Job Satisfaction of Social Service Workers in Penitentiary Institutions in Albania

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Abstract

This study analyzes job satisfaction of Social Service Workers of Penitentiary Institutions in Albania. The overall job satisfaction of Social Service Workers of Penitentiary Institutions in Albania is associated with 12 variables. These variables are the most important among all the 24 variables that taken in consideration in this study. If these factors are considered carefully, then there will be a positive overall satisfaction of Social Service Workers of Penitentiary Institutions. This study gives a message to the employers of Penitentiary Institutions that if they want to improve job satisfaction of Social Service Workers then they have to consider the above 12 variables: recognition for good work, adequate remuneration for work, feel proud of job, satisfaction from non-financial rewards, motivated to work, job is meaningful, available opportunities for promotion, exchange of ideas between superior and subordinate, job evaluated reward, relationship –colleagues, training program regularly and satisfied with available opportunities. This study covers a wide range of independent variables that significantly influences job satisfaction of Social Service Workers of Penitentiary Institutions; however, referring to the limited number of data, this study fails to bring a complete and exhaustive evaluation picture on job satisfaction of social workers of Penitentiary Institutions in Albania.

Keywords: *Job satisfaction, social service workers, penitentiary institution*

Introduction

Job satisfaction has been defined as an emotional reaction to the work situation (Ilham, 2009, Locke, 1969, 1976). Perhaps the best-known definition of job satisfaction is Locke's contention that ''job satisfaction is a pleasurable or positive emotional state resulting from an appraisal of one's job or job experiences'' (Locke, 1976). Rahma, M.M et al. (2012) underline that "The degree of satisfaction is determined by the ratio outcomes against the desire of employees from their respective jobs. By law of nature as we have more, we want more, hence the level of satisfaction remain less. Job satisfaction is dynamic, as it can go as quickly as it comes. It is positive emotional state that occurs when a person's job seems to fulfill important values, provided these values are compatible with one's needs"

The penitentiary Institutions in Albania are considered by social service employees as a good opportunity to exercise their profession and as a job that is in line with their expectations (Kume, E. 2013). Given the target groups (prisoners) to whom this service is offered, it is naturally that "…social service workers must often deal with intense emotional issues and are frequently confronted with disturbing situations (Bernal, J.G., et al. 2005, Zaimi, et al. 2013).

The purpose of this study is the evaluation the job satisfaction level and identification of factors (variables) important for social service employee`s job satisfaction in order to plan and carry out the necessary intervention in order to increase the effectiveness of this service in penitentiary Institutions in Albania.

The objectives of the study are: (i) to identify the most important factors of job satisfaction, (ii).to identify the level of satisfaction of social service specialist in penitentiary Institutions *and* (iii) to evaluate the correlation between job satisfaction and factors of job satisfaction

Methodology

Sample Design

The targets of this study are 36 social service specialists who work in 23 penitentiary institutions. A structured questionnaire was developed using job satisfaction forces to which the respondents was asked to react using a seven step Bi-polar scale ranging from strongly disagree (1) to strongly agree (7).

At the end of the questions, a final question was added: "overall I am satisfied about my job". This question was intended to measure the respondent's reaction to the job satisfaction in a scale. Bipolar scale has been selected because of its widespread appropriateness of measuring attitude (Rahma, M.M et al. 2012)

