

The relationship between institutionalization of ethics, quality of work life and Employee job outcomes (Case study: Employee of national Iranian oil product Distribution Company)

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ABSTRACT: The goal of this research is considering the relationship of institutionalizing ethics, quality of work life and job outcome of staff. Job outcomes have been considered in the form of 3 dimensions of job satisfaction, organizational commitment and spirit of team work. Statistical society of the research is all staff of Guilan's national oil product distribution company numbering 380 people. By using Cochran formula 197 people have been considered as final sample of the research through improbable sampling method. Tools of data collection in this research are questionnaire. For considering hypothesis of the research technique of structural equation modeling and distinctly maximum likelihood method have been used. The results of research showed that institutionalizing ethics with quality of work life and job consequence of staff has meaningful relationship to the degree of 0.59 and 0.23. Also the quality of work life has meaningful relationship with job outcome of staff to the degree of 0.71. Result of considering subordinate hypothesis showed that variable of institutionalizing ethics has had meaningful relationship only with spirit of team work to the degree of 0.21. Also variable of quality of work life has had meaningful relationship with job satisfaction, organizational commitment and spirit of team work to the degree of 0.68, 0.60 and 0.66.

Key words: ethics, quality of work life, job outcome, oil company

INTRODUCTON

In the past decade the increasing effect of factors such as globalization, IT, competition in global trade and limited natural resources, has changed people's viewpoint toward a good organization. In the past statistics and financial figures were counted as the main factor about goodness of an organization. In recent years ethics, quality of work life and job satisfaction have been identified as newer indices for function and stability of organizations. Increase of complexity of competition in global trade and tiresome process of implementing social rules, has changed ethics to an important strategic factor at preventing occurrence of organizational events. Without considering these subjects we can say that good ethical cultures cause reliance inside and outside company and this reliance encourages proper risk-taking that leads to innovation, improvement of people and finally profitability.

research literature

Ethics and quality of work life are two factors intertwined in organizations' environment (Koonmee & virakul, 2007). Ethics enhance our awareness in activities and also can enhance our awareness about our reciprocal commitment toward society (Parker, 2007). Ethical values of an organization are a major cultural dimension. Ethical atmosphere encompasses formal and informal perceptions of staff about processes, activities and organizational policies and affects attitudes and behaviors of staff (Ahmadi and panahi, 2009).

Research done about institutionalizing ethics was relatively new and developed less but in all available research the importance of institutionalizing ethics and its effect on different organizational variables such as commitment and satisfaction have been emphasized (sims, 2001). In brief considerations show that attention and emphasis on ethical behaviors in working environment has meaningful relationship with quality of working life.

Favorable use of human resources relies on actions that are done for preserving body and soul of staff in an organization. This action includes welfare actions, health care, encouraging plans, job fitness, job security, job designing (enriching and job development), totally are considered entitled as quality of work life (zareimatin et al, 2011). In a general definition it can be said that quality of work life means mental image and perception of staff of an organization about physical and mental favorability of working environment and their working conditions. An organization that pays attention to the quality of its staff work life will get the advantage of having more committed

workforce and more commitment of workforce means more profitability of workforce (Mahdad et al, 2011). Also quality of work life of people has direct effect on their spirit and spirit has direct effect on job satisfaction (johnsrud, 2002). Therefore inattention to the quality of work life indirectly causes reduction of staff spirit through fatigue and dissatisfaction and increase of absence from work, leaving service and their mental stress. Therefore invigorating working environment through application of techniques of quality of work life can meet fundamental needs of staff. On the other side results of many studies recently has shown that the quality of work life has positive relationship with formation of team spirit in staff. In fact providing proper working conditions encourages staff to do group work and conformation of team work (koonmee et al, 2010).

Therefore regarding the importance of ethics and quality of work life and the effect of them on optimized performance of an organization and job consequences such a job satisfaction of staff and spirit of team work, in this research we are going to consider the relationship between institutionalizing ethics, quality of work life and job outcome of staff in the form of case study of staff of Guilan national oil product distribution company. In this case the main question of research is that if there is meaningful relationship between institutionalizing ethics , quality of work life and job outcome of staff or not. Therefore hypothesis of the research are written as below:

- H1:** there is meaningful relationship between institutionalizing ethics and quality of work life.
- H2:** there is meaningful relationship between quality of work life and job outcome.
- H2-1:** there is meaningful relationship between quality of work life and job satisfaction.
- H2-2:** there is meaningful relationship between quality of work life and organizational commitment.
- H2-3:** there is meaningful relationship between quality of work life and team spirit.
- H3:** there is meaningful relationship between institutionalizing ethics and job outcome.
- H3-1:** there is meaningful relationship between institutionalizing ethics and job satisfaction.
- H3-2:** there is meaningful relationship between institutionalizing ethics and organizational commitment.
- H3-3:** there is meaningful relationship between institutionalizing ethics and team spirit.

