

The relationship between humor and job performance and burnout in male and female employees in Azad university of Sanandaj

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ABSTRACT

The current study investigated the relationships between humor and job performance and burnout. The population of this study includes all of the employees in Azad university of Sanandaj, that the number was 206; all of these numbers were examined as the sample of the study. The current study was type of the correlative and in terms of the objective, was applied. Instruments was included questionnaires humor(Khoshoei-2009), evaluating job performance (Patterson,1992) and Mzlach questionnaire of burnout (1958). Regression test and path analysis were used in order to test the hypothesis. According to the results, the effect of varying styles of humor respectively explain the variance of job performance; laugh 0/271, and enjoy the joke 0/275, joke -0/363, humor in social relations 0/432, and humor in stressful condition 0/396 and between various style of humor, laugh -0/188, enjoy the joke -0/19, joke 0/25, humor in social relations -0/273 and humor in stressful condition -0/29 have the significant effect on burnout. Job performance indirectly with regression coefficient of -0/691 also have the significant effect on burnout variable ($P<0/05$)

KEY WORD: humor, job performance, burnout

1. INTRODUCTION

Joy and humor, has been blessing to human. Days become more beautiful with joy and the body and mind keep its integrity with mixture of joy. From long time ago comedians, actors, writers and psychoanalysts have discovered the secret that what would be a funny thing, and now scientists discovered it in one of the simplest rules of human life. “Sigmund Freud “said humor sense is due to sense of superiority or incompatible, while “Mark Twain” didn’t know the root of this behavior as a joy, actually he said the secret of humor is in sorrow. Now scientists have announced that they will forever end the debate. As they said sense of humor is due to violation and safety from typical route that the world is on the move. (Trulr, 2003). When Humor people cope with stressful experience they show less negative mood than others. Humor is an effective method to deal with negative emotions such as anger, sadness, and depression. People, who have a playful nature, take more active stance against negative emotions and trying to dominate on them, instead, people who don’t have sense of humor are more passive and they allow negative emotions to control them. Most people, who have sense of humor, have better physical health. Research has shown that sense of humor by increasing the immune system of human can cause people are less affected with stressful condition in daily life. After these people come into the business world and corporate environment, they show the behavior that may have significant effect on their performance and some other people who surround them. (Martin and Dubbin, 1988). Among these cases, every day interactions, daily career activities and even their function method in place of employment can be noted. The job performance that is the final result of the personal effort in their daily life strongly is influenced by emotions, feelings, internal and external motivation and even environmental condition. As person has ability and high motivation, consequently has better results and performance, but if this is not true, the bad effect of this lack of interest will happen to person and finally led to the phenomenon called “burnout”. Actually burnout can be explained as rejection work and sometimes associated with depression and it happened from efforts to help psychiatric patient or people who are under stress. (Pourafkary, 2001). Burnout is a sign of emotional exhaustion that followed by years of involvement and commitment to the job and the people. (Sarah son, Arvin j, translate Bahman Najar, 1992). In other words, burnout is physical, emotional and mental fatigue that happened when people expose in hard work situation for a long time. This syndrome is a condition in which the ability of people getting low and their willingness and desire to do activities will decrease. Burnout is the result of permanent work tension. In this manner person in their workplace feel pressure due to the internal and external factor and this tension is permanent and finally it change to burnout feeling. Burnout is defined

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as a lack of energy and Exhilaration and person with burnout feeling shows the Malaise motivation to do the job behavior. (Fuladband, 2006)

A person who has the simultaneously responsibilities, has this sense that they are pulled in several directions. This case finally causes the tiredness of work and burnout. The first damage of burnout is suffering from Physical exhaustion, such as headache, nausea, insomnia, and changes in food habits. Emotion exhaustion such as depression, Helplessness, lack of efficiency in their jobs and also creates negative attitudes about themselves, job and organization and in general about their life. Burnout is a restrictive factor for creating and development of job satisfaction. (Angela, 2003)

In the recent years burnout has attracted a lot of attention of many researchers and professionals manpower productivity. Exact size of burnout is unknown. While it hurts a wide range of workforce and human resources (WHO Manual, 1998) people who are suffering from burnout Not only for themselves, but also for others also created problems and make their mental health and their efficiency endangered. Signs and symptoms of burnout include: Emotional exhaustion, depersonalization, and reduced personal performance in relation to colleagues and patients. The main factor of burnout is tolerating the stress that is happened by working for a long time. Some factors that lead people to burnout is the lack of interest in work, inconsistency of professional which person is working in, Beyond the capacity of businesses, etc (Farajpour, 2001).

