

Effect of disabled facility worker's social support on their job satisfaction

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Abstract The purpose of this study is to investigate the difference in social support and job satisfaction of disabled facility workers according to their general characteristics and job characteristics, and to understand the effect of social support on job satisfaction. A questionnaire was conducted against 143 disabled facility workers in D metropolitan city, from 5 January to 29 February 2016. The results of the study are as follows: first, no significant difference was found in the social support of disabled facility workers according to their general characteristics, and only the factor of job area showed significant difference in social support according to job characteristics. Secondly, there was no significant difference in job satisfaction of disabled facility workers according to their general characteristics or job characteristics. Thirdly, support of the superior, as a sub-factor of social support recognised by the disabled facility worker, was found to have a significant positive effect on job satisfaction. This study seeks to become foundational data for the development of plans to improve the job satisfaction of disabled facility workers.

Key Words : Job characteristics, Job satisfaction, Social support, Workers in disability facilities

1. INTRODUCTION

1.1 Necessity of Research

We have entered in an aging society with the recent declining birth rate and increasing population of the elderly. According to the National Statistical Office, by 2018 14.3% of the entire population will be geriatric, and by 2026 the aged will make up 20.8% of the entire population, turning our society into a super-aging society (NSO, 2015). As a result, welfare facilities for the aged are increasing each year [1]. Welfare for the disabled is also an issue. According to the Department of Health and Welfare (2015), the number of disabled people in facilities increased from 47,629 in 2005 to 80,846 in 2014 [2]. However, it is widespread knowledge that the

working conditions of social workers are poor and there are serious issues with the turnover rate [3]. To solve this turnover issue, increased job satisfaction becomes an important factor. Job satisfaction increased as social workers have a positive perception on the work culture of the organisation and sub-factors including supervision, autonomy, incentives and job delegation. The higher the positive perception of organisational culture, higher the age, and if the worker was a female, higher job satisfaction was observed, but the biggest factor that affects job satisfaction was found to be the culture of the organisation [4]. Social workers working in welfare institutes for the disabled are faced with difficulties in low job satisfaction caused by work-related stress. Work-related stress had an increasing effect on exhaustion, and job satisfaction was found to ha

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ve partial mediating effect on both parties[5]. There is now research on job satisfaction of workers in disabled facilities [3-6]. In the area of job satisfaction, workers in disabled facilities were found to have greater perception of distributive justice in comparison to workers in aged care facilities[6]. Therefore, this research seeks to find the differences in social support and job satisfaction of disability facility workers according to their general and job characteristics.

It has been reported that the higher level of work-related stress a disabled care worker feels, the lower the job satisfaction, causing the centre worker to become emotionally exhausted. Depersonalisation of disabled people who use the centre is deepened, reducing the level of personal sense of achievement and fulfilment [5]. Also, upon analysing the effect of social support on job satisfaction with the social worker's socio-demographic characteristics as a controlled variable, it was found that social support has the biggest influence on job satisfaction. This proves that the higher the social support of a social worker, the higher their job satisfaction [3]. Therefore, it is evident that the disability facility worker's role has significant effect on client care. This study recognises the importance of social support and job satisfaction of workers, and seeks to find factors that influence this.

As demonstrated above in existing studies, there is minimal research on the effect of social support and job satisfaction according to the general and job characteristics of disabled facility workers. In particular, there is minimal research on the difference and influence relationship of social support and job satisfaction according to the general and job characteristics of disabled facility workers. Therefore, this study seeks to investigate the difference and influence relationship of social support and job satisfaction according to the general and job characteristics of disabled facility workers.

characteristics of disabled facility workers.

1.2 Purpose of Research

Detailed research questions are as followed:

Research question 1. How is the difference in social support of disabled facility workers according to their general characteristics and job characteristics?

Research question 2. How is the difference in job satisfaction of disabled facility workers according to their general characteristics and job characteristics?

