

# The Effect on the Social workers' Job Satisfaction of Organizational Characteristics in Residential Welfare Facilities for the Aged

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## 1. Introduction

Residential welfare facilities for the aged provide complete programs for health care, treatment, and nursing to improve the human life quality of the aged with the basic provision of residential programs.

In special, since residential welfare facilities for the aged are the most special among diverse types of human service facilities, the service quality is needed to be confirmed under the human service. Therefore, social workers at residential welfare facilities for the aged are expected to improve job satisfaction in cogitation of the organizational characteristics at residential welfare facilities for the aged. Social workers at residential welfare facilities for the aged, however, may confront many organizational factors, and such factors causes diverse influence on their job satisfaction. Thus, the study on organizational characteristics of residential welfare facilities for the aged and job satisfaction of social workers is of great significance in understanding the relation between the two factors specifically.

Therefore, this study aims to present a way of promoting efficient organizational operation of residential welfare facilities for the aged by studying the effects of organizational characteristics of residential welfare facilities for the aged on the social workers' job satisfaction.

## 2. Theoretical Background

### 2.1. Organizational Characteristics of Residential Welfare Facilities for the Aged

Residential welfare facilities for the aged provide various services for the aged such as health care, treatment, and nursing for their care in the facilities. Therefore, such residential welfare facilities for the aged are playing an significant role of supporting the aged enjoy a their life, improve diverse abilities, and thus ultimately realize the plan of normalization by providing such various programs. Residential welfare facilities for the aged have various types of facilities compared to other facilities, and the range of needs is comparatively broad. Moreover, clients' circumstances also may be different.

Organizational characteristics of such residential welfare facilities for the aged have diverse influence on the workers, and especially such factors as advancement, training, and incentive have been recognized as influencing the workers as proved by previous studies[1]. Therefore, this study includes advancement, training, and incentive as the organizational factors that may influence the social workers at residential welfare facilities for the aged. First, advancement means an achievement of the goal to maintain the internal structure and fulfill the general objective of the organization. Second, training can be defined as an educational activity to develop the knowledge and ability of social workers at such facilities and to change their views and attitudes in the desirable direction. Third, incentive may include commendation, positive strengthening, and personal recognition from the manager as well as financial elements given for encouragement.

### 2.2. Job Satisfaction

The concept of job satisfaction has been developed in diverse ways by many different researchers. One of the most widely used definitions in organizational research is that of Locke (1976), who defines job satisfaction as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences"[2]. Job satisfaction is an important element to keep up the organization workers and improve their performance at residential welfare facilities for the aged. Job satisfaction is one of the significant variables that decide the service pattern of the workers. Job satisfaction can also be seen within the broader context of the range of issues which affect member's experience of work, or their quality of working life. Job satisfaction can be understood in terms of its relationships with other key factors, such as general well-being, stress at work, control at work, home-work interface, and working conditions[3]

## 3. Analysis of Organizational Characteristics and Job Satisfaction

This study includes the survey among 194 social workers at residential welfare facilities for the aged located in Busan area from March 10 to 21, 2014, in order to analyze the effect of organizational characteristics at residential welfare facilities for the aged on the social workers' job satisfaction. As for data analysis, 187 questionnaires, with the copies not collected or filled in excluded, were analyzed, and the program, SPSS for Windows 22.0, was adopted to infer the variables from the questionnaire and define the factors through the factor analysis. As a result of the general regression analysis of the effect of the organizational characteristics at residential welfare facilities for the aged on social workers' job satisfaction (stepwise type-system), the standardization coefficient had a important influence, and the organizational characteristics factors included advancement, training, and incentive in the order in terms of influence. Generally, the explanatory power of organizational characteristics on job satisfaction was  $R^2 = .328$ , that is, 32.8%. In other words, it turned out that certain organizational characteristics such as advancement, training, and incentive had influence on job satisfaction.

[Table 1] Influence of organizational characteristics on job satisfaction

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig
		B	Std. Error	Beta		
1	(constant)	1.736	.113		14.365	.000
	advancement	.426	.035	.513	12.118	.000***
2	(constant)	1.497	.119		12.432	.000
	advancement	.313	.041	.375	7.632	.000***
	training	.212	.041	.231	5.071	.000***
3	(constant)	1.397	.119		10.608	.000
	advancement	.268	.042	.328	6.012	.000***
	training	.141	.049	.161	2.762	.005**
	incentive	.139	.051	.159	2.498	.011*
Model	R	R Square	Adjusted R Square		Std. Error of the Estimate	
1	.518	.275	.354		.49086	
2	.561	.314	.405		.47895	
3	.568	.328	.442		.46543	

\* p<.05 \*\* p<.01 \*\*\* p<.001

#### 4. Results

The study results show that organizational characteristics of residential welfare facilities for the aged have important effect on job satisfaction of social workers, and that influencing such factors as advancement, training, and incentive is an important element in enhancing the overall effectiveness of the organization with job satisfaction of social workers. Therefore, to improve job satisfaction of social workers at residential welfare facilities for the aged, the following alternatives must be taken into consideration: first, social workers empowerment to improve the technique and ability of social workers; second, reward and applause from residential welfare facilities for the aged; third, regular education and supervision for the members to increase service quality in the residential welfare facilities for the aged.

#### 5. References

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