
25. Schlenker B.R. and Forsyth D.R., On Ethics of Psychological Research, *Journal of Psychology*, **39(1)**, 175–184 (1977)
26. Forsyth D.R., A Taxonomy of Ethical Ideologies, *Journal of Personality and Social Literature*, (1980)