Research theoretical framework:

Conceptual model of this research has been shown in two followingshapes. As it has been shown in the model institutionalizing ethics has direct relationship with variable of quality of work life and three dimensions of job outcome. Also the variable of quality of work life has meaningful relationship with three dimensions of job outcome. In fact in this model variable institutionalizing ethics is independent variable of research that doesn't affect any other variable, variable of quality of work life plays function of intermediate variable that is dependent variable for institutionalizing ethics and independent variable for job outcome. Finally variable of job outcome is dependent variable of the research that is shown with three dimensions of job satisfaction, organizational commitment and spirit of team work.

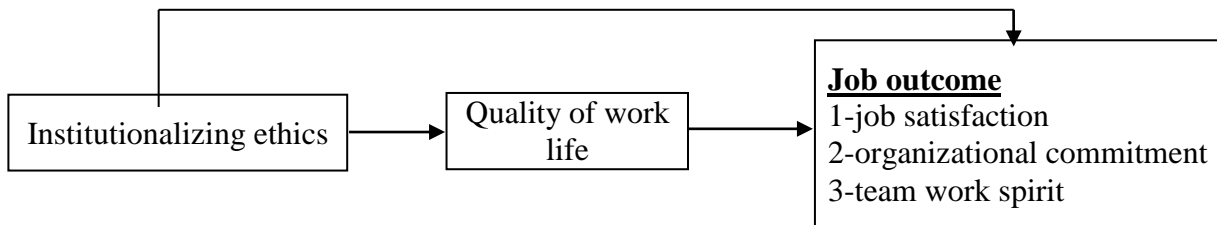


Figure 1: conceptual model (koonmee et al, 2010)

METHODOLOGY OF RESEARCH

Current research regarding goal is applied and regarding method it is descriptive-surveying. Statistical society of research are all staff and managers of Guilan national oil product distribution company that based on claim of staffing and administrative units of Guilan national oil product distribution company they are about 380 people. Sampling in current research has been done through improbable available sampling method and by using Cochran sampling formula 197 samples have been estimated. Also in structural equation for each variable 5-10 variables have been advised. For example if the intention of researcher is factor analysis for 10 variables, at least he should chose a sample of 50 choices (Sarmad and Bazargan, 2006). Therefore in current research since the number of

apparent variables or questions are 27 the number of required samples is between 135-270 that is compatible with the obtained number of Cochran formula.

Tools of data collection are a questionnaire having 27 questions. This questionnaire is taken from study of Marta et al(2013) and also Konemi et al(2010). For considering apparent and content validity of questionnaire professors and specialist's viewpoint have been used therefore its problems was identified and necessary reformations was done. For considering reliability of questionnaire cronbachalphi coefficient was used that the result has been shown in table 1:

Table 1: calculating questionnaire's Reliability

Variable	Number of questions	α
Institutionalizing ethics	5	0.758
Quality of working life	6	0.872
Job satisfaction	7	0.812
Organizational commitment	5	0.819
Team work spirit	4	0.821
Total	27	0.845

Regarding the amount of cronbach alpha related to each variable and amount of total alpha that is more than 0.7 therefore all variables separately and totally have proper reliability.

For analyzing collected data descriptive analysis was done by dispersion indices and for inferential analysis after considering normality of variables by using colmogrov-smirnov test, the maximized likelihood test that is one technique of structural equation model was used. For confirming fitness of used model in the research confirming factor analysis was used.

RESEARCH FINDING

sample description

Regarding the result of analyzing data it is observed that 72.1% of statistical samples of this research are male and 27.9% are female. The highest frequency of age of staff is for ages over than 35 years with 66 %(130 people) and after that for the age 25-35 years with 26.4%(52 people) and finally under 25 years with 7.6 percent(15 people). Staff with records over than 10 years with 71.5 %(141 people) conform the highest percent. After this group staff with work record between 5-10 years with 17.3 %(34 people) are located and finally respondent with work record under 5 years with 11.2 percent (22 people) are located. In other word most staff has high work record. Staff with bachelor's degree with 64.5% conform the highest percent. After this group staff with M.A degree and higher education with 18.8 %(37 people) are located and finally respondents with education level of under bachelor with 16.7%(33 people) are located.