Job performance in organizations is studying repeatedly but it would be real when we understand that the success and failure of organization depends on performance of the staff (Rajiv, 2007). Job performance is defined as a grade of duties that is assigned to person's job. Job performance is one of the factors that affect their satisfaction of themselves and also positive evaluate of mental health, satisfaction of relevant organization, and finally the personal, social, organizational productivity can affect their quality of life. If positive evaluate happened, all of the items that discussed before, are evaluated in the positive direction and their quality increase. Job performance as an expected value of organization is included distinct behavioral events that people do in a period of specific time. (Motovidlu, 2003). Job performance is one of the important factors industrial and organizational in psychology, and its importance for both people and organizations is clear (Variz and Swarn, 2001). In other word all of the activities focused on industrial and organizational psychology in order to improve job performance. (Burman, 2004). According to the importance of sense of humor as an impressive feature and also sensitivity of job performance and burnout of people affect the Personal productivity, social and institutional. The aim of this research is examine the relationship between performance and sense of humor in job performance and burnout.

According to development of machinery life and increasing stress in people, it is necessary to examine that in what way stress can be decreased; so one of the importance of current study is that, if there is relationship between sense of humor and mental health of employee, we can apply the training styles of humor as an one of the factor to cope with job stress and maybe with this way stress will be reduced and thus job performance of these people is not influenced negatively by personal and mental feature and finally it provides satisfaction of people and prevents burnout for them. Studying of early literature about sense of humor shows that, according to the physiological supporting context, this phenomenon is considered as a factor of Facilitating emotional and physical health (Martin, 1983).

Alport (1950) believed that person who learns to laugh to itself, may have been able to control itself, so he shows good performance and social adjustment. (Dickson, 1980) believed that sense of humor used as method and strategies to cope with stress. Researchers believed that there is high correlation between negative life events and mood disturbance in people who have less sense of humor than other people (Martin Wolfcult, 1982). In their researches and also in other researches has been emphasized in role of humor as an effective method and Compliance with difficult conditions. In other word humor is considered as a moderating the negative emotional responses such as Anxiety or depression. Researches which emphasize on this aspect of the role of humor, believed that humor has the role in improvement quality of life. Sense of humor is led to more positive self-concept. Recent studies also showed that having top score in measurement of humor and high level of self-respect is along with ranking more positive (in terms of social capability) and more convergence between the actual self and the ideal self (kooper and Martin, 1992). Another importance of this study is that with identifying these personality features that affect the job performance of people and their burnout, we can change the negative attitude and create a positive mental attitude by providing in-service training for personnel and thus we increase the performance quality of these people and with this method we provide attitude to create required energy and prevent premature exhaustion.

2. THE RESEARCH METHOD

The current research method is descriptive of correlative and in terms of target is applied. The researcher tries to tries to present a clear picture of what is characteristic of the statistical population without any influence or

interference in describing and interpreting the results. In other word, in addition to describing the objective characteristics of the studied subject can also analysis and interpretation of the relations between the variables of research. The research population consisted of all employees of Azad university of Sanandaj, which is based on data obtained from approximately 286. Sampling method, due to the small number of population, almost the entire range of methods is used. In this study, the method of note taking tool with a library of available primary and secondary sources (books, articles, websites, etc.) and a questionnaire to collect information from the field method is used. The purpose of field studies is researches that the researcher has studied the issue or in other words researcher has an access to it, in other words has a direct communication and faced with the phenomena under study. In this study, questionnaires to measure the job performance of Patterson (1992) that includes 15 questions, and also measurement of burnout Maslach (1958) and Questionnaire humor of Khoshoei and et.al (2009) that include 25 questions on a Likert scale to obtain field data were used.

Reliability and validity of questionnaires

Job performance questionnaire of Patterson

Trustworthiness or reliability is one of the technical characteristics of the measurement instrument. Reliability means that what results obtain from the measurement tool in the same condition. Salehi used two approaches that include Cronbach's alpha method and spilt-half test, In order to assess the reliability of the questionnaire in year 81-82 that according to provided table showed that reliability coefficient calculated with Cronbach's alpha method is 86/0 and with spilt method is equal to 87/0. The reliability coefficient obtained in the significant level is 01/0 and it represents desirable reliability coefficient. In order to assess the validity of a questionnaire and also after survey of 10 experts in the field of content validity of the questionnaire it was determined that the questionnaire has nominal validity and reliability (Saatchi, 2010).