Research question 3. How is the effect of social support of disabled facility workers on their job satisfaction?

2. RESEARCH METHODOLOGY

2.1 Research Subjects

For the purpose of this study, a questionnaire was conducted against disabled facility workers in Daejeon metropolitan city from 5 January to 29 February 2016, and excluding 7 unreturned or incomplete copies, a total of 143 copies were used for final analysis.

2.2 Research Method

There were thorough explanations of the intent of the survey and instructions to complete the survey before the self-administered survey. There were also individual interviews.

2.3 Research Tool

The research tool consisted of 12 questions about socio-demographic characteristics, 8 questions about social support and 31 questions about job satisfaction. Detailed classification and evaluation of each factor are as followed.

2.3.1 Socio-demographic Characteristics

Research tool used was developed by Community Health Survey [7] with amendments made before administering. Data for socio-demographic characteristics came from survey questions about the participant, including gender, age, marital status, religion, education, years worked, hours worked per day, employment status, position, operating body, job specialisation and wage.

2.3.2 Scale of Social Support

Questions developed by Sung [8] was modified and used as a research tool. Social support consisted of 4 questions on support of superiors and 4 questions on support of colleagues, each question worth 5 points according to the Likert scale.

2.3.3 Scale of Job Satisfaction

Survey questions from Song's study [9] were used to measure job satisfaction. Each question was worth 5 points according to the Likert scale from 'Strongly agree' to 'strongly disagree'. The higher the score, the higher the worker's job satisfaction.

2.3.4 Method of Data Processing and Analysis

The collected data was analysed using the SPSS WIN 18.0 program. Various tests were undertaken for research question analysis, including frequency analysis, t-test, one-way ANOVA, correlation analysis, and multiple regression analysis.

2.3.5 Reliability

According to the reliability test of each variable, the sub-factors of social support 'support of superior' was .670, 'support of colleague' was .648, the total reliability was .627, and the reliability of job

satisfaction was found to be .719. The reliability of each measuring tool exceeded Cronbach's α value of .60, which is the minimum level of reliability. Reliability of this research was measured using the Cronbach's alpha factor, and detailed results are shown in Table 1.

Table 1. Reliability Test of Disability Facility Workers' Social Support and Job Satisfaction

Classification	Sub-factor	Number of questions	Cronbach's alpha
Social support	Support of superiors	4	.670
	Support of colleagues	4	.648
Social support		8	.627
Job satisfaction		31	.719

3. RESULTS

3.1 General Characteristics of Disability Facility Workers

In gender, 'male' was 41.3% and 'female' was 58.7%, and in age, '40-49 years old' was highest with 38.5%, then '30-39 years old' 28.7%, 'over 50 years old' 16.8%, and '20-29 years old' with 16.1%. In marital status, 'married' was 55.9% and 'unmarried' was 44.1%, and in the highest level of education achieved, 'technical college graduate' was the highest with 50.3%, then 'university graduate' 47.0% and 'high school graduate' with 16.8%. In religion, 'Christianity' was the highest with 33.6%, then 'Catholic' 25.2%, 'Buddhism' 23.1% and 'others' with 18.2%. The general characteristics of disability facility workers are outlined in Table 2.

Table 2. General Characteristics of Disability Facility Workers

Classification		Frequency (N)	Percentage (%)
Gender	Male	59	41.3
	Female	84	58.7
Age	20–29 years old	23	16.1
	30–39 years old	41	28.7
	40–49 years old	55	38.5
	More than 50 years old	24	16.8
Marital status	Single	63	44.1
	Married	65	45.9
Education	Graduated high school	24	16.8
	Graduated technical college	72	50.3
	Graduated 4-year university	47	32.9
Religion	Christianity	48	33.6
	Buddhism	33	23.1
	Catholicism	36	25.2
	Other	26	18.2
Total		143	100.0

