

The relationship between social capital and job satisfaction in employees of Social Security Organization of Rasht

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Abstract: Today, social capital and its components have been regarded by many scholars and thinkers and they have studied its role in various sectors of the community and various organizations. The present study also aims to review the relationship between social capital and job satisfaction of employees. This study is an descriptive and analytical research which has investigated the relationship between variables using survey (field) method. Statistical population of the study included 150 employees of Social Security Organization of Rasht. Correlation Coefficient, and mean comparison were used to test the research hypotheses. The results indicated that, among the individual variables, only gender had a significant relationship with social capital ($R= 0.165$). The results also showed that there is positive and significant relationship between all components of social capital and job satisfaction and according to a significance level of 0.001 and a regression of 0.597, there is a significant relationship between social capital and job satisfaction in employees of Social Security Organization of Rasht.

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1. Introduction

In today's competitive world in which productivity has increased in all areas, only that organization can remain that use their resources the most efficiently and have highest productivity. Human resources are one of the most important resources of the organizations. Unsuccessful organizations lack the necessary efficiency in improving the productivity of labor (Flap, Henk D . 1991). The issue of job satisfaction of employees is one of the oldest and yet most challenging issues in organizational studies and sociology of organizations. Several studies have been made about the factors affecting job satisfaction have not come to a final and absolute result so far. On the other hand, the concept of social capital has gained a wide acceptance as resources and rewards that people get from social relationships. However, the impact of social capital on job satisfaction has been rarely studied. Job satisfaction is considered an important factor for increased efficiency and individual satisfaction in an organization. Hapak believes that job satisfaction is a complex and multidimensional concept attributes it to psychological, physical, and social factors. In his idea, the presence of merely one factor will not make for job satisfaction, but the presence of a combination of factors causes a person to feel satisfied with his/her job at a certain moment. Given the importance of various factors such as income, social status, work environment, and so on to a person, each person will have a certain amount of job satisfaction (Brown Phillip.1995). Social capital prevailing among employees is one of the factors that affect job

satisfaction. Social capital is a concept that has been raised a lot in recent years in issues related to development, productivity, and quality of life (MARGETTS HELEN. 1991).

1.1. Research objectives:

1.1.1. The main objective is to study the relationship between social capital and job satisfaction in employees of Social Security Organization of Rasht.

2.1.1. Secondary objectives:

- 1- Evaluation of social capital level of employees in the studied organization.
- 2- Evaluation of the level of job satisfaction of employees in the studied organization.
- 3- Studying the relationship of between each of the components of social capital and job satisfaction of employees in the studied organization.
- 4- Investigation of the relationship between each of the individual variables (age, gender, job condition, income, and education level) with job satisfaction of employees in the studied organization.

2.1. Research hypotheses:

The main hypothesis:

There is a significant relationship between social capital and job satisfaction of employees of Social Security Organization.

1.2.1. Secondary hypotheses:

- 1- There is a significant relationship between membership in social networks and the level of job satisfaction in employees.
- 2- There is a significant relationship between awareness of the social and political affairs and the level of job satisfaction in employees.

- 3- There is a significant relationship between norms of the organization and the level of job satisfaction in employees.
- 4- There is a significant relationship between trust and reliability in the organization and the level of job satisfaction in employees.
- 5- There is a significant relationship between gender and the level of job satisfaction in employees.
- 6- There is a significant relationship between marital status and the level of job satisfaction in employees.
- 7- There is a significant relationship between income and the level of job satisfaction in employees.
- 8- There is a significant relationship between education level and the level of job satisfaction in employees.

3.1. Statistical population:

Statistical population of the study included all employees of Social Security Organization of Rasht.

4.1. Sample size:

Given the vast number of the population, 150 employees (man and woman) of Social Security Organization of Rasht were selected as the study sample.

5.1. Sampling method:

Stratified random sampling method was used to select the desired sample size

2. Material and Methods

Research method in this study is descriptive and analytical. It is descriptive because the studied concepts will be defined and explained and it is analytical because the relationship between variables will be discussed in this study.

1.2. Data collection method:

Survey (field) method was used in this study in order to collect the required information and data.

2.2. Data collection tool:

To collect information about the population, questionnaires were used in this study.

3.2. Description of data collection tool:

Two types of questionnaires were used in this study; job satisfaction questionnaire was used to measure the respondents' job satisfaction and the author questionnaire was used to evaluate social capital.

3. Results

After entering the information into the computer, descriptive and analytical statistics were used to analyze data and information. The results are presented in one-dimensional tables (frequency and percentage) and two-dimensional tables (testing hypotheses). All analyses were done using SPSS software.

