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THE RELATIONSHIP BETWEEN LIFE SATISFACTION AND JOB SATISFACTION AMONG SOCIAL WORKERS IN BURSA

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ÖZET

Bu çalışmada, Bursa'da çalışan sosyal hizmet uzmanları arasında iş tatmini ve yaşam tatmini arasındaki ilişki incelenmektedir. Anket, Bursa'da temsili sayıda sosyal hizmet uzmanları ile yürütülmüştür ($N = 101$). Sosyal hizmet uzmanlarının yaşam memnuniyetinin demografik özellikleri ile iş doyumunu arasındaki ilişkiyi belirlemek için sırasıyla SPSS ve AMOS'ta korelasyon analizi ve doğrulayıcı faktör analizi yapılmıştır. Doğrulayıcı faktör analizinden elde edilen sonuçlar, sosyal hizmet uzmanlarının yaşam doyumunu ile iş doyumunu arasında pozitif bir ilişki olduğunu göstermiştir ($r = 0,39$). Üçüncü model, $GFI = 0,90$ ve $CFI = 0,90$ değerleri ile model iyi bir uyum göstermektedir. Makalede ayrıca araştırmanın kısıtları tartışılmıştır.

Anahtar Kelimeler: Yaşam tatmini, İş tatmini, Doğrulayıcı Faktör Analizi, Sosyal Hizmet Uzmanları

ABSTRACT

The present study examines the relationship between job and life satisfaction among social workers in Bursa, Turkey. The survey was administered with a representative number of social workers in Bursa (N=101). To determine an association between the demographic characteristics of social workers' life satisfaction and job satisfaction, we performed a correlation analysis and confirmatory factor analysis in SPSS and AMOS, respectively. Results from the confirmatory factor analysis showed that there is a positive relationship between social workers' life satisfaction and job satisfaction, such that ($r = 0.39$). Third model, GFI = 0.90 and CFI = 0.90, and the model shows a good fit. Limitations and directions for research are discussed.

Key words: Life satisfaction, Job satisfaction, Confirmatory factor analysis, Social workers.

INTRODUCTION

It is a fact that there is a relationship between an individual's work and life satisfaction, given that humans spend a significant part of their daily life at work. Particularly, it can be said that high job satisfaction has a positive effect on life satisfaction and low job satisfaction negatively affects life satisfaction. In other words, as job satisfaction increases, life satisfaction also increases. In this regard, it is appropriate to clarify the concepts of life satisfaction and job satisfaction, within the context of this study.

According to the definition of the International Association of Social Workers (IFSW, 2004), the social work profession provides social change, problem-solving in human relations, freedom and strength for the welfare of people, supports, interacts with people's environment, using theories related to human behavior and social systems which intervenes when people interact with their environment. The principles of human rights and social justice are the basis of social work.

Social workers play an intermediary role in providing services to disadvantaged groups of the society and make important decisions about the problems and situations of these groups. For this reason, the job of social workers who strive for the construction of a healthy society is very tiring, stressful and exhausting. Because social workers; It takes responsibility and plays an active role in many areas towards poverty and unemployment, substance abuse and crime, abuse of the elderly, children and women, all kinds of violence, attitudes towards disabled people and the rights of immigrants. In other words, they try to intervene in problematic areas. It can be said that the profession has a significant physical and psychological impact on the occupants.

In this study, it is aimed to reveal the life satisfaction and job satisfaction levels of social workers in the scope of the research. Thus, with the data obtained as a result of the research, it is aimed to be beneficial to the managers and academicians in the field of social work.