Burnout questionnaire of Maslach

Burnout questionnaire of Maslach has been made for teachers by Maslach in 1958. This tool is a questionnaire based on the new estimate of the burnout phenomenon. This questionnaire contains 22 questions that measure the emotional exhaustion, removing character and lack of personal fulfillment in the context of professional activity. In order to measure the validity of this questionnaire, Maslach and Jackson used Cronbach's alpha method and the amount of each of the subscales are presented in Table (3-2) have been reported.

Table 2-3: the reliability of job burnout questionnaire

Dimension	Cronbach's alpha
Emotional exhaustion	0/92
Depersonalization	0/79
Individual performance	0/71
Total	0/81

3-8-3 questionnaire of humor

Questionnaire of humor has been made by Khoshoei and et.al in 2009. At first repository were formulated with 100 questions by using all elements of humor in various research literatures (Zeev 1984; sltanuf 1995; Sheid 1996; Martin and et.al 2003) and some Assessment questionnaires of humor include Multidimensional Scale of humor of Torson and Paul (1993) and Molavi and Gharaie questionnaire (2003) and most importantly according to consider the cultural aspects of the country and proverbs in the content of the questionnaire and for each question some options such as completely agree (7 points), Agree (6 points), somewhat agree (5), no idea (4), somewhat disagree (3 points), disagree (2 points), and completely disagree (1 point) was applied (Khoshoei and et.al).

Findings

Table 1- The correlation matrix between humor and job performance

Dimensions	1	2	3	4	5
1-Job performance	1				
2-laugh	944.**	1			
3-Enjoy the fun	934.**	883.**	1		
4-joke	894.**	850.**	978.**	1	
5-humor in social relations	885.**	851.**	886.**	904.**	1
6-humor in stressful condition	958.**	945.**	969.**	924.**	844.**

*. Significant correlation at 1% error ($P < 0/01$) **: significant at the 5 percent error equation ($P < 0/05$)

Table2- multivariate correlation coefficients and coefficients of determination in multivariate regression analysis

Model	Multivariate correlation	Correlation of determination coefficient	The standard error of estimate
1	A.0/958	0/918	12657
2	B.0/0969	0/938	11012
3	C.0/972	0/944	10486
4	D.0/973	0/946	10323
5	E.0/0974	0/958	10188

Table 3- The correlation matrix between humor and Burnout

Dimensions	1	2	3	4	5
1-burnout	1.000				
2-laugh	594.**	1.000			
3-Enjoy the fun	839.**	883.**	1.000		
4-Joke	803.**	850.**	978.**	1.000	
5-sense of humor in social relation	566.**	851.**	886.**	904.**	1.000
6-humor in stressful condition	799.**	945.**	969.**	924.**	844.**

* Significant correlation at 1% error ($P < 0/01$) **: significant correlation at 5% error ($p < 0/05$)

According to the results of research, 72% of the respondents were male and 28% of them were female. According to marital status 70/24% of respondents were single and 75/30% of the respondents were married, and according to education level 18% were Diploma 25/30% bachelor, 30/49% master and 7/30% had a doctoral degree.

3. THE RESULTS OF PATH ANALYSIS

In order to assess this question that whether the provided conceptual model has a connection between humor styles, burnout and job performance with an experimental model, LISREL software of path analysis was used. In the following figure and tables 4 and 5, the results of these tests are presented.

Figure 1- Relational model styles of humor with burnout on job performance.