1.3. Theoretical framework:

The 20th century, more than the entire history of humanity, has undergone the most changes in ways of life, social relations, and economic issues. Quest for industrialization, urbanization, and mechanization of life, requiring the acceptance of new ways of life, has had adverse effects on human health and opened new insights of health that one of them is mental health of individuals (Saegert Susan, Gary Winkel. 1998). Prevention of mental disorders is not possible without knowing the current status of mental health in the society, because studying such conditions can help us in applying appropriate methods and tools to remove factors disturbing mental health. Social capital, which means enjoyment of people from resources and supports in social relationships and bonds (networks), is of special importance and is considered a central principle. Since social capital is one of the variables affecting social development, it should be studied in order to change the level of social productivity. Social relationships and bonds, which are referred as social capital in this study, are the underlying factor for emotional give and take between people and, as a result of it, members of society can live together with a sense of security and improve their mental health. In each society, individuals and social groups increase their ability in commensurate with their social capital in the form of values, norms, and social bonds occurring in social interactions and, meanwhile, take advantage of environmental and social supports that have been created in their communication networks in order to achieve the possibility to control their own life. The condition of human resources, especially the staff of education bureaus affects their behaviors and performance and is also decisive in achievement of pre-planned objectives for blossoming of learners' talents and intellectual development of children and teenagers. Voluntary efforts in such organizations and sense of belonging to local community all are things that are associated with social capital of the organization (James N. Baron and Jeffrey Pfeffer. 1994). The coinage of the term "Social capital" dates back to 1916. This concept was firstly raised by Hanifan, a reformer of school affairs. Then, Jean Jacob, an urban planner, used this term in 1961 (Sharepour, 1384). In recent years, this scientific term has entered into everyday language and life. The idea that the concept of social capital talks about, despite the recent popularity, is not new to psychologists. According to this idea, participation and involvement in social groups has beneficial consequences for individuals and society. John Field summarizes the central idea of social capital theory in the term "Relevance". He writes, "Society members can work together through

contacting each other and consolidating it and this way they can gain the things that they are not able to achieve them alone." Intrinsic feature of social capital is that it is formed in social relations. According to Porter, while economic capital is in bank accounts of people and human capital is in the head of individuals, social capital can be found in the structure of relations between people (Wagner, J.A. III (1994)). James Coleman, one of the theorists of political development in the late 1960s and early 1970s, developed the concept of social capital in social sciences, as it is said that the term "Social capital" proposed by Coleman is intended to describe the norms and expectations ensuring the economic activities, but cannot provide an accurate perspective at the same time. In a retrospect, Coleman mentions Lowry who emphasized on the concept of social capital to help the explanation of different economic opportunities that minority and non-minority youth are facing with due to the social bonds. According to Coleman, Lowry developed the term "Social capital" to describe these resources. In Lowry's mind, social capital is a set of resources that exists in the nature of family relations and in social organization of society and is useful for cognitive or social development of children and youth. These resources are different for different individuals and can be an important advantage for children and teenagers in developing their human capital (Parboteeah K. Praveen, 2003).

In a conceptual tracking, it can be said that Jacobs (1961) used social capital to confirm the importance of grassroots networks in cities and show how what he names it as "The eyes look to the streets" and neighbors, in other words, is a determining factor in providing the psychological security of citizens. Social capital is a form and concrete example of an informal norm which promotes cooperation between two or In order to enjoy social capital, a person must have relationship with other and actually these others are the real sources of enjoyment from advantages. Hence, the concept of social capital has a close association with important sociological variables such as trust, knowledge, civic participation, social cohesion, and national survey. The results conducted at the national level in 2001 showed that the values and attitudes of Iranians towards social capital have been declining during the recent decades. Regardless of various views and thereby different definitions on social capital, it is found that different factors can directly or indirectly and positively or negatively affect it. In terms of bonds (close relationships with family and friends), tangibly helps a person gives him/her a sense of belonging. The lack of such a capital will lead to a sense of isolation and depression. Studies have shown that supporting relationships have a great impact on physiology of

