

A Field Study of the Impact of Job Satisfaction on Organizational Loyalty to Workers Sonelgaz for the Distribution of Gas and Electricity Rural Béchar in Algeria

ABDELJALIL MOKADDEM

Laboratory of Study Economics &
Development Local In South west of Algeria
Department of Management
University of Béchar, Algeria,

ILYES SLIMANI

Laboratory of Study Economics &
Development Local In South west of Algeria
Department of Management
University of Béchar, Algeria,

SOUAD DOULI

Laboratory of Study Economics &
Development Local In South west of Algeria
Department of Management
University of Béchar, Algeria,

ABSTRACT

This study aims to highlight the impact of job satisfaction on organizational loyalty at the level of Sonelgaz Foundation for the distribution of gas and electricity, "rustic" Bashar which represents a study population enterprise workers was selected a sample of them, but the completion of this study has been prepared consisting of a three-part questionnaire devoted the first part of personal information, and part the second respect to job satisfaction, and the third part regards loyalty organizational, has been tested this effect, where the results of the study indicated that the impact of job satisfaction on organizational loyalty when Sonelgaz "rustic" high institution workers, and there are significant differences between the independent variables differences (financial incentive, business climate, promotion and the dependent variable (organizational) loyalty.

Keywords: job satisfaction, organizational loyalty, financial incentive, promotion, social relations, work climate..

1. INTRODUCTION

The institutions of different types main nucleus in human societies, and the human element is the heartbeat and effective in those institutions. And it has become a success of any organization in achieving its objectives but is dependent primarily on its human resources, having been seen to institutions physical entity, has become a meaningful social unit to train, develop and motivate human resources financially and morally to the goal of access to their satisfaction and strengthen their loyalty and affiliation.

This is not surprising to have the subject of job satisfaction and loyalty organizational, considerable attention from behavioral and administrators party because of its significant role in the achievement of its objectives, the main reason for the study of this subject is to provide managers with the opinions and ideas that help improve workers' attitudes towards work or organization.

The problem of the study: "What is the effect of job satisfaction on organizational loyalty among workers Sonelgaz Foundation for the distribution of gas and electricity rural Bashar?"

Hypotheses:

- ❖ There is the impact of job satisfaction and organizational loyalty.

- ❖ There are statistically significant relationship between the work environment and organizational loyalty.
- ❖ There are statistically significant differences between the financial incentive and loyalty organizational relationship.
- ❖ There are significant differences between the upgrade and loyalty organizational relationship.
- ❖ no statistically significant relationship between social relationships and organizational loyalty.
- ❖ no statistically significant relationship between organizational affiliation and loyalty..

2. JOB SATISFACTION

2.1 The Definition of Job Satisfaction

* "Is a sentiment workers for their business, and that results in performance for its employment or work for them, and what should get it from their jobs and therefore it is, the less the gap between administrators whenever satisfaction increased workers, it also the outcome of the special attitudes towards the different elements of the facility ".

* Knows Roustan (1985): "who believes that career satisfaction is the result of a group waiting for worker of his work and what happened to him and the result is that explain the light of professional satisfaction."

* Knows Habib Al-Sahaf in his dictionary as "the organization's ability to meet and satisfy the physical and moral needs of their employees, lead to job satisfaction. It is also the employee's ability to adapt to the working conditions and environment surrounding it by comparing what is owned or get him and hopes to get it."

* Schneider and Snyder sees "that job satisfaction is a personal assessment of the working conditions, and the features and benefits provided by the function of a factor when you accepted that."

And deduce which Sbakon job satisfaction "is an inner feeling positive resulting from the saturation value when the individual needs of the individual."