3.2 Job Characteristics

Upon analysing job characteristics, the following results were found: in body of operation, most were 'social welfare corporation' with 79.7% and 'school corporation/religious corporation' was 29.0%. In job position, 'general administration' was 62.9%, 'director, head of department, team leader, head of section' was 30.8%. In employment type, 'permanent' was 65.7% and 'temporary' was 34.3%. In the number of years employed, '3 years-less than 5 years' was the highest with 52.4%, then '5 years-less than 10 years' was 34.3% and 'less than 3 years' with 13.3%, and in job area, 'social worker' was the highest with 59.4%, then 'nurse (physical therapist)

t)' with 18.9% and 'others' accounted for 21.7%. In monthly income, '1.5-less than 2 million won' was the highest with 56.6%, then 'more than 2 million won' with 25.9% and '1-less than 1.5 million won' with 17.5%. In the average daily working hours, '8 hours' was the highest with 53.1%, then 'more than 9 hours' with 46.9%. The detailed results of the job characteristics analysis are shown in Table 3.

Table 3. Job Characteristics

Classification		Frequency(N)	Percentage(%)
Operating body	Social welfare corporation	114	79.7
	Educational foundation	29	20.3
	Local government		
Position	Secretary-general	44	30.8
	Head of department, team leader, section chief (Administrative position)	90	62.9
	Other	9	6.3
Employment status	Permanent	94	65.7
	Not permanent	49	34.3
Years worked	Less than 3 years	19	13.3
	3~5 years	75	52.4
	5~10 years	49	34.3
Job specialization	Social workers	85	59.4
	Nurse (physical therapist)	27	18.9
	Other	31	21.7
Monthly wage	Less than 1,000,000–1,500,000 won	25	17.5
	1,500,001–2,000,000 won	81	56.6
	More than 2,000,000 won	37	25.9
Hours of work per day	8 hours	76	53.1
	More than 9 hours	67	46.9
Total		143	100.0

3.3 Correlation between major variables

Upon examining the correlation between social s

upport and job satisfaction, the ‘support of superior’ and ‘support of colleague’ in social support was found to have a significantly high level of positive correlation ($r=.402, p<.01$). The ‘support of superior’ in social support, as recognised by the disable facility worker, and job satisfaction was also found to have a significantly high level of positive correlation ($r=.457, p<.01$). On the other hand, the ‘support of colleague’ in social support, as recognised by the disable facility worker, and job satisfaction was also found to have a low level of positive correlation ($r=.325, p<.01$). The detailed results of the correlation between social support and job satisfaction are shown in <Table 4>.

Table 4. Correlation between major variables

Classification	Social support		Job satisfaction
	Support of superiors	Support of colleagues	
Social support of superiors	1		
Social support of colleagues	.402**	1	
Job satisfaction	.457**	.325**	1

* $p<.05$, ** $p<.01$, *** $p<.001$

3.4 Difference in social support according to general characteristics and job characteristics

The detailed results of the difference in social support according to general characteristics are shown in Table 5.

Table 5. Difference in Social Support according to Job Characteristics

Classification		N	Average	Standard deviation	t/F	p	Scheffe
Gender	Male	59	3.27	.35	.661	.510	-
	Female	84	3.22	.41			

Classification		N	Average	Standard deviation	t/F	p	Scheffe
Age	20-29 years old	23	3.28	.38	.449	.719	-
	30-39 years old	41	3.25	.37			
	40-49 years old	55	3.20	.42			
	More than 50 years old	24	3.29	.37			
Marital status	Single	63	3.18	.33	-1.779	.077	-
	Married	80	3.29	.42			
Education	Other	24	3.24	.39	1.218	.299	-
	Graduated high school	72	3.29	.38			
	Graduated technical college	47	3.17	.39			
Religion	Graduated 4-year university	48	3.27	.36	.541	.655	-
	Christianity	33	3.20	.34			
	Buddhism	36	3.29	.40			
	Catholicism	26	3.19	.48			

Upon examining the difference in social support according to the general characteristics of disabled facility workers, there was no significant difference in social support according to gender, age, marital status, highest level of education achieved and religion. This demonstrates that the mean of disabled facility workers is at an even level, regardless of gender, age, marital status, highest level of education achieved and religion.

