

Assessment of the Employees' Job Satisfaction Survey of Pars Oil and Gas Company based on the Spector Theory

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Received: November 21, 2014

Accepted: January 25, 2015

ABSTRACT

Bjective of the current research is assessment of employees' job satisfaction survey of Pars Oil and Gas Company based on the Spector theory. Having job satisfaction increases the performance and efficiency level of the employees. The current research is an applied research. In terms of data, it is qualitative and in terms of type of study is a survey study. Library and field resources and Spector questionnaire were main tools for gathering data. To determine the reliability of the research Cronbach's alpha coefficient has been used and it has been obtained 89%. The current study has been performed in a statistical population with 2454 employees of Pars Oil and Gas Company in 2012-13. Among them, 235 employees were determined as per H. S. Bola's Table (1970) by stratified random sampling method. Obtained data were analyzed using descriptive statistics (mean, percentage, frequency, standard deviation) and inferential statistics (one-sample t-test) using SPSS software. The results showed that job satisfaction based on the Spector theory plays a key role in components of salary and wage, promotion, supervisor's performance, nature of work, organizational relations and employees' allowances and the employees are satisfied with these components.

KEYWORDS: Salary & Wage, Supervisor's Performance, Allowances, Nature of Job, Organizational Relations

1. INTRODUCTION

Job satisfaction has a special position in studies of human resources management and human behavior and is one of the methods to obtain the information about the employees which describe their attitude, emotions and personal preferences regarding their works and express their interest to their jobs [1]. This structure can be effective in prediction of organizational behavior in the future such as turnover, negligence and absence and finally have major effects on the efficiency of human resources and it has always been a problem in organizations.

If the people have higher job satisfaction, they would be satisfied with their job to that extent and satisfy their needs though this, and consequently have positive feelings; growth and learning will increase in them, turnover and absence will decrease and productivity of the organization will subsequently increase. Increasing the productivity will lead to commitment of the employee to the organization and better performance. It also increases the motivation for acquiring new job skills and extension of the ties with others. It directly affected on individual, social and organizational life [2]. But conversely, if the employees are not satisfied with their work, it leads to absence, delay, hasten in arrival and departure, inattention to the rules and regulations of the organization, decrease of work motivation, mental disorders, cardiovascular diseases and even in severe cases, hospitalization, decrease of working morale, performance and in some cases will lead to aggression and disobedience [3].

Nowadays, the job satisfaction in organizations and companies is significant issue that most managers and employers around the world are considered important [4]. Managers of organization shall understand the level of employees' satisfaction, preferences and aspirations of the people and consider the factors such as reward, promotion, income and welfare facilities as per amount of work and effort. Obviously, the job satisfaction is effective in employees' practical behavior. Employees who enjoy good motivation, physical strength and mental ability; and organizationally, an organization is successful and desirable that has higher level of job satisfaction so that it could lead to recruitment and survival of employees and effectively shows its impact on current job, being efficient and effective [4].

Foroghi et al. [5] stated that job satisfaction resultant from job evaluation is a matter that provides the condition for getting or possibility of getting the job important values. Therefore, the employee can effectively assist the organization to reach its goals if at first he could be satisfied from its career and also practice in what is interested in it. Consider the job satisfaction as a mental factor and defined that as an emotional adjustment with the job and working conditions [4].

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Background

Regarding assessment of job satisfaction, several researches has been performed that some of them are as below:

- Mirzaee et al. [6] in their research come to the conclusion that if employees have less anxiety, their job satisfaction will be higher. In addition, if the compatibility of employees be higher and if they have higher powers, they will be more satisfied with their works [7].
- Marzabadi et al. [8] in their research assessed the ties between job stress and satisfaction in employees with the sample encompasses 146 employees of one military unit. The results have indicated that there is a significant tie between work and satisfaction from the person in charge [9].
- Ghamari [10] in a research entitled "Assessment of Affecting Factors on Job Satisfactions according to the Employees of Kavosh Factory of Garmsar" used descriptive-survey method. There is tie between variables of sex, age, education, marital status, work experience, salary and allowance and job group and job satisfaction. It can be stated that generally, job satisfaction will lead to career advancement and with 99% confidence, it can be stated that research hypotheses are confirmed [11].
- Miller et al. [12] has assessed some affecting factors on job satisfaction among Police Officers in Southern U.S. the results indicated that in service years, personality factors and feedback from job are the most important factors that job satisfaction predicted in this sample.
- Ali [13] has evaluated the job satisfaction and its impact on desire to turnover among the college speakers of one private sector using job satisfaction assessment questionnaire. Data analysis using Pearson's Correlation and Multiple Regression Tests indicate that speakers are very unhappy from job opportunities for promotion. They are dissatisfied in three dimensions from job satisfaction, monthly salary, allowances, conditional reward and satisfied with performance condition, colleagues and nature of work and their relations. This study has also shown that all dimensions of job satisfaction are related to the intension for turnover. the monthly salary, promotion, marginal and conditional rewards has higher correlation to the intension for turnover and overall job satisfaction has a significant negative relation with the turnover intentions.
- Amah [14] in the investigation of job satisfaction and turnover intentions considered the role of commitment among the official nurses of a general hospital in Malaysia using Pearson correlation techniques showed a significant negative correlation between job satisfaction and turnover intentions. In addition the entering of moral obligation variable as a confounding variable has a significant effect on the correlation [15].
- Ayeni [16] investigated the relationship between job satisfaction, life satisfaction, central role and intention to turnover on a population of 400 samples in Nigeria using zero-order correlations showed that job satisfaction has a direct negative effect on turnover intentions and the relationship when the employee feels fitness between jobs and their true identity will be strengthened.

The main objective of this study is to answer the question of the following questions:

- Are Pars Oil and Gas Company Employs Satisfied with the Payment of Their Salaries?
- Are Pars Oil and Gas Company Employs Satisfied with their Job Promotion?
- Are Pars Oil and Gas Company Employs Satisfied with the Performance of Their Supervisors?
- Are Pars Oil and Gas Company Employs Satisfied with their Allowances?
- Are Pars Oil and Gas Company Employs Satisfied with the Possible Rewards?
- Are Pars Oil and Gas Company Employs Satisfied with the Work Procedures?
- Are Pars Oil and Gas Company Employs Satisfied with the Co-worker's Interactions?
- Are Pars Oil and Gas Company Employs Satisfied with the Nature of Their Work?
- Are Pars Oil and Gas Company Employs Satisfied with their Organizational Relationship?

2. MATERIAL AND METHODS

This research is an applied, quantitative and survey research.

Statistical Population: The study population consisted of all male and female official and contractual employees of Pars Oil and Gas Company that based on the official statistics are a total number of 2454 person.

Sampling Method: The sample size is 235 people who were randomly selected from the population.

The Tool of Survey: This research is performed with a 36 questions Spector questionnaire. The alternatives of answer of each question are from 1 to 6. 1 indicates the minimum of acceptance and 6 shows the maximum. The first part is the profile of the subjects such as age, sex, marital status, and years of service. The second part contains questions that are used to investigate the research question. Reliability s measured using Cronbach's alpha, which is equal to 0.89. Validity of the questionnaire is determined using the guides and opinions of thesis advisor and several great professors its ambiguities were resolved.

Methods of Data Analysis

For data analysis the following methods was used:

- 1) To determine the statistical characteristics the conventional methods of descriptive statistics were used.
- 2) To analyze the question, the classic model was used.
- 3) To estimate the reliability of the study, general formula of Cronbach's alpha was used.

To examine the validity of the questionnaire the validity assessment tool were applied and the opinion of the thesis advisor and several great professors were used and its ambiguities were resolved.

3. RESULTS

A) Description of Data (Table 1)

B) Data Analysis

In this section, in order to confirm the described data and generalize the results to community that samples are extracted from, the one-sample T-Test was used. The results are shown in the below tables.

Table 1. The statistical characteristics of the 10 Spector factors of job satisfaction of the samples N: 250

Factors	Mean	SD	Slop	Tension	Min	Max
Job Satisfaction	131.9532	21.29790	0.247	0.596	96.00	178.00
Salary and Wage	15.2723	3.02170	0.406	-0.406	10.00	21.00
Promotion	15.4638	3.27673	0.365	0.365	10.00	22.00
Supervisor's Performance	15.8638	2.61132	-0.466	-0.466	10.00	22.00
Allowances	15.9787	2.97633	0.519	0.519	11.00	22.00
Possible Rewards	12.1532	2.77388	0.651	-0.225	8.00	20.00
Procedures	15.9234	3.40602	-0.365	-0.822	10.00	22.00
Co-worker's Interactions	11.4383	3.50083	0.47	-0.735	6.00	19.00
Nature of Job	14.4383	13.8350	0.40	-0.730	9.00	22.00
Organizational Relations	15.4213	2.73884	0.59	-1.510	10.00	20.00

The Main Question

Do Pars Oil and Gas Company employees have job satisfaction?