human body and the performance of immune system (Takeuchi, Riki.et.al.2007). Putnam believes that social capital consists of those elements and characteristics of the social system (such as social trust, norms of reciprocity, and social networks) that facilitate cooperation among the members of a society to achieve mutual benefits. As Sampson and Lobe define, social capital is the positive relationships with other individuals and institutions that will facilitate the life. Social capital is born of action and reaction of individuals and the product of being or becoming acquainted of human beings with each other and is based on expectations that come to life from familiarity and mostly gets extended over the time. Social capital has attracted a widespread attention in academic studies from the early 1990s and many works have been done about it in different fields. Bourdieu believes that the social capital a person is enjoying can reach the effective level depending on the size of his/her communication network. Coleman points out that social capital is a set of norms, social networks, and the relationships between young people and children that are important and valuable for the growth of children. He believes that social capital can be helpful to gain credit and reputation, cognitive development, and development of self-analysis. Koachi *et al* (1997) showed that social capital is negatively correlated with violent crimes. Takeuchi, Riki.et.al.2007 believes that a severe erosion of social capital has occurred in children and adolescents, both within the family and outside it in during the past few decades. Hirschie argues that there are 4 factors that bind individuals to society. Attachment or fixation is the first factor which means the sensitivity and concerns of a person for others. In other words, attachment is the strength of linkage and nodes that a person develops with other people or institutions. The more these bonds and attachments are, the more responsible the individuals are toward them and try to maintain their contact with them. Commitment is the second factor. Commitment includes the time, energy, and effort that a person can spend in the way of common actions. The more committed the individuals are to the rules and customary norms and practices, the less likely they are to be involved in deviant behaviors, because such behaviors give all they previously planted to the wind. Participation is the third factor. Participation indicates the level of involvement of people in social roles and activities. When people participate in school, recreational and sports activities, family, etc., this participation prevents them from committing the potential criminal behaviors and vice versa. Belief is the fourth factor. This factor indicates the level of belief of people in validity of moral and social rules, their belief in

customary norms and values, and their respect for institutions and laws and loyalty to them. Plumb James D., Rickie Brawer. 2006 concluded that, among the indicators of social capital, institutional trust, generalized trust, and family and friendship ties have a negative, significant relationship with the severity of crimes.

2.3. Types of social capital:

Social capital can be divided into individual and collective social capital. Collective social capital includes two dimensions of social and individual social capital consists of three dimensions of social interaction, social support, and social relations structure (Pearce Jone L. Amy E. Randel.2004).

3.3. Dimensions of social capital from the perspective of Nahapiet and Goshal:

With an organizational approach, Nahapiet and Goshal put the different aspects of social capital in three classes including cognitive, relational, and structural.

A) Cognitive dimension of social capital:

This dimension includes the level of sharing of the staff within a social network in one certain view or common understanding among them. This dimension deals with the nature of communication between individuals in an organization and consists of language, common codes, and shared narratives.

B) Structural dimension of social capital:

This dimension deals with general pattern and relations found in the organizations. This means that this dimension includes the level of relationships people develop with each other in an organization. In other words, who has an access to you and how you have an access to them? Structural dimension of social capital consists of links on the network, shape and composition of network, and organizational proportionality.

C) Relational dimension of social capital:

This dimension includes the nature of relationship in an organization. In other words, while the structural dimension focuses on this that whether or not the employees within an organization are linked together, relational dimension emphasizes on the nature and quality of these communications. For example, whether these relationships are defined through trust, intimacy, passion, and love or not and also whether they love each other or not, whether they trust each other or not, whether they know each other equal or not. Briefly, this dimension includes trust, norms, duties, expectations, and sense of identity.

4.3. Job satisfaction:

Theory of needs: The level of job satisfaction in each person depends on two factors; first, how much of the needs of individuals are provided through the job or taking the desired job

position? And second, how much of the needs remain unprovoked through that job? The results which are obtained from the review of the first and the second set of factors can determine the person's level of job satisfaction (Borzaga Carlo.et.al.2006). According to the theory of needs, Alderfer believes that if individuals and employees enjoy high grade needs such as appropriate fun, healthy interactions in workplace, and good interpersonal with colleagues, they will feel satisfied with their condition and job requirements. Maslow developed a hierarchy of needs or a ladder of motivations. The needs that are on the first step should be satisfied before the needs on the next step. When the needs of second level are met, the needs of the third level become important and so forth. However, these needs are easily postponed because of learning, cultural expectations, fear, and objection. Although we are equipped with these needs at birth, the measures we use to satisfy them are acquired and learned and, thereby, they change from one person to another. These needs are arranged from strongest to weakest. Before the higher needs get important, lower needs should be satisfied, at least to some extent. The method of Maslow to study the needs has been considerably modified by Herzberg and his colleagues. These groups of researchers proposed the two-factor theory of motivation. About the first set of needs, some factors such as the policy of organization the way of running it, supervision and working conditions, relationships between staff, salary, job status, job security, social responsibility, and personal life are evaluated. Herzberg and his colleagues came to the conclusion that these factors are only satisfying not motivating. In other words, if these factors are present in the workplace with the desired quantity and quality, no dissatisfaction will occur. In fact, their presence doesn't cause satisfaction in a sense of motivation, while lack of them will cause dissatisfaction among employees. Consequently, these set of needs are named as health factors. In terms of the second groups of needs, Herzberg introduced other obvious factors which all were associated with the nature of job and called them as satisfiers or motivators. These factors include success at work, recognition of individual success at work (by others), nature of job and the issue that how much effort that job needs, and growth and development of individuals due to of their job. Presence of these factors may lead to a feeling of satisfaction or dissatisfaction (Cunter *et al.*, 1370; 239).

5.3. Relationship between social capital and job satisfaction:

Generally, from Coleman and Putnam's theoretical perspective on social capital and also comments on job satisfaction, the theoretical model

of research can be proposed based on two concepts of social capital and job satisfaction as follows. Two-way relationship between social capital and job satisfaction indicates that these two variables affect each other, but the present study only discusses the effect of social capital on job satisfaction. According to theoretical arguments of this study, it can be said that if social capital is present, the staff can increase their abilities within communication frameworks and social bonds which are created during social interactions and, while gaining job satisfaction, can

enjoy the social trust which has been created in their social networks. Therefore, their adaptability with their job status is increased and will enjoy a desirable psychological calmness and comfort. In other words, existence of social capital among employees can formally or informally decrease the effects of stresses at work through increased trust and mutual relationships. On the other hand, this increases the sense of job security, organizational justice, mutual respect, self-esteem, and job satisfaction among the staff.

Table1: Mean difference test in job satisfaction based on individual characteristics

Pearson correlation coefficient			Correlation	Significance		
Job satisfaction	Age		0.059	0.475		
	Income		0.055	0.507		
Variable	Category	Frequency	Mean	Standard deviation	T value	Significance
Gender	Woman	75	144.55	24.22	2.033	0.044
	Man	75	152.37	22.91		
Job status	Formal	92	149.23	21.39	0.503	0.616
	Informal	58	147.22	27.39		
Marital status	Single	38	144.89	29.53	1.068	0.287
	Married	112	149.66	21.56		
Job satisfaction Social capital	B	Beta	F	T	Significance level	R
Awareness of social and political affairs	21.089	0.519	54.483	7.381	0.000	0.519
Trust and reliability	21.217	27.482	105.90	10.291	0.000	0.646
Norms	12.430	0.356	21.422	4.628	0.000	0.356
Membership in social networks	15.393	0.350	20.609	4.540	0.000	0.350

Table2: Components of variables of in the equation to predict job satisfaction

Stage	Variable	B	Beta coefficient	T value	F	Significance	R
Job satisfaction	Gender	7.82	0.165	2.03	4.132	0.044	0.165
	Social capital	30.707	0.597	9.062	82.114	0.000	0.597
	Marital status	4.775	0.087	1.068	1.141	0.287	0.087

Stage	Variable	B	Beta coefficient	T value	F	Significance	R
Job satisfaction	Gender	7.82	0.165	2.03	4.132	0.044	0.165
	Social capital	30.707	0.597	9.062	82.114	0.000	0.597
	Marital status	4.775	0.087	1.068	1.141	0.287	0.087

Based on the results, the sample size of this study was 150 people, half of them were woman and half them were man. 72% of the respondents had a bachelor degree, 16% had a associate's degree, 15% had a high school diploma, and 9% had a master degree. 25.3% of them were single and 74.4% were married.

6.3. Hypotheses test:

After reviewing and analyzing the information and data, the following results were obtained:

Among the variables age, gender, marital status, employment status, income, and education, there was a significant relationship only between gender and job satisfaction of employees. According to a significance level of 0.044, it can be said that men have a more job satisfaction than women.

7.3. The relationship between the components of social capital and job satisfaction:

Since social capital in this study has been divided into 4 components including membership in social networks, awareness of political and social

affairs, norms of the organization, and trust and reliability, the relationship of each of them with job satisfaction was studied. According to the results, it was found that there is a significant relationship between job satisfaction and awareness of political and social affairs ($r= 0.519$), trust and reliability ($r= 0.646$), norms of the organization ($r= 0.356$), and membership in social networks ($r= 0.350$) at a significance level of 0.001. The higher the level of each of mentioned cases is, the higher the level of social satisfaction would be.

8.3. The relationship between social capital and job satisfaction:

The results showed that there is a significant relationship between social capital and job satisfaction. Given that each of above-mentioned components have a significant relationship with job satisfaction and according to a significance level of 0.001 and a regression of 0.597, it was found that there is a significant relationship between social capital and job satisfaction and the higher the level of social capital of employees is, the higher the level of their job satisfaction would be.

4. Suggestions:

- 1- Increasing the confidence of employees and reducing their confusion.
- 2- Managers should try to encourage the staff to participate in group activities and feel they are part of a group.
- 3- Managers should try to promote informal norms in the organization, because in informal organization individuals can communicate with and trust each other easier and faster.
- 4- With the increased range of trust, cooperation, and mutual trust between team members, organizational trust will increase.
- 5- Managers should try to plan life skills courses in order to increase the employees' mutual understanding of each other.

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