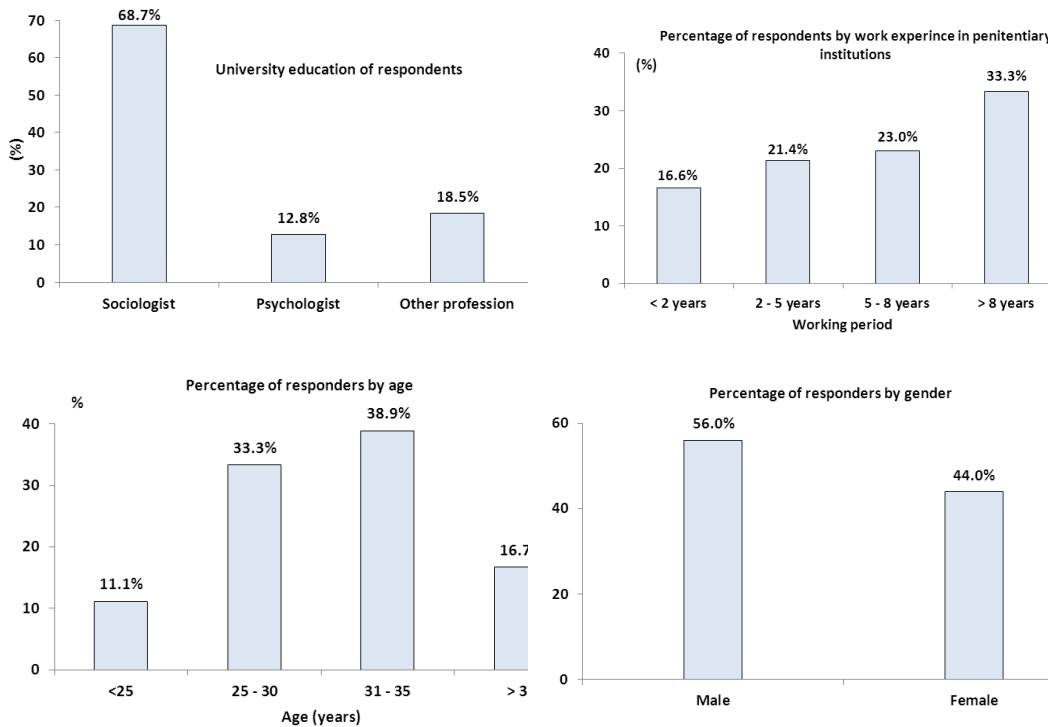The demographic compositions of the respondents are shown in Figure no.1

Figure no.1 Demographic characteristics of respondents

Methods

SPSS 17.0 and Excel have been used to process and analyze the data. Dependent and independent variables are analyzed by using correlation and linear regression. Different statistical tools like ANOVA, T-test have been used to assess and interpret data. ANOVA has been used to analyze the relationship of job satisfaction factors with overall satisfaction of employees. T-tests have been performed to test the statistical significance of the parameters at 5% level of significance.

Statistical parameters like mean, standard deviations will be estimated. In order to evaluate and estimate the significance level among dependent and independent variables, the variables are further analyzed with the help of regression model. Overall job satisfaction is the dependent variable and adequate remuneration for work, job is meaningful, salary increases on performance, satisfaction from non-financial rewards, job evaluated reward, available opportunities for promotion, satisfied with available opportunities, feel proud of job, training program regularly, use skill, experience and qualification, top management support, satisfied environment, recognition for good work, motivated to work, flexibility working hours, like job, job meaningful, relationship-colleagues, collective work, team work, colleagues help, supervisors care, trust between superior and subordinates and exchange of ideas between superior and subordinates are independent variables

The regression model is as follows:

$$OJS = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 X_5 + \beta_6 X_6 + \beta_7 X_7 + \beta_8 X_8 + \beta_9 X_9 + \beta_{10} X_{10} + \beta_{11} X_{11} + \beta_{12} X_{12} + \beta_{13} X_{13} + \beta_{14} X_{14} + \beta_{15} X_{15} + \beta_{16} X_{16} + \beta_{17} X_{17} + \beta_{18} X_{18} + \beta_{19} X_{19} + \beta_{20} X_{20} + \beta_{21} X_{21} + \beta_{22} X_{22} + \beta_{23} X_{23} + \beta_{24} X_{24} + \varepsilon_t$$

Where:

OJS-Overall Job Satisfaction

X_1- Adequate remuneration for work

X_2- Job is meaningful

X_3- Salary increases on performance

X_4- Satisfaction from non-financial rewards

X_5 - Job evaluated reward

X_6- Available opportunities for promotion

X_7- Satisfied with available opportunities

X_8- Feel proud of job

X_9- Training program regularly

X_{10}- Use skill, experience and qualification

X_{11}- Top management support

X_{12}- Satisfied environment

X_{13}- Recognition for good work

X_{14}- Motivated to work

X_{15}- Flexibility working hours

X_{16}- Like job

X_{17}- Job meaningful

X_{18}- Relationship –colleagues

X_{19}- Collective work

X_{20}- Team work

X_{21}- Colleagues help

X_{22}- Supervisors care

X_{23}- Trust between superior and subordinates

X_{24}- Exchange of ideas between superior and subordinates

ε_t - Error Term

and α is a constant and β_1, β_2, β_3, β_4, β_5, β_6, β_7, β_8, β_9, β_{10}, β_{11}, β_{12}, β_{13}, β_{14}, β_{15}, β_{16}, β_{17}, β_{18}, β_{19}, β_{20}, β_{21}, β_{22}, β_{23}, β_{24} are coefficients to estimate.

Results and discussion

The mean value and standard deviation of variables are showed in Table no.1. The mean value of all factors, except Flexibility working hours, Team work and Colleagues help, is more than 5.0 which is between the neutral and agree in the scale showing the average employees perception about job satisfaction.

Table no. 1 Descriptive Statistics

Variable	Main	Standard deviation	Variable	Main	Standard deviation
Adequate remuneration for work	5.06	0.721	Recognition for good work	5.06	0.634
Job is meaningful	6.13	0.824	Motivated to work	5.32	0.891
Salary increases on performance	5.02	0.703	Flexibility working hours	4.61	0.637
Satisfaction from non-financial rewards	6.09	0.986	Like job	5.36	0.843
Job evaluated reward	5.72	0.712	Job meaningful	5.82	0.784

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Available opportunities for promotion	5.42	0.783	Relationship –colleagues	5.21	0.782
Satisfied with available opportunities	5.31	0.923	Collective work	5.03	0.789
Feel proud of job	6.04	1.003	Team work	4.81	0.853
Training program regularly	5.21	0.754	Colleagues help	4.16	0.609
Use skill, experience and qualification	6.02	0.762	Supervisors care	5.10	0.712
Top management support	5.21	0.759	Trust between superior and subordinates	5.03	0.735
Satisfied environment	5.03	0.692	Exchange of ideas between superior and subordinate	5.13	0.789
Overall Job Satisfaction	5.23	0.897			

From Table no.2, it is seen that there is a significant correlation between dependent variable and independent variables. At 5% level of significance the correlation is 88.2%. Here, adjusted R square is 0.722 which tells us about 72.2% variation of dependent variable is explained by independent variables included in regression model.

Table. No. 2 Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.8823[a]	.779	.722	0.394
a. Predictors: (Constant), adequate remuneration for work, job is meaningful, salary increases on performance, satisfaction from non-financial rewards, job evaluated reward, available opportunities for promotion, satisfied with available opportunities, feel proud of job, training program regularly, use skill, experience and qualification, top management support, satisfied environment, recognition for good work, motivated to work, flexibility working hours, like job, job meaningful, relationship-colleagues, collective work, team work, colleagues help, supervisors care, trust between superior and subordinates, exchange of ideas between superior and subordinates				

Table no. 3, shows that the regression equation is explaining a statistically significant portion of the variability in the dependent variable from variability in the independent variables. Therefore we can conclude that it accurately explains that the overall job satisfaction of the social service specialists who work in penitentiary institutions depends on the factors that have entered in the model.