To investigate this question, the one-sample t-test was used. In this variable, the possible range of scores is 36 to 216 and 126 was chosen as the theoretical mean. Job satisfaction means for the personnel of Pars Oil and Gas Company is equal to 131.95, which is 5.95 score more than theoretical mean. T value obtained (4.28) is significant at the level of $P \leq 0.01$. Thus, one can say with 99% confidence that the Pars Oil and Gas Company employees are satisfied (Table 2).

Table 2 . t-Test (significant of difference of job satisfaction level with the average value)

Mean	Mean of Differences	Degree of Freedom	T-Value	Significant Level
Experimental 131.95	5.95	234	4.28	0.0001
Theory 126				

The First Sub-Question

Are Pars Oil and Gas Company employees satisfied with the payment of their salaries?

In order to investigate the abovementioned question, the one-sample t-test was used. Number 14 was chosen as the theoretical mean. Job satisfaction means for the personnel of Pars Oil and Gas Company is equal to 15.27, which is 1.27 score more than theoretical mean. T value obtained (6.45) is significant at the level of $P \leq 0.01$. Thus, one can say with 99% confidence that the Pars Oil and Gas Company employees are satisfied about their salaries and wages.

Table 3. T Test (significant of difference of salary payments with the average value)

Mean	Mean of Differences	Degree of Freedom	T-Value	Significant Level
Experimental 15.27	1.27	234	6.455	0.0001
Theory 14				

The 2nd Sub-Question

Are Pars Oil and Gas Company employees satisfied with their promotions?

In order to investigate the abovementioned question, the one-sample t-test was used. Number 14 was chosen as the theoretical mean. Job satisfaction means for the personnel of Pars Oil and Gas Company is equal to 15.46, which is 1.46 score more than theoretical mean. T value obtained (6.84) is significant at the level of $P \leq 0.01$. Thus, one can say with 99% confidence that the Pars Oil and Gas Company employees are satisfied with their job promotion.

Table 4. T Test (significant of difference of job promotion with the average value)

Mean	Mean of Differences	Degree of Freedom	T-Value	Significant Level
Experimental 15.46	1.46	234	6.84	0.0001
Theory 14				

The 3rd Sub-Question

Are Pars Oil and Gas Company employees satisfied with the performance of their supervisors?

In order to investigate the abovementioned question, the one-sample t-test was used. . Number 14 was chosen as the theoretical mean. Job satisfaction means for the personnel of Pars Oil and Gas Company is equal to 15.86, which is 1.86 score more than theoretical mean. T value obtained (10.94) is significant at the level of $P \leq 0.01$. Thus, one can say with 99% confidence that the Pars Oil and Gas Company employees are satisfied with the performance of their supervisors.

Table 5. T Test (significant of difference of supervisors' performance with the average value)

Mean	Mean of Differences	Degree of Freedom	T-Value	Significant Level
Experimental	15.86	234	10.94	0.0001
Theory	14			

The 4th Sub-Question

Are Pars Oil and Gas Company employees satisfied with their allowances?

In order to investigate the abovementioned question, the one-sample t-test was used. Number 14 was chosen as the theoretical mean. Job satisfaction means for the personnel of Pars Oil and Gas Company is equal to 15.97, which is 1.97 score more than theoretical mean. T value obtained (10.19) is significant at the level of $P \leq 0.01$. Thus, one can say with 99% confidence that the Pars Oil and Gas Company employees are satisfied with their allowances.

Table 6. T Test (significant of difference of allowances with the average value)

Mean	Mean of Differences	Degree of Freedom	T-Value	Significant Level
Experimental	15.97	234	10.94	0.0001
Theory	14			

The 5th Sub-Question

Are Pars Oil and Gas Company employees satisfied with their possible rewards?