Whilst there was no difference in mean found in disabled facility worker’s job characteristics of job position, body of operation, type of employment, number of years workers, monthly income and number of working hours, the only significant difference in social support according to job characteristics was found in the factor of job area ($t=3.512, p<.05$). The detailed results of the difference in social support according to job characteristics are shown in Table 6.

Table 6. Difference in Social Support according to Job Characteristics

Classification		N	Average	Standard deviation	t/F	p	Scheffe
Operating body	Social welfare corporation	114	3.23	.38	-.871	.385	-
	Educational/religious foundation	29	3.30	.42			
Position	Secretary-general, head of department, team leader, section chief	44	3.22	.34	.388	.679	-
	Administrative position	90	3.26	.39			
	Other	9	3.15	.57			
Employment status	Permanent	94	3.23	.40	-.363	.717	-
	Not permanent	49	3.26	.37			
Years worked	Less than 3 years	19	3.39	.46	3.031	.051	-
	3~5 years	75	3.17	.36			
	5~10 years	49	3.29	.39			
Job specialization	Social worker	85	3.30	.41	3.512*	.032	-
	Nurse (physical therapist)	27	3.25	.36			
	Other	31	3.08	.32			
Monthly wage	1,000,000~1,500,000 won	25	3.37	.47	1.678	.190	-
	1,500,001~2,000,000 won	81	3.21	.37			
	More than 2,000,000 won	37	3.22	.36			
Hours worked per day	8 hours	76	3.24	.39	.071	.944	-
	More than 9 hours	67	3.24	.39			

* p<.05

Upon examining the difference in job satisfaction according to the general characteristics of disabled facility workers, the difference in job satisfaction according to gender, age, marital status, highest level of education achieved and religion were not st

atistically significant. This demonstrates that the mean of disabled facility workers is at an even level, regardless of gender, age, marital status, highest level of education achieved and religion. The detailed results of the difference in job satisfaction according to general characteristics are shown in (Table 7).

Table 7. Difference in Job Satisfaction according to General Characteristics

Classification		N	Average	Standard deviation	t/F	p	Scheffe
Gender	Male	59	3.17	.22	-1.526	.129	-
	Female	84	3.22	.24			
Age	20~29 years old	23	3.21	.21	.414	.743	-
	30~39 years old	41	3.18	.27			
	40~49 years old	55	3.20	.21			
	More than 50 years old	24	3.24	.24			
Marital status	Single	63	3.24	.25	1.906	.059	-
	Married	80	3.17	.21			
Education	Other	24	3.20	.18	1.097	.337	-
	Graduated high school	72	3.23	.23			
	Graduated technical college	47	3.16	.25			
Religion	Graduated 4-year university	48	3.17	.22	.349	.790	-
	Christianity	33	3.22	.24			
	Buddhism	36	3.21	.25			
	Catholicism	26	3.20	.21			

* p<.05

Upon examining the difference in job satisfaction according to the job characteristics of disabled facility workers, there was no significant difference, as no difference in mean was found in the difference in job satisfaction according to the job characteristics of operating body, job position, type of employment, number of years worked, job area, monthly income and number of working hours. The detailed

results of the difference in job satisfaction according to job characteristics are shown in <Table 8>.

Table 8. Difference in Job Satisfaction according to Job Characteristics

Classification		N	Average	Standard deviation	t/F	p	Schefe
Operating body	Social welfare corporation	114	3.20	.24	.286	.775	-
	Educational/religious foundation	29	3.19	.20			
Position	Secretary-general, head of department, team leader, section chief	44	3.22	.21	.227	.797	-
	Administrative position	90	3.20	.24			
	Other	9	3.16	.29			
Employment status	Permanent	94	3.19	.