1. Conceptual framework

Life satisfaction expresses the satisfaction of one's own life (Telman-Unsal, 2004: 18). In general, life satisfaction can be defined as "*the emotional response of a person to life, defined as work, leisure, and other off-hours*" (Mook-Giannakopoulos, 1994: 547). Life satisfaction is simply the pleasure that one gets from life. Job satisfaction reflects the attitude of the individual towards his/her work. People who

are satisfied with their job, have positive attitudes, feelings, and perceptions towards and of it. Briefly, job satisfaction, feelings towards the individual's work, attitude and perception are said to be positive. If the individual is satisfied with their job and wants to ensure continuity in their job role, the job satisfaction is sufficient and high. In this case, it can be said that the individual has a positive attitude toward work. According to Riggio, "*job satisfaction consists of feelings and attitudes that one has about the job*". (Riggio, 2014: 218). Spector described well-known facets of job satisfaction as, "Communication, Contingent rewards, Coworkers, Fringe benefits, Nature of work, Organization's policies and procedures, Pay, Promotion, Supervision" (Spector, 1997:3). The idea behind job satisfaction is that the working individual enjoys the work he/she has done, and as a result he/she is satisfied.

It is seen that the interest in the issue has continued for many years due to the important output of the work towards job satisfaction. Job satisfaction affects life satisfaction because a large portion of the day is spent at work. The good or bad events from one domain pass on to another and, as such, job satisfaction or dissatisfaction will affect life satisfaction. Developing skills and relationships in the business environment (Yetim, 2001: 163), makes an individual's life meaningful and valuable. There are many studies investigating the relationship between life and job satisfaction.

The first study to examine the relationship between job satisfaction and life satisfaction was conducted by Braysfield et al. (1951). The results of a long-term study by Braysfield et al. showed that job satisfaction positively-influenced people's lives in different ways (Chacko, 1983: 165). Especially in recent years, there has been a large amount of research on the relationship between job and life satisfaction. There is a reciprocal relationship between job and life satisfaction, where the increase in one elicits an increase in the other. In his research, Chacko (1983: 168) stated that attitudes and perceptions related to work affect life satisfaction.

According to Locke (1976), job satisfaction also affects other aspects of life. These effects can be grouped into four:

- 1- Effect on life satisfaction,
- 2- Impact on mental health,
- 3- Effect on physical health and
- 4- Effect on fertility.

According to some research results, individuals who are satisfied in the workplace with their work are also satisfied with life outside of work. On the other hand, those who are not satisfied with their job are not satisfied with their individual lives. However, Iverson notes that the effect of job satisfaction on life satisfaction is greater than the effect of life satisfaction on job satisfaction (Iverson, 2000: 807-811). Work done by the other side also depends on the quality and or inferiority of the private lives of the employees not satisfied with the business and the business environment (Newstron and Davis, 1997: 257).

Job satisfaction is one of the critical factors that increase productivity and performance in the organization. Work dissatisfaction weakens the immune system, reducing or even eliminating the response to internal and external threats. Likewise, it is known that there is a close relationship between employees' mental and physical health and job satisfaction. Work dissatisfaction in employees creates mental and physical behavioral disorders. Job dissatisfaction leads to nervous and emotional disorders, causing discomfort such as insomnia, loss of appetite, emotional depression and frustration. As a result, it can be said that job dissatisfaction has a negative impact by creating vicious cycles in the lives of employees (Miner, 1992: 119). Common arguments suggest that, individuals could lose their sense of self by

not only reasons for psychological environments such as low morale and low productivity but also the disappearance of pleasure or taste from life in the unmeaningful work conditions.

2. Method

This research is an investigation into the relationship between life satisfaction and job satisfaction among social workers in Bursa, Turkey. So, the main hypothesis of the study is:

(H1) Job satisfaction is positively associated with life satisfaction.

2.1. Participants

The data used in the current study came from 101 social workers in Bursa, a city in Northwestern Turkey. The data were collected among members of the Association of Social Workers in Bursa. 150 members of this Association (social worker experts) asked to complete the paper questionnaire within one week. Return envelopes were enclosed so they could submit the questionnaire to the researchers after completion. In total 112 members returned their completed questionnaires. The response rate for all members sent a questionnaire were 74. 11% questionnaires because of missing values were excluded, 101 questionnaires were analyzed (effective response rate is 67%).