In order to investigate the abovementioned question, the one-sample t-test was used. . Number 14 was chosen as the theoretical mean. Job satisfaction means for the personnel of Pars Oil and Gas Company is equal to 12.15, which is 1.85 score less than theoretical mean. T value obtained (10.20) is not significant at the level of $P \leq 0.01$. Thus, one can say with 99% confidence that the Pars Oil and Gas Company employees are not satisfied with their possible rewards.

Table 7. T Test (significant of difference of possible rewards with the average value)

Mean	Mean of Differences	Degree of Freedom	T-Value	Significant Level
Experimental	12.15	234	10.20	0.0001
Theory	14			

The 6th Sub-Question

Are Pars Oil and Gas Company employees satisfied with work procedures?

In order to investigate the abovementioned question, the one-sample t-test was used. . Number 14 was chosen as the theoretical mean. Job satisfaction means for the personnel of Pars Oil and Gas Company is equal to 15.92, which is 1.92 score more than theoretical mean. T value obtained (8.65) is significant at the level of $P \leq 0.01$. Thus, one can say with 99% confidence that the Pars Oil and Gas Company employees are satisfied with the work procedures.

Table 8. T Test (significant of difference of procedures with the average value)

Mean	Mean of Differences	Degree of Freedom	T-Value	Significant Level
Experimental	15.92	234	8.65	0.0001
Theory	14			

The 7th Sub-Question

Are Pars Oil and Gas Company employees satisfied with the co-worker's interaction?

In order to investigate the abovementioned question, the one-sample t-test was used. . Number 14 was chosen as the theoretical mean. Job satisfaction means for the personnel of Pars Oil and Gas Company is equal to 11.43, which is 2.57 score less than theoretical mean. T value obtained (11.21) is not significant at the level of $P \leq 0.01$. Thus, one can say with 99% confidence that the Pars Oil and Gas Company employees are not satisfied with the co-worker's interactions.

Table 9. T Test (significant of difference of co-worker's interactions with the average value)

Mean	Mean of Differences	Degree of Freedom	T-Value	Significant Level
Experimental	11.43	234	-11.21	0.0001
Theory	14			

The 8th Sub-Question

Are Pars Oil and Gas Company employees satisfied with the nature of their work?

In order to investigate the abovementioned question, the one-sample t-test was used. The number 14 was chosen as the theoretical mean. Job satisfaction means for the personnel of Pars Oil and Gas Company is equal to 14.43, which is 0.43 score more than theoretical mean. T value obtained (1.91) is significant at the level of $P \leq 0.01$. Thus, one can say with 99% confidence that the Pars Oil and Gas Company employees are satisfied with the nature of their work.

Table 10. T Test (significant of difference of nature of work with the average value)

Mean	Mean of Differences	Degree of Freedom	T-Value	Significant Level
Experimental	14.43	234	1.91	0.0001
Theory	14			

The 9th Sub-Question

Are Pars Oil and Gas Company employees satisfied with the organizational relationships?

In order to investigate the abovementioned question, the one-sample t-test was used. . Number 14 was chosen as the theoretical mean. Job satisfaction means for the personnel of Pars Oil and Gas Company is equal to 15.43, which is 1.42 score more than theoretical mean. T value obtained (7.95) is significant at the level of $P \leq 0.01$. Thus, one can say with 99% confidence that the Pars Oil and Gas Company employees are satisfied with organizational relationship.

Table 11. T Test (significant of difference of organizational relationship with the average value)

Mean	Mean of Differences	Degree of Freedom	T-Value	Significant Level
Experimental	15.43	234	7.95	0.0001
Theory	14			

DISCUSSION AND CONCLUSION

Do Pars Oil and Gas Company employees have job satisfaction?

The first finding of this research indicates that the null hypothesis that emphasized on the lack of job satisfaction is rejected with 99% confidence. In addition, these findings are also consistent with the results of Hariri [17], Mirfakhrai [18], Parmier and East [19], Sepreh [20] and it indicates that employees are satisfied with their salary.

The First Question

Are Pars Oil and Gas Company employees satisfied with the payment of their salaries?

