



# The relationship between general health and marital satisfaction with job satisfaction of employees working in Melli Bank of Ahvaz, Iran



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## ABSTRACT

This research aimed to investigate the relationship of general health and marital satisfaction with job satisfaction of employees working in Melli Bank of Ahvaz, Iran. The statistical population consisted of 760 employees working in Melli Bank of Ahvaz, Iran in 2016. A sample of 257 was selected using Krejcie & Morgan table. Stage random sampling was employed. Data were collected by three questionnaires: Job Satisfaction Questionnaire (JSQ), General Health

Questionnaire (GHQ), and ENRICH Marital Satisfaction Scale. Pearson correlation and multiple regression analysis were employed. The data were analyzed in SPSS. The Pearson correlation results showed that general health and marital satisfaction had a positive, significant relationship with job satisfaction. Regression analysis showed that general health was the only predictor of job satisfaction by 24.2% variance.

**Keywords:** General Health, Marital Satisfaction, Job Satisfaction

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## INTRODUCTION

An organization is a social system where its life and stability depend on strong link among the constituent elements. HR is the most important factor for achieving the goals. In fact, organizational success and progress depend on HR.<sup>1</sup> Efficient, active, and motivated HR is considered an inevitable necessity and possible the most effective factors of the growth process for the comprehensive development of societies. The ground must be prepared for employees to work in gratified and satisfactory workplaces. This can help the efficiency and effectiveness of assigned tasks. Job satisfaction is one's attitude toward his job.<sup>2</sup> George and Gines (1999) believed that job satisfaction is a set of emotions, feeling, and beliefs individuals have about their current jobs. A job requires individuals to have an independent relationship with their colleagues and supervisors, to observe organizational rules and regulations, and to have performed in line with standards. Job nature, salary, wage, appropriate working conditions, friends, and colleagues are effective in job satisfaction. Eventually, it can influence one's performance. Reviewing literature shows that job satisfaction is influenced by numerous internal and external factors investigated through psychological and sociological aspects.<sup>3</sup> The results of these studies show that job satisfaction can be effective in an individual's working life. Since these factors are effective in the efficiency of employees working in financial institutes, it is essential to increase it.

General health is found to be effective in job satisfaction. General health, in fact, balances different aspects of physical, social, mental, spiritual, and emotional life. Health has a direct relationship with personal welfare, family relationships, interpersonal relationships, and roles in society. In other words, general health, which is one of health system subscales and is a set of important social measures and activities, is mainly based on prevention.<sup>4</sup> Studies show that healthy individuals are more successful. Physical and mental health is of great importance. Mental health and lack of health can significantly impact occupational motivations and performance and work spirit. Most managers believe that healthy individuals display greater efficiency than others and have greater job satisfaction. Individuals must feel lower mental pressure to work better. Meanwhile, severe and long-term mental pressure can leave traumatic physiological and psychological effects. Such physiological and psychological effects contribute to adverse conditions and suffer from lack of job satisfaction. Moe (2010) investigated the relationship between positive affect and general health with job satisfaction of employees. The results showed that self-efficacy beliefs, positive affect, and general health had a relationship with job satisfaction. Employees' anxiety and depression can adversely influence self-efficacy and job satisfaction.

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Marital satisfaction seems to be another important factor in job satisfaction. Marital life is the starting point of family. Marital life satisfaction means family satisfaction, facilitating the financial and spiritual progress and excellence. Marital satisfaction can be the reflection of marital life happiness or a combination of many factors caused by marital life.<sup>5</sup> Among all social institutions and organizations, the family is of great importance. All researchers have emphasized the importance of family. The study by Eschleman et al.<sup>6</sup> on the relationship between job satisfaction and life satisfaction of employees working in US Air Force found out that family and work life are considered an integral part most people in societies. In fact, one's success is influenced by life and work. If one faces problems in family life, the complications will generalize to organizations, economic and administrative institutes, and society. Therefore, it is assumed that marital satisfaction is effective in work relationships, preparing the ground for job satisfaction. This research is important because it evaluates the relationship between general health and marital satisfaction with job satisfaction. This research aimed to investigate the relationship between general health and marital satisfaction with job satisfaction of employees working in Melli Bank of Ahvaz, Iran.

Bank employees play a key role in the economic cycle. Therefore, their satisfaction is essential for economic growth. As a result, it is important to study the factors affecting the job satisfaction.