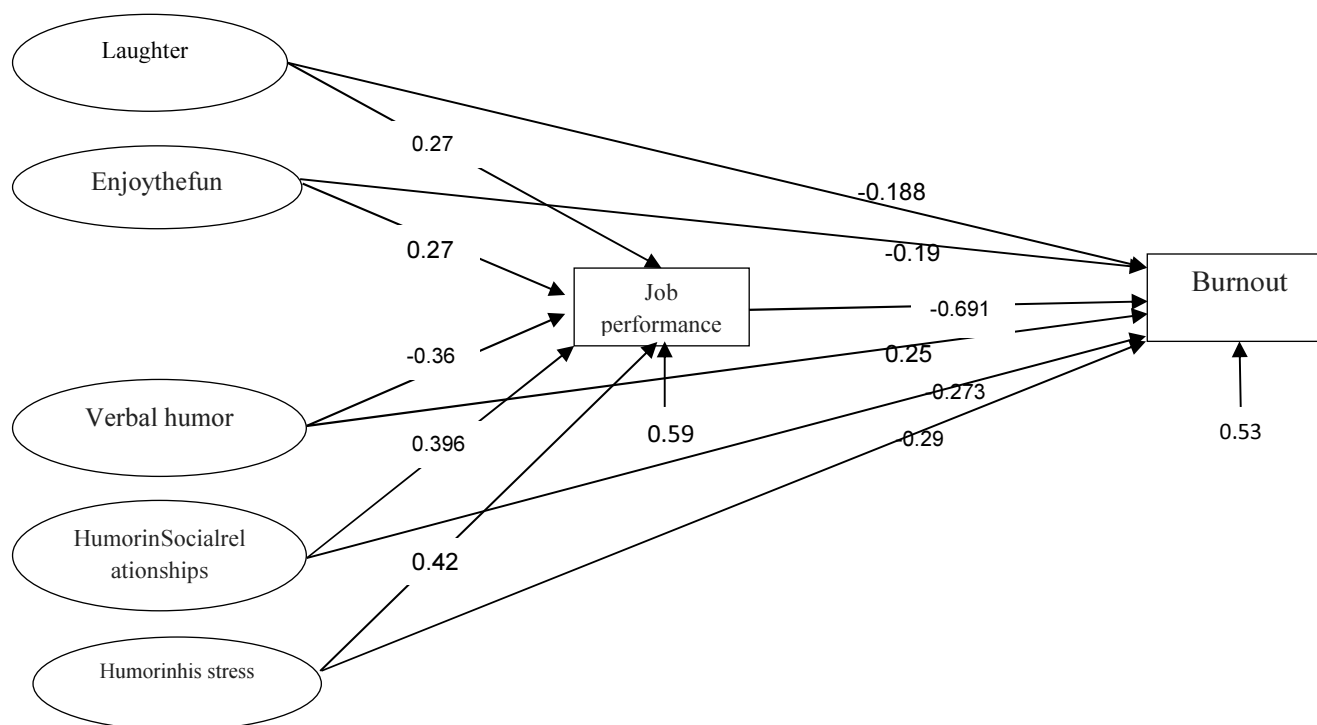


Table 4- Estimates and Model Specifications

Indicators	Paths	Standard estimates	The quantity T
directly	Laugh-job performance,	0/271	8/10
directly	enjoy the fun performance job	0/275	6/21
directly	Joke-job performance	-0/363	9/43
directly	Humor in social relations- job performance	0/423	12/27
directly	Humor in stressful condition-job performance	0/396	9/49
indirectly	Laugh-burnout	-0/188	7/74
indirectly	Enjoy fun-burnout	-0/19	6/85
indirectly	Joke-burnout	0/25	8/78
indirectly	Humor in social relations-burnout	-0/273	9/64
indirectly	Humor in stressful condition-burnout	-0/29	10/32
directly	Job performance-burnout	-0/69	12/52

Table5- goodness indicators to fit connection model between humor's style and happiness and hope.

indicators	df	x ²	p	RSMEA	NFI	AGFI	CFI	N
								Critical
values	2	1/93	0/25	0/001	0/97	0/95	1/00	1023

Studying of goodness indicators to fit model in table 22-4 show that 2 obtained values don't have significant freedom degree ($P < 0.05$). Also the root of average error of square approximation (RSMEA) for model is 0/001, this index for good model is less than 0/05 and for weak model is large than 0/10 and so it is acceptable for the current model. Modified suitability index (AGFI) for model is 0/95; smooth suitability index (NFI) is 0/97 and increasing suitability index is 1/00 and adaptive suitability index (CFI) is 1/00. These index for good model is 0/90 or higher. Critical N also for fitted models should be larger than 200 that in this case is 1023 and shows the suitability of the model.