2.2. Measures

Job Satisfaction Scale:

For this study, Brayfield and Rothe's (1951) the five-item version of the job satisfaction scale were used. Items included: "I feel fairly satisfied with my present job" and "I find real enjoyment in my work". Scale items were scored on a 5-point Likert scale, ranging from 1 (strongly disagree) to 5 (strongly agree).

Life Satisfaction Scale:

Life satisfaction scale developed by Diener et al, (1985). Items included: "In most ways my life is close to my ideal" and "I am satisfied with my life". Scale items were scored on a 5-point Likert scale, ranging from 1 (strongly disagree) to 5 (strongly agree).

2.3. Analysis of Data

SPSS 20.0 and Amos 20.0 package programs were used for data analysis. Descriptive analyses of demographic characteristics (gender, age, marital status, educational status) and items in data collection instruments were examined by frequency and percentage distributions. Correlations were performed to reveal the relationship between two variables.

3. Results

Table 1 shows the distribution of social service specialists, participating in the survey, according to their demographic characteristics.

Table 1. Demographic Characteristics of Participants

Variable		n	%
Gender	woman	59	58.4
	man	42	41.6
Age	18-27	18	17.8
	28-37	46	45.5
	38-47	21	20.8
	48 +	16	15.8
Marital status	Single	43	42.6
	Married	53	52.5
	Divorced	5	5.0
Status at work	Social Worker	87	86.1
	Manager	10	9.9
	Other	4	4.0
Education level	undergraduate	83	82.2
	Graduate (Master, PhD)	18	17.8
Occupational Seniority	Less than 1 year	9	8.9
	1-5 year	31	30.7
	6-10 year	21	20.8
	11-15 year	14	13.9
	16-20 year	8	7.9
	More than 20 year	18	17.8
how long does it work in his/her current job	Less than 1 year	16	15.8
	1-5 year	47	46.5
	6-10 year	25	24.8
	11-15 year	6	5.9
	16-20year	2	2.0
	More than 20 year	5	5.0
Working Overtime	Never	50	49.5
	Once or twice a year	24	23.8
	Once or twice a month	19	18.8
	Once or twice a week	5	5.0
	Always	3	3.0
	Total	101	100.0

As seen in Table 1, when analyzed by sex, 58.4% of males and 41.6% of females participated in the study. The results also show that 45.5% of participants were in the age range of 28-37 years, 52.5% were married, 86% of them were performing specialist duty, 82.2% were undergraduates and 18% were graduates. According to the distribution, it is observed that 20.8% of the participants changed occupation between 6-10 years and 46.5% changed between 1-5 years. When asked about working beyond scheduled work hours, 49.5% of participants responded never.

4. Results

According to the findings obtained in the study, the relationship between the structural equality model and life and job satisfaction was investigated. For this reason, correlation analysis was done. Later, Confirmatory Factor Analysis tried to reveal the existence of this relationship.

4.1. Relations Between Life Satisfaction and Job Satisfaction

The Pearson Moments Product Correlation Coefficient results, the descriptive statistics for the observed variables and the Cronbach alpha values for determining the correlations of the observed variables in the structural equation model are shown in Table 2.

Table 2. Relationship between Life Satisfaction and Job Satisfaction

Variables	1 Life satisfaction	2 Job satisfaction
1. Life satisfaction		
2. Job satisfaction	0,408**	
Mean	2,84	2,99
Standard Deviation	0,79	0,76
Cronbach Alpha	0,84	0,76

** p < 0.01

According to Table 2, life satisfaction and job satisfaction ($r = 0.408^{**}$, $p < 0.01$) were found to be positively-related and significant. The Cronbach Alpha value of the Life Satisfaction Scale was 0.84 and the Cronbach Alpha value of the Job Satisfaction Scale was 0.76.