## METHOD

### Statistical Population, Sample, and Sampling Method

The statistical population consisted of 760 employees working in Melli Bank of Ahvaz, Iran in 2016. A sample of 257 was selected using Krejcie & Morgan table. Stage random sampling was employed.

## RESEARCH TOOL

### Job Satisfaction Questionnaire

Smith, Kendall & Hulin (1969) Job Satisfaction Questionnaire was used to assess job satisfaction. The questionnaire has 30 items. The items are scored on a 1 (Strongly Disagree) to 5 (Strongly Agree) Likert scale. Reverse scaling was used for certain items. Smith et al. (1987) reported structural validity. Smith et al. (1987) reported reliability coefficient ranging from 0.53 to 0.75 using retest method within 2-4 months.<sup>7</sup> In Iran, Khosravi (2009) reported reliability of 0.95 using Cronbach's Alpha for the total questionnaire. This shows that the questionnaire was reliable.<sup>8</sup> Tabousian (2015) reported

reliability of 0.72 and 0.76 using Cronbach's Alpha and bisection, respectively.<sup>7</sup> Cronbach's Alpha was used in this study for investigating reliability. It was reported to be 0.76, showing acceptable reliability.

### General Health Questionnaire (GHQ)

Goldberg (1979) devised the GHQ to identify and discover mental disorders. GHQ significantly helped studies in Psychiatry and Behavioral Sciences twenty eight-item GHQ was designed by Goldberg & Hillier (1979) and translated into Persian by Taghavi (2001). The items are scored on a 4-point Likert scale from 0 (Never) to 4 (More than Usual). Greater scores show an adverse condition of the subjects. Jones and Handerson (1987) correlation method by Present State Examination (PSE) scores were used to evaluate the GHQ reliability. The reliability was reported to be 0.76. The study by Palahang (1995) quoted by Razmi and Nemati Sogoli (2011) on 619 residents aged over 15 of Kashan, Iran reported Cronbach's Alpha of 0.82 for male and 0.81 for female.<sup>10</sup> They used a Likert scale for the 28-GHQ. Cheung and Sears (1994) estimated the reliability of 0.55 for GHQ among the Cambodian living in New Zealand using bisection in a 2-4 week interval and Pearson ranking correlation. They reported internal consistency of 0.85 for the questionnaire. In this article, the reliability was reported to be 0.70 using Cronbach's Alpha, showing an acceptable reliability of subscales.

### ENRICH Marital Satisfaction Scale

ENRICH Marital Satisfaction Scale was developed by Olson (1989) and quoted by Suleimanian (1994) with 47 items and 12 subscales.<sup>10</sup> The items are scored on a 1 (Strongly Agree) to 5 (Strongly Disagree) Likert scale. Certain items are scores using the inverse method. Olson (1989) reported a reliable questionnaire on men and women using the structural method. The reliability was reported to be 0.92. In Iran, Rasouli and Islami (2013) reported the reliability of 0.87 and 0.83 using Cronbach's Alpha and bisection on married employees working in governmental agencies.<sup>3</sup> In this research, the reliability was 0.84 using Cronbach's Alpha, showing acceptable reliability.

## Findings

Table 1 shows descriptive statistics.

As it can be seen in Table 1, mean and standard deviations were 85.82 and 9.83 for job satisfaction, 130.06 and 15.98 for marital satisfaction, and 31.53 and 7.78 for general health, respectively. Table 2 shows the simple correlation among the variables.

Table 2 shows that the correlation coefficients of the relationship between marital satisfaction and

**Table 1** Descriptive Statistics

Variable	Mean	Standard Deviation	Minimum	Maximum
Job Satisfaction	85.82	9.83	61	114
Marital Satisfaction	130.06	15.98	81	184
General Health	31.53	7.78	6	53

**Table 2** Correlation Coefficients

Variable	1	2	3	4
Job Satisfaction	-			
Marital Satisfaction	0.208**	-		
General Health	0.417**	0.213**	-	

\*\*P≤0.01 and \*P≤0.05

**Table 3** Regression Analysis Results between Prediction Variable and Job Satisfaction using Enter Method

Statistical Indicator Predictor Variable	MR	RS	F Ratio P Likelihood	β and B Regression Coefficient		Constant (a)
				1	2	
General Health	0.542	0.275	F=56.674 P=0.01	B	0.543	23.12
				β	0.368	
				t	5.862	
Marital Satisfaction				P	0.01	
					0.327	