The first finding of this research indicates that the null hypothesis that emphasized on the lack of satisfaction with salaries is rejected with 99% confidence and the employees are satisfied with their promotion. In addition, these findings are also consistent with the results of Hariri [17], Mirfakhrai [18], Parmier and East [19], Sepreh [20] and it indicates that employees are satisfied with their salary.

The 2nd Question

Are Pars Oil and Gas Company employees satisfied with their promotions?

The first finding of this research indicates that the null hypothesis that emphasized on the lack of satisfaction with promotions is rejected with 99% confidence and the employees are satisfied with their promotion. In addition, these findings are also consistent with the results of Hariri [17], Mirfakhrai [18], Parmier and East [19], Sepreh [20] and it indicates that employees are satisfied with their promotion.

The 3rd Question

Are Pars Oil and Gas Company employees satisfied with the performance of their supervisors?

The first finding of this research indicates that the null hypothesis that emphasized on the lack of satisfaction with promotions is rejected with 99% confidence and the employees are satisfied with performance of their supervisors. In addition, these findings are also consistent with the results of Hariri [17], Mirfakhrai [18], Parmier and East [19], Sepreh [20] and Togia [21] and it indicates that employees are satisfied with the performance of their supervisors.

The 4th Question

Are Pars Oil and Gas Company employees satisfied with their allowances?

The first finding of this research indicates that the null hypothesis that emphasized on the lack of satisfaction with allowances is rejected with 99% confidence and the employees are satisfied with their allowances. In addition, these findings are also consistent with the results of Hariri [17], Mirfakhrai [18], Parmier and East [19], Sepreh [20] and it indicates that employees are satisfied with their allowances.

The 5th Question

Are Pars Oil and Gas Company employees satisfied with their possible rewards?

The first finding of this research indicates that the null hypothesis that emphasized on the lack of satisfaction with possible rewards is confirmed with 99% confidence and the employees are not satisfied with their possible rewards. In addition, these findings are also consistent with the results of Kohan [22], Hariri [17], Mirfakhrai [18], Parmier and East [19], Sepreh [20] and it indicates that employees are not satisfied with their possible rewards.

The 6th Question

Are Pars Oil and Gas Company employees satisfied with work procedures?

The first finding of this research indicates that the null hypothesis that emphasized on the lack of satisfaction with the work procedures is confirmed with 99% confidence and the employees are satisfied with the work procedures. In addition, these findings are also consistent with the results of Hariri [17], Mirfakhrai [18], Parmier and East [19], Sepreh [20] and it indicates that employees are satisfied with the work procedures.

The 7th Question

Are Pars Oil and Gas Company employees satisfied with the co-worker's interaction?

The first finding of this research indicates that the null hypothesis that emphasized on the lack of satisfaction with the co-worker's interactions is confirmed with 99% confidence and the employees are not satisfied with the co-worker's interactions. In addition, these findings are also consistent with the results of Hariri [17], Mirfakhrai [18], Parmier and East [19], Sepreh [20] and it indicates that employees are not satisfied with the interaction of co-workers.

Considering the fact that the employees of organization are the most important factors, lack of attention to their interactions and lack of specified duties will cause non-satisfaction with the job.

The 8th Question

Are Pars Oil and Gas Company employees satisfied with the nature of their work?

The first finding of this research indicates that the null hypothesis that emphasized on the lack of satisfaction with the nature of work is rejected with 99% confidence and the employees are satisfied with the nature of work. In addition, these findings are also consistent with the results of Hariri [17], Mirfakhrai [18], Parmier and East [19], Sepreh [20] and it indicates that employees are satisfied with the nature of work.

The 9th Question

Are Pars Oil and Gas Company employees satisfied with the organizational relationships?

The first finding of this research indicates that the null hypothesis that emphasized on the lack of satisfaction with organizational relationships is rejected with 99% confidence and the employees are satisfied with the organizational relationships. In addition, these findings are also consistent with the results of Hariri [17], Mirfakhrai [18], Parmier and East [19], Sepreh [20] and it indicates that employees are satisfied with the organizational relationship.

At the end, it can be said that criteria and indicators drawn from the present study are a valid and reliable tool for measuring job satisfaction of the employees. There is hope that using these criteria and indicators in the organizations may help the managers to measure the job satisfaction. And they can use them for planning to increase the job satisfaction of the employees. It is suggested that this research will be repeated in a wider scope and with a different subject.

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