4.2. Findings Related to Confirmatory Factor Analysis

The relationship between Life Satisfaction and Job Satisfaction has been examined in a highly variable normality before justification by confirmatory factor analysis. Multivariable normality was determined using the Relative Multivariate Kurtosis coefficient. In this study, Relative Multivariate Kurtosis coefficient was found to be 1.920. According to Pellegrini and Scandura (2005), this coefficient is smaller than 3 indicating that it meets the variable normality. When the values χ^2 of the skewness and kurtosis are also examined, it is seen that all observable variables are normally distributed. It can be surmised that the assumption of multiple normality is valid. Confirmatory factor analysis is a type of structural equation modeling (SEM) that deals specifically with latent variables (or factors) and observed

measurement models (Çelik& Yılmaz, 2013). In this study, three models were developed for Validator Factor Analysis. In the first model, the factors were handled independently and in the second model the relationship between the factors was examined. Certain arrangements have been made in order to make the model with the positive correlation between them, meaningful.

The correlated model is called a measurement model. The most widely accepted premise in classical measurement theory is that indicators positively associated with the same concept should be positively correlated with one another. This internal consistency perspective is a dominant view in psychology, sociology and social sciences (Bollen& Lenox, 1991). Although the third model is the same as the second model, it allows error correlations. The correlations of measurement errors in the model are tested not only with correlations of common factors of latent variables but also with variables with common or no correlation. The fit statistics for the Confirmatory Factor Analysis models are presented in Table 3. When the table was examined, low fit indices were found in the model where life satisfaction and job satisfaction scales were independent. It is understood that in the model where life satisfaction and job satisfaction are correlated, it shows better adaptation ($\Delta\chi^2 = 16,9, \Delta df = 1, p < 0,000$). However, the best fit is seen in the third model ($\Delta\chi^2 = 42,8, \Delta df = 3, p < 0,000$). The third model allows error corrections even though it is the same as the second model. This model is the most suitable model according to the goodness of fit and the chi-square value with high fit values is statistically significant and has the lowest value from the other two models.