Table no.3. ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	342.86	24	54.14	15.60	.00[b]
	Residual	107.52	11	3.47		
	Total	450.38	35			
a. Dependent Variable: Overall Job Satisfaction						

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b. Predictors: (Constant), adequate remuneration for work, job is meaningful, salary increases on performance, satisfaction from non-financial rewards, job evaluated reward, available opportunities for promotion, satisfied with available opportunities, feel proud of job, training program regularly, use skill, experience and qualification, top management support, satisfied environment, recognition for good work, motivated to work, flexibility working hours, like job, job meaningful, relationship-colleagues, collective work, team work, colleagues help, supervisors care, trust between superior and subordinates, exchange of ideas between superior and subordinates

Table no.4 shows the coefficients between dependent and independent variables. According to significant values of the coefficients for adequate remuneration for work, job is meaningful, salary increases on performance, satisfaction from non-financial rewards, satisfaction from non-financial rewards, job evaluated reward, available opportunities for promotion, training program regularly, recognition for good work, motivated to work, flexibility working hours, job meaningful are statistically significant (p<0.00) and satisfied with available opportunities, feel proud of job, relationship–colleagues are statistically significant (p<0.05). The coefficients for other independent variables are not statistically significant which implies that these factors have some impact on overall job satisfaction but these are not considerable.

Referring to the values of standardized coefficients that correspond to the variables that have statistical significant effect on dependent variable, overall job satisfaction, in Table no 5, are chronologically ranked the variables that should be taken in consideration by the decision making body in drafting policies that want to increase job satisfaction level for social service specialist in penitentiary Institutions.

Table no. 4 Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		β	Std. Error	β		
1	Constant	2.346	0.561		2.32	0.75
	Adequate remuneration for work	0.468	0.231	0.387	3.76	0.00
	Job is meaningful	0.521	0.268	0.294	3.98	0.00
	Salary increases on performance	0.219	0.318	0.128	3.07	0.00
	Satisfaction from non-financial rewards	0.326	0.056	0.307	4.02	0.00
	Job evaluated reward	0.189	0.082	0.256	4.12	0.00
	Available opportunities for promotion	0.321	0.125	0.287	3.08	0.00
	Satisfied with available opportunities	0.156	0.025	0.203	2.75	0.05
	Feel proud of job	0.507	0.089	0.321	2.98	0.05
	Training program regularly	0.329	0.120	0.237	3.67	0.00
	Use skill, experience and qualification	-0.221	0.107	-0.241	-1.11	0.62
	Top management support	0.142	0.112	0.067	1.67	0.09
	Satisfied environment	0.068	0.321	0.088	1.06	0.62
	Recognition for good work	0.367	0.054	0.406	3.69	0.00

Motivated to work	0.293	0.217	0.302	3.05	0.00
Flexibility working hours	-0.324	0.142	-0.289	-3.12	0.00
Like job	0.387	0.121	0.098	-1.68	0.10
Job meaningful	0.309	0.120	0.152	3.17	0.00
Relationship –colleagues	0.341	0.122	0.241	2.06	0.05
Collective work	-0.027	0.203	-0.067	-1.04	0.62
Team work	-0.257	0.065	-0.185	-1.07	0.62
Colleagues help	0.067	0.103	0.024	2.19	0.05
Supervisors care	-0.127	0.111	-0.204	-1.87	0.09
Trust between superior and subordinates	-0.129	0.183	-0.183	-1.90	0.08
Exchange of ideas between superior and subordinate	0.357	0.098	0.276	3.15	0.00
a. Dependent Variable: Overall Job Satisfaction					

Table no. 5. Rank order of variables

Variables	Value	Rank order on the basis of significance
Recognition for good work	0.406	1
Adequate remuneration for work	0.387	2
Feel proud of job	0.321	3
Satisfaction from non-financial rewards	0.307	4
Motivated to work	0.302	5
Job is meaningful	0.294	6
Available opportunities for promotion	0.287	7
Exchange of ideas between superior and subordinate	0.276	8
Job evaluated reward	0.256	9
Relationship –colleagues	0.241	10
Training program regularly	0.237	11
Satisfied with available opportunities	0.203	12

Conclusions

This study analyzes job satisfaction of Social Service Workers of Penitentiary Institutions in Albania.

The overall job satisfaction of Social Service Workers of Penitentiary Institutions in Albania is associated with 12 variables. These variables are the most important among all the 24 variables that taken in consideration in this study. If these factors are considered carefully, then there will be a positive overall satisfaction of Social Service Workers of Penitentiary

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