**Table 4** Regression Analysis Results between Prediction Variable and Job Satisfaction using Stepwise Method

Statistical Indicator Predictor Variable	MR	RS	F Ratio P Likelihood	β and B Regression Coefficient		Constant (a)
				1	2	
General Health	0.511	0.242	F=52.712 P=0.01	B	0.498	41.435
				β	0.417	
				t	4.371	
				P	0.01	

general health were significant with job satisfaction at  $P < 0.01$ . Enter and Stepwise regression were used to investigate the prediction of job satisfaction by general health and marital satisfaction. Table 3 shows multiple regression analysis results of general health and marital satisfaction with job satisfaction using the Enter method.

According to Table 3, multiple correlation coefficients was  $MR=0.542$  and  $RS=0.275$  for the linear relationship between general health and marital satisfaction with job satisfaction.  $F=56.674$  which is significant at  $P < 0.01$ . A 27.5% of job satisfaction variance is determined by the mentioned variables. Table 4 shows the stepwise regression analysis of

general health and marital satisfaction with job satisfaction.

According to Table 4, general health was found to be the only predictor of job satisfaction by  $\beta=0.417$ . General health predicted 24.2% of job satisfaction variance.

## DISCUSSION AND CONCLUSION

This article aimed to investigate the relationship between general health and marital satisfaction with job satisfaction of employees working in Melli Bank of Ahvaz, Iran. The results showed that general health had positive, significant relationship with job satisfaction ( $r=0.417$ ,  $P < 0.01$ ), consistent with those of Moe (2010), Mozafar et al. (2015), and Nadi et al. (2014). It is, therefore, claimed that job is a complex concept associated with various social and psychological factors. In other words, different factors are associated with job satisfaction such as stress, lack of patience, and anxiety. Disrupted social, psychological, and physical performance has an overall effect on the quality of work life, contributing to reduced ability in the work environment and reluctance and lack of satisfaction. Individuals with health-related problems are faced with anxiety reactions in work environment, responsible for the declined quality of work life. Poor state of health causes pressure in work environment; as a result, employees are faced with anxiety and stress. Accordingly, job satisfaction is not fulfilled. Employees with health problems are often more impatient, worried, and insecure. These type of employees lack job satisfaction. On the contrary, healthy individuals have self-confidence and know their weaknesses and shortcomings. They are responsible toward others, are calm, feel safe, and are patient while dealing with threats and problems. Therefore, it is obvious that these employees show higher efficiency and performance and, accordingly, job satisfaction in the work environment.

The results also showed that marital satisfaction had a positive, significant relationship with job satisfaction ( $r=0.208$ ,  $P < 0.01$ ), which is consistent with those of Cullen and Dymarty (2013), Rogers and May (2011), and Zandi Pour and Momeni Javid (2014). Family and marital satisfaction are associated with numerous factors outside families including job. Family plays a key role among all organizations and institutions. Job satisfaction is a multidimensional and complex concept associated with mental, physical, and social factors. Therefore, family, as the most important social entity, can positively or negatively influence one's job, bringing about job satisfaction or dissatisfaction. Rogers and May (2011) believed that spouse support reduces

one's conflict. Men and women require each other's emotional support to reach success. If the support is not provided, numerous problems are created in work environment, harmful to both individual and organization. Overall, life satisfaction is of great importance for organizations because conflicts in families and marital dissatisfaction are considered the main causes of stress and adverse effects including reduced productivity, increased delay and employee absenteeism, increasing detachment from work, reduced job commitment and job satisfaction.

There were some limitations of our study. The study was conducted among the employees working in Melli Bank of Ahvaz, Iran. Therefore, the results cannot be easily generalized to other banks, organizations, and social groups. Questionnaires which are self-reporting tools were used to collect the data. Correlation and multiple regression were used to analyze the data; therefore, casual relationships were not investigated.

Based on the results, it is recommended to conduct the study among other participants to verify the relationships among the variables. Selecting participants with homogeneous socio-economic status helps prevent the confounders. Managers and officials are recommended to have a closer relationship with employees to help them and take advantage of employees' opinions in the organization. The balance of powers and responsibilities can increase job satisfaction. Specialized groups can be used to balance powers and responsibilities. Managers and officials must be familiar with psychological issues in order to support the mental health of employees. In order to increase job satisfaction, the job description of each job must be clarified to make employees aware of their roles in the organization to be more motivated.

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