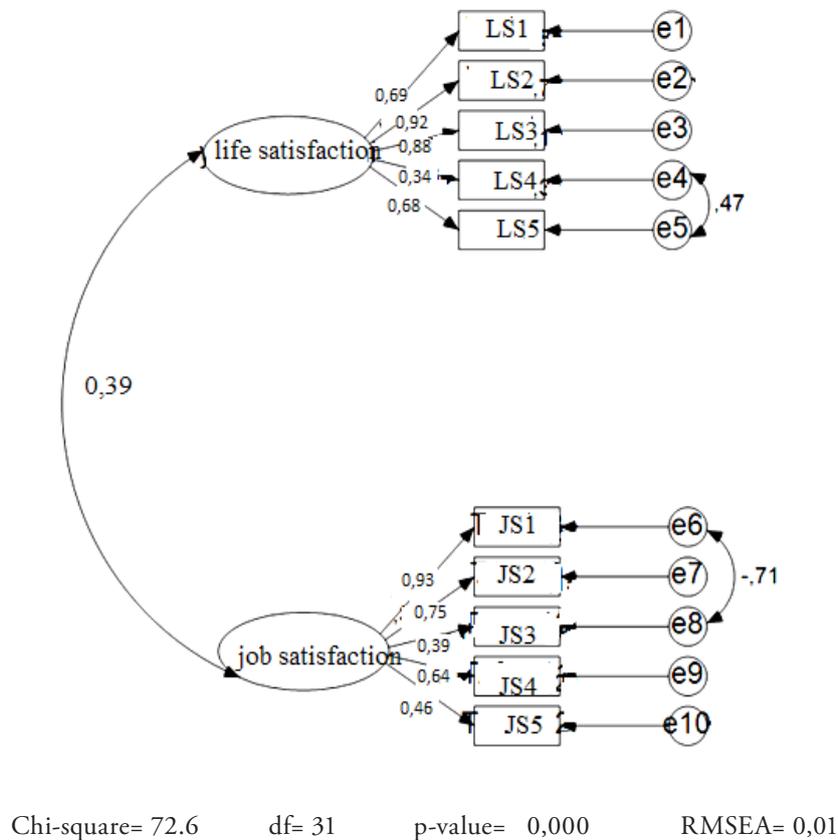


Figure 1. Relationship between Life Satisfaction and Job Satisfaction

It appears that there is a positive relationship between life satisfaction and job satisfaction ($r = 0.39$). Hypothesis 1 is supported. When we look at the predicted values for the model, the findings in table 3 are obtained.

Table 3. Compliance Indexes for Confirmatory Factor Analysis Model

Model	χ^2	df	χ^2 / df	GFI	CFI	RMSEA
1. Independent Factors	132,3	35	3,78	0,78	0,78	0,06
2. Correlated Factors	115,4	34	3,39	0,81	0,81	0,05
3. Correlated Factors and Correlated Errors	72,6	31	2,34	0,90	0,90	0,01

Given the goodness of fit indexes for the third model, it was found that ($\chi^2 / sd = 2,34$, RMSEA = 0,1, CFI = 0,90, GFI = 0,90, SRMR = 0,06).

5. General Discussion

Confirmatory factor analysis conducted to determine the relationship between demographic characteristics of social workers and their life and job satisfaction. In this study, three models were analyzed with confirmatory factor analysis. The first model is the model of independent factors. Based on the results of the independent model, GFI = 0.78 and CFI = 0.78, we conclude that this model is not a good fit. As a result of the model, it was not preferred because the goodness of fit was low. The second model was formed by correlated models, such that GFI = 0.81 and CFI = 0.81. As a result of the analysis, goodness of fit values were also low. In order to reach the values of goodness of fit, the third model, the correlated factors and the correlated errors were analyzed. In our third and last model, GFI = 0.90 and CFI = 0.90, and this model shows a good fit. The goodness of fit values were found to be high. It is seen that the third model with the highest values is the most suitable model. There is also a positive relationship between life satisfaction and job satisfaction ($r = 0.39$). The Cronbach's Alpha value of the Life Satisfaction Scale was 0.84 and the Cronbach's Alpha for Job Satisfaction was 0.76. The mean and standard deviation of the Life Satisfaction scale was 2.84 ± 0.79 , while the mean and standard deviation of the Job Satisfaction scale was 2.99 ± 0.76 .

The results of this study support those of previous studies in other countries. Studies conducted by Unanue et al. (2017:13), X. Zhao et al. (2016:34), and Bopp (2015:1031) also reveal positive relationships between participants' job satisfaction and life satisfaction levels. In domestic studies done by Uyguç et al. (1998), Aşan and Erenler (2008), Keser (2005), Çevik and Korkmaz (2014), Yiğitet al. (2011), Yenihanetal. (2016), and Yılmazet al. (2010), there is a significant relationship between participants' job satisfaction and life satisfaction levels. In this sense, the results of this current study support previous domestic and foreign literature.

The results of this research show that life satisfaction influences job satisfaction of social workers in Bursa. Generally speaking, it can be said that the social service specialists with high job satisfaction and life satisfaction will have high individual performance in working life and this situation will increase organizational performance, and therefore happiness of social workers will play an important role in service success.

6. Limitations and directions for research

The sample size of this study was too small to make generalizations about social workers. Furthermore, participants were recruited only from the Association of Social Workers in Bursa and therefore

the information is not adequate for making generalizations about the entire country of Turkey. Consequently, a larger sample of social workers from across Turkey is needed. Another limitation of this study lies in the use of a short version of the job satisfaction scale, which does not give detailed information about job satisfaction facets such as, pay, coworkers, promotion opportunities and the like. According to get detailed results from job satisfaction issue, the long version of the job satisfaction scale can be preferred.

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