4. DISCUSSION AND CONCLUSION

According to obtained results, the effect of varying styles of humor is determined: laugh 0/271, enjoy the joke 0/275, joke -0/363, humor in social relations 0/432 and humor in stressful condition 0/396, respectively and also between the variable styles of humor, laugh -0/188, enjoy the joke -0/19, joke 0/25, humor in social relations 0/273, and humor in stressful condition -0/29 directly have the significant effect on burnout. Also job performance variable indirectly have the connection with regression coefficients of -0/691 on burnout coefficient. A meta-analysis study shows that total of four personality traits and mental happiness, beauty, extraversion and happiness between strong tendency for higher job satisfaction and job performance of employees is high (Jaj and Bono, 2001). (Erz and Jaj 2001) found that positive psychological evaluation, motivation and performance of his forecast, while they do the individual characteristics of the work dissimilarity. Positive psychological assessment such as assessment of joy and happiness, as a personality trait can lead to feel capable, successful, valuable, creating resistance problems, and good self-confidence in employed persons (Grant and Werznewski 2010). Such conditions in turn, will improve attitudes and job performance. Positive self-personality provides effective method to predict the consequences (Jaj and Horst 2008) this concept will point to fundamental conclusion in this connection that who is he and how understand himself (Kakmr and Collins, Harris and Jaj, 2009) Positive self-evaluation, also is modified as an evaluation and assessment of the individual's fundamental values, abilities, aptitudes and competencies and performance suitability of their job (Jaj, Bono, erz and lock, 2005), Halkman and Oldham (1980) showed that some job characteristics such as joy and humor, create some perception that in turn leads to some personal and organizational efficiencies. The research found that the assessment of personality traits such as happiness, have directly or indirectly connection (through job characteristics) with job satisfaction and job performance (sveerstava, lock, Jaj and Adams 2010). Ctinger and et.al (2009) did research in order to assess the relationship between Positive personality features and job performance and organizational that results shows that positive personality features does not have the direct connection with job performance and organizational but they have indirect connection through the perceptions of job characteristics and job satisfaction with job performance and organizational. Hossam and Alanayn (2009) showed that the feedback assessment of the level of happiness and warmth of their interactions has the significant effect on important outcomes such as job satisfaction and job performance (Kazlaskayt, Bosioneen, Toraskas 2006). The relationship empowerment of employee in overcoming to negative personality traits such as being passive, lack of

job satisfaction and job performance with the warmth of temperament have been approved. Bono and Colbert (2005) showed that core self-evaluation through a commitment to objective have connection with job performance relationship. Crawford (2008) also showed that core self with job satisfaction and job performance are positively correlated. Stamp, Halshgar, Mack and Myer found that the characteristic humor, directly and indirectly (through perceptions of job characteristics) associated with job satisfaction and organizational commitment. Studies of dorman and et.al (2006) and Jaj and et.al (2005) suggest that there is a direct relationship between mental health and job performance. Azali, Omar and Moster (2009) also confirmed the positive relationship between personality and positive self-satisfaction and job performance. Joj and Horst found that people with positive self-assessment of high character, have a better career and they are more satisfied from their job and have higher levels of income and therefore have better job performance.

Davidson (2002) also reported the relationship between burnout and emotional exhaustion and having negative personality traits such as paranoia and grumpy. A sense of mastery and sense of personal accomplishment and thus avoid burnout occurs when a person can influence in the policies of the organization and thereby expose its ability and a positive attitude towards themselves and other employees achieved. Also it was shown that the ability to control the outcomes of job is one of the most important factors on job performance and job satisfaction, so it can be concluded that probability the majority of the staff may not be able to demonstrate competence in the workplace and this could be due to a lack of positive mental health in the workplace. Also the high rate of burnout in individual efficiency can show the negative attitude about themselves and their profession and unwillingness to job satisfaction and decrease of self-confidence in people. Taei and et.al (2008) conducted research on the prevalence of burnout syndrome in the general practitioners. This research had been conducted on 150 general practitioners in health centers, hospitals and clinics in Kerman. In general 0/44 of the women have burnout. The results indicate that emotional exhaustion and more passive properties was more in general medicine men than women. Marital and work experience with any of the domains of burnout was not significantly associated and emotional exhaustion and negative characteristics were more in doctors who works in hospital.

Suggestions

In this section, according to the results of research, some suggestions are provided as practical work for managers and heads of organizations, especially administrators of Azad university of Sanandaj that include:

- Install the signage and notices that contain funny, humorous cartoons, especially those relating to the business or organization.
- Resignation the option and the right to decide on some of the staff.
- Create a place or room as the room with joy objects, videos, and funny pictures.
- Create an environment adequate lighting, furniture and smelling good of the environment.
- Use breezy colors like blue in the workplace.
- Creation of green spaces within and outside the organization.
- Celebrating the anniversary of the opening of the organization.

Suggestion for future researches

Followed topics are suggested to researchers in order to do research:

- The comparative study is done in other Islamic Azad University, all of the Universities and organizations.
- Use the same issues and its relationship with burnout and job performance of employees Azad University in Sanandaj
- Other issues proposed for future research, is comparative or adaptive model, this model can be about the time, place, or subject of study and research.

Limitations of the study

- Because of the limitation to research staff at Azad University in Sanandaj, so be careful in generalizing the results to the entire university.
- Use of other parameters and their relationship with burnout and job performance
- Another limitation of this study is that the results and findings are only applicable in the study sample and the other Universities with similar activity and it cannot be generalized to other outside organizations.
- Lack of enough number of respondents to the questionnaire.
- The use of a questionnaire as a data collection tool is the limitations of the study.
- Limitation of similar researches with the topic of the thesis.
- precision measuring instruments

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