2.2 The Factors Affecting Job Satisfaction

It can be summarized and divided the most important factors affecting the satisfaction of individuals for their profession into four groups in the figure as follows:

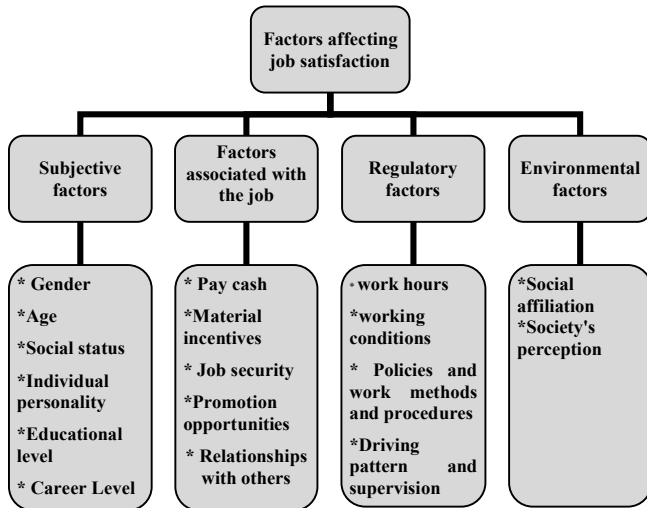


Figure 1: Shows the factors affecting job satisfaction

3. THE ORGANIZATIONAL LOYALTY

3.1 The Concept Of Organizational Loyalty

* Knew Buchanan (Buchanan) organizational loyalty as a "strong and effective link individual goals of the institution and its values, regardless of the material values earned him Mnha. oukd difference between the three main pillars underlying organizational loyalty are:

-The feeling of belonging (Identification) is reflected in the expression of pride in the organization and its goals of self-contentment.

- Participation (Involvement) by the individual and that stems from the psychological satisfaction of the importance of the activities and roles played by.

- Loyalty (Loyalty), which is expressed in the presence of the firm desire of the individual to continue working in the organization in all circumstances, and doubling the effort by him in pursuit of its objectives and goals of the institution.

* I knew Kantor (Kantor 1968) on organizational loyalty "that he is ready to individuals rather than energy and loyalty to the organization."

* Knew both Moody (mody) and Esterz (yestries) and Porter (porter) (1974) organizational loyalty that: "the strength of a merger or an employee working with the institution in which it operates."

They pointed out that the individual who owns the affiliation of the organization, which employs enjoys a state of harmony and contentment and interact with his institution and its employees, and pointed to the specific qualities characterize these individuals and have an impact in determining the extent of organizational loyalty of the individual, and these qualities:

- ❖ accept the organization's goals and values of a strong belief.
- ❖ ready and a strong desire to make the maximum possible effort for the benefit of the institution on its behalf.
- ❖ serious desire in the province to carry on an individual's membership in the organization.

3.2 The Evolution of Organizational Loyalty and Configured

The following figure shows the three stages of the formation of loyalty when Buchanan:

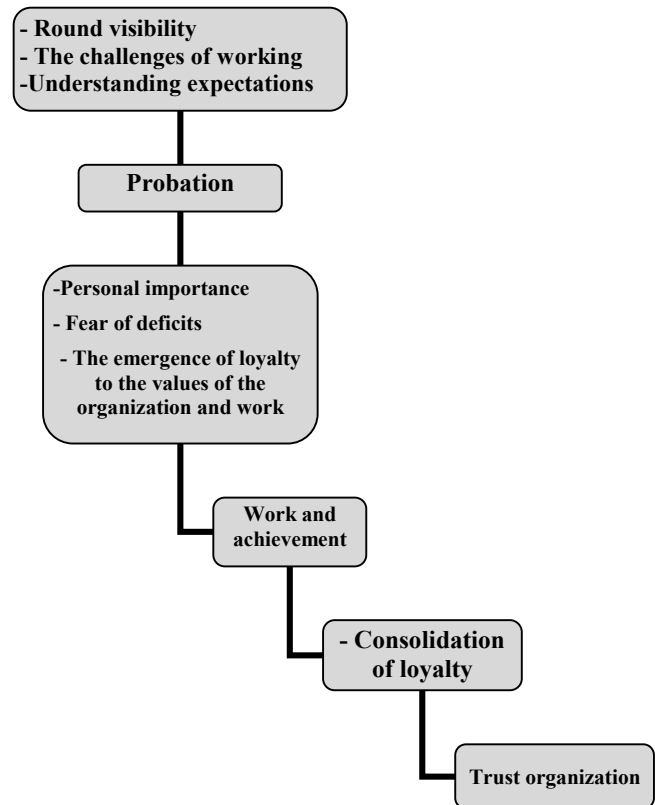


Figure 2: Stages of organizational loyalty formation.