Testing research hypothesis

By using technique of structural equation modeling and maximized likelihood method that is the most prevalent method in structural equation, the relationship between variables have been tested and about properness data are considered by fitting indices of the model. In the following complete model of research has been evaluated that by using t-statistics we can claim about approving or rejecting hypothesis and by using coefficient of direction the degree of relationship between variables is known. Result of main and subordinate hypothesis of the research have been shown in table 2:

Table 2: result of considering hypothesis

Hypothesis direction	(β)	t	Result
Institutionalizing ethics to quality of work life	0.59**	4.54	Approved
Quality of work life to job output	0.71**	4.85	approved
Institutionalizing ethics to job output	0.23**	2.66	approved
Quality of work life to job satisfaction	0.68**	7.60	approved
Quality of work life to organizational commitment	0.60**	5.17	approved
Quality of work life to team work spirit	0.66**	6.33	approved
Institutionalizing ethics to job satisfaction	0.05	0.54	Rejected
Institutionalizing ethics to organizational commitment	0.10	0.96	Rejected
Institutionalizing ethics to team work spirit	0.21*	2.11	Approved

** significance at 99% certainty level .

** Significance at 95% certainty level.

Fitting indices of research total model that is shown in below table shows that the model has proper fitting with data collected from statistical samples of research. That is this model shows the relationships correctly.

Table 3.

index	AGFI	GFI	CFI	NNFI	NFI	χ^2/df	RMSEA
Obtained amount	0.89	0.95	0.94	0.93	0.91	2.45	0.068
Allowed amount	80<	90<	90<	90<	90<	3 >	0.08 >

CONCLUSION AND SUGGESTIONS

The stem of much behavior and activities of managers and staff is stated in ethics and ethical values. Therefore regarding the critical and increasing function of organizations in current societies, expectation of societies especially societies committed to ethical and Islamic values like Iran from these organizations has increased. Therefore inattention to these values in organization’s management can lead to great problems for organization. In fact inattention of organization to these problems and not observing ethics by them can question legitimacy of organizations and its activities and therefore affect profit and organizational success. Therefore attention to ethics and observing it in an organization needs emphasis and more attention. In this direction the result of analyzing hypothesis of this research showed that in relationship with main hypothesis quality of work life has the highest effect on job outcome of staff. In fact as authorities are going to provide proper working condition for staff they will observe better outputs. In this field the result of research indicated that almost improvement of the quality of working life has uniform effect on job outcome of staff such as satisfaction, commitment and team work spirit.

Institutionalizing ethics has meaningful effect on quality of work life of staff. In fact the result approves this subject that as there is ethical framework in an organization and these frameworks and ethical criteria are implemented by using proper controlling mechanism, it will have significant consequence on the way of people performance and the quality of their work life and the calm that a person needs in a working environment to be able to do its working duties farther than a series of stress and tensions and principally ethics in an organization is paid more attention as a tool for improving the quality of life of people in organization.

The result showed that institutionalizing ethics will not affect improvement of job output of staff. That is the thing that causes ethics in an organization affect staff work is improvement of working atmosphere and type of relationship between people and totally improvement of quality of staff life. Here we can say that quality of work life is intermediate variable for effectiveness of institutionalizing ethics on staff job outcome. Also the result of research showed that institutionalizing ethics doesn’t have direct effect on organizational commitment and job satisfaction of staff and only affects team work spirit of people.

Regarding the whole points that were pointed we can pay attention priorities that oil company should pay attention to them to affect job result of their staff positively as below:

The result of surveying staff showed that people in working environment need to be identified and be behaved proper to their skill and expertise. This subject is located in the form of hierarchy of needsof Maslow and is important as indices for assessing quality of working life of staff. However mean of this index in statistical sample of the research is relatively low mean that indicates in Guilan Oil Company staff feel and believe that they are not respected as they are compatible and are not behaved in skillful dimension. Therefore authorities and managers of Guilan oil product Distributions Company regarding the high effect that quality of work life has on job outcome such as satisfaction, commitment and increase of team work spirit, it should pay more attention to this dimension of need of staff in its organization.

Also self-flourishing and realizing capabilities is the other needs of staff that is part of effective indices and with high factor load in factor analysis model of the research. However the result shows that it has obtained low mean in the sample. In other word staff of Oil Company believe that in current post that they have, they can’t exploit talents that is hidden in them and use them in their duties. Therefore managers of this organization is suggested to make working and employment conditions as people can be effective at taking organization to its goal proper to their capabilities.

Regarding that institutionalizing of ethics has positive effect on team work spirit of staff in Oil Company, it is suggested managers of an organization distinguish and write ethical framework about ethics and in advance they observe these principles. Existence of written ethical standards causes these ethical principles to be institutionalized and following that show better performance about team work.

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