4. THE FIELD STUDY

The study population and type of Sample: The study population consisted of Sonelgaz Foundation staff group for the distribution of gas and electricity, "rustic" Bashar is composed, and has been selected in a random sample.

Variables	levels	Number	%
Gender	Male	29	69%
	female	13	31%
Age	Less than 30 years	09	21,4%
	31-40 years	24	57,1%
	41-50 years	3	7,1%
	More than 50 years	6	14,3%

Professional Experience	Less than 5 years	15	35,7%
	From 6-15 years	19	45,2%
	From 16-25 years	2	4,8%
	More than 25 years	6	14,3%
Career Center	Framework	17	40,5%
	Executive Officer	9	21,4%
	Operator console	16	38,1%

Source: Preparation researchers relying on spss output

4.1 Test the Hypotheses of the Study

4.1.1 *The First hypothesis:* The effect between job satisfaction and organizational loyalty

H0: There are no significant differences between job satisfaction organizational loyalty relationship.

H1: There are significant differences between job satisfaction organizational loyalty relationship.

Table(2): the results of the measurement of influence between the job satisfaction and organizational loyalty

The independent variable: job satisfaction	Miles regression line	The regression line	The variable: organizational loyalty			
			R	R2	F	sig
	0.793	0.658	0.601	0.361	22.623	0.000

Source: the preparation of researchers and the adoption of the spss.

When the value of f degrees of freedom (13.28) = 2.391

Analysis: The above tables show that bilateral link value (R) between job satisfaction and organizational loyalty was (0601) an increase (60.1%) is a strong correlation, as was the coefficient of determination (R Square 0.361) that is (36.1%) of the change in Organizational Commitment due to the change in job satisfaction, we note that the significance level (Sig 0,00) is less than the level of significance (0.05). this indicates the presence of a statistically significant relationship between job satisfaction and loyalty organization, and the value of f calculated (22.623) is the largest Driven by the value f (2.391), we reject the hypothesis bad and accept the alternative hypothesis there are no statistically significant differences between job satisfaction and organizational loyalty relationship, and thus can be written gradient between job satisfaction equation (x1) and Organizational Commitment (y) as follows:

$$Y = 0.658 + 0.7931x1$$

4.1.2 *The second hypothesis:*The effect of the spirit of belonging and loyalty to the regulatory

H0: There were no statistically significant differences between the sense of belonging and loyalty to the organizational relationship.

H1: There are significant differences between the sense of belonging and loyalty to the organizational relationship.

Table 3: Results of measurement of the relationship between the spirit of belonging and organizational loyalty

The independent variable: The Spirit Of Belonging	Miles regression line	The regression line	The variable: organizational loyalty			
			R	R2	F	sig
	0.148	2.816	0.98	0.10	0.387	0.538

Source: the preparation of researchers and the adoption of the spss. When the value of f degree of freedom (33.8) = 2.23

Analysis: The above table shows that the bilateral link value (R) between the sense of belonging and organizational loyalty was (0.98), an increase of (98%) is a very strong correlation, as was the coefficient of determination (R Square) 0, 10 meaning that 10% of change in organizational loyalty due to the change in the spirit of belonging. Note that the significance level (Sig 0.538) makes it larger than the moral level (0.05), and this shows that there is no statistically significant differences between the spirit of belonging and organizational loyalty, and the value of f calculated (0.387) is less than the value of f spreadsheet (2.23), we accept the hypothesis bad and reject the alternative hypothesis of any no statistically significant differences between the spirit of belonging and organizational loyalty, and thus can be written regression equation between the sense of belonging (x2) and Organizational Commitment (y) as follows:

$$Y = 2.816 + 0.1482x2$$

4.1.3 *The third hypothesis:*The relationship between work and the business climate and organizational loyalty

H0: There is no statistically significant relationship between the work environment and organizational loyalty.

H1: There is a statistically significant relationship between the work environment and organizational loyalty.

Table 4: the results of measurement of the relationship between the working environment and organizational loyalty

The independent variable: Work Environment	Miles regression line	The regression line	The variable: organizational loyalty			
			R	R2	F	sig
	0.434	1.904	0.485	0.235	12.277	0.01

Source: the preparation of researchers and the adoption of the spss. When the value of f degree of freedom (25.16) = 2.069

Analysis: The above tables show that bilateral link value (R) among the challenges at work and loyalty organization was (0.485), an increase of 48.5% is the weak link, as was the coefficient of determination (R Square 0, 235) that is (23.5%) of change in organizational loyalty due to the change in the business climate. Note that the significance level (Sig 0.01) is lower than the level of significance (0.05), this indicates the presence of significant differences between the work environment and Organizational Commitment, and the value of f calculated differences (12.277) is greater than the value of f spreadsheet (2.069), we reject the hypothesis bad and accept the alternative hypothesis of any no significant statistical relationship between the business climate and organizational loyalty, we can be written regression equation between the business climate (x3) and Organizational Commitment (y) as follows:

A Field Study of the Impact of Job Satisfaction on Organizational Loyalty to Workers Sonelgaz for the Distribution of Gas and Electricity Rural Béchar in Algeria

$$Y = 1.904 + 0.4343x3$$

4.1.4 The fourth hypothesis: The relationship between the financial incentive and loyalty organizational

H0: There were no statistically significant differences between the financial incentive and loyalty organizational relationship.

H1: There are significant differences between financial incentive and loyalty organizational relationship.

Table(5): the results of the measurement of the relationship between the material incentive organizational loyalty

The independent variable: physical incentive	Miles regression line	The regression line	The variable: organizational loyalty			
			R	R2	F	sig
	0.386	2.140	0.482	0.232	12.092	0.01

Source: the preparation of researchers and the adoption of the spss. When the value of f degrees of freedom (912.2) = 2.104

Analysis: The above table shows that the binary value of the link (R) between the material reward and organizational loyalty was (0.482), an increase of 48.2% is the weak link, as was the coefficient of determination (R Square 0.232) meaning that 23.2% of the change in the organizational loyalty due to the change in the financial incentive, we note that the significance level (Sig .01) is less than the level of significance (0.05). this indicates the presence of statistically significant differences between the financial incentive and loyalty organization, and the value of f calculated differences (12.092) is greater than the value of f spreadsheet (2.104), we reject the hypothesis bad and accept the alternative hypothesis of any no Related statistically significant differences between the financial incentive and organizational loyalty. And therefore (x4) and organizational loyalty can be written gradient between the financial incentive equation (y) AS FOLLOWS:

$$Y = 2.140 + 0.386x4$$

4.1.5 The fifth hypothesis: The relationship with colleagues and Organizational Commitment

H0: There is no statistically significant relationship between social relationships and organizational loyalty.

H1: There is a statistically significant relationship between colleagues and organizational loyalty relationship.

Table 6: the results of the measurement of social relations and organizational loyalty

The independent variable: Social Relations	Miles regression line	The regression line	The variable: organizational loyalty			
			R	R2	F	sig
	0.264	2.356	0.318	0.101	4.499	0.40

Source: the preparation of researchers and the adoption of the spss.

When the value of f degrees of freedom (0.329) = 2.188

Analysis: The above tables show that bilateral link value (R) between social relationships and loyalty organization was (0.318), an increase of (31.8%) is a very weak link, as was the coefficient of determination (R Square) (0.101) means that (10.1%) of change in organizational loyalty due to the change in social relations, we note that the significance level (Sig 0.40) is greater than the level of significance (0.05) this shows that there were no statistically

significant differences between social relationships and loyalty organization, and the value of f calculated (1.623) less than the value f spreadsheet (2.188) and therefore we accept the hypothesis of bad and reject the alternative hypothesis which there are no statistically significant differences between social relationships and loyalty organizational relationship, and it can be written gradient between the relationship with colleagues equation (x5) organizational loyalty (y) as follows:

$$Y=2.356+0.264x5$$

4.1.6 The Sixth hypothesis: The relationship between the promotion and organizational loyalty

H0: No statistically significant differences between the upgrade and loyalty organizational relationship.

H1: There are significant differences between the upgrade and loyalty organizational relationship.

Table (7): The results of measuring the relationship between the upgrade and organizational loyalty

Independent variable: Upgrade	Miles regression line	The regression line	The variable: organizational loyalty			
			R	R2	F	sig
	0.377	2.201	0.483	0.234	12.198	0.01

Source: the preparation of researchers and the adoption of the spss. When the value of f degrees of freedom (24.17) = 2.070

Analysis: The above table shows that the bilateral link value (R) between the upgrade and Organizational Commitment was (0.234), an increase of (23.4%) is the weak link, as was the coefficient of determination (R Square) (0.483) that is (48.3%) of change in organizational loyalty due to the change in the upgrade note that the significance level (Sig .01) is less than the level of significance (0.05). this indicates the presence of statistically significant differences between the upgrade and Organizational Commitment, and the value of f calculated differences (12.198) is greater than the value of f spreadsheet (2.070) and thus reject the hypothesis bad and accept the alternative hypothesis of any no statistically significant difference between promotion at work and loyalty to the organizational relationship, and thus can be written regression equation between the upgrade (x6) and job satisfaction (y) as follows:

$$Y = 2,201 + 0,377 x6$$

5. CONCLUSION

Been through this field study is an attempt to shed light on the impact of job satisfaction and organizational loyalty among the staff in the various interests of Sonelgaz Directorate for the distribution of gas and electricity, "rustic" Bashar, through the design of a questionnaire that measures the relationship between them saluting reached:

5.1 Research Results

- There is a positive effect between job satisfaction and organizational loyalty This means that the greater the job satisfaction is enhanced with organizational loyalty;
- no statistically significant relationship between loyalty and some independent variables and factors, which contribute to the improvement of individual trends and achieve the quality of life in the workplace, which is reflected positively on their

performance levels and stimulates their sense of the value of organizational loyalty.

REFERENCES

- [1] Heslop, P., Smith, G. D., Metcalfe, C., Macleod, J., & Hart, C. (2002), "Change in Job Satisfaction and its Association with Self-Reported Stress, Cardiovascular Risk Factors and Mortality", *Social Science & Medicine*, 54,1589-1599.
- [2] Podsakoff, M. F. and MacKenzie, S. B. (1997), "Impact of Organizational Citizenship Behavior on Organizational Performance: A Review and Suggestions for Future Research", *Human Performance* 10(2): 133-151.
- [3] Schwepker, C.H. (2001), "Ethical Climate's Relationship to Job Satisfaction, Organizational Commitment and Turnover Intention in the Salesforce", *Journal of Business Research*, 54(1),39-52.
- [4] Podsakoff, M. F., MacKenzie, S. B., Moorman, R. H. and Richard, F. (1990), "Transformational Leader Behaviors and Their Effects on Followers' Trust in Leader, Satisfaction, and Organizational Citizenship Behaviors", *Leadership Quarterly*, 1(2): 107-142.
- [5] Bateman, T.S. and Organ, D.W., (1983). Job satisfaction and the good soldier: the relationship between affect and citizenship. *Academy of Management Journal*, 26, 587-595.
- [6] Poncheri, R.M. (2006). The Impact of Work Context on the Prediction of Job Performance. North Carolina State University. Their Effects on Followers' Trust in Leader, Satisfaction, and Organizational Citizenship Behaviors", *Leadership Quarterly*, 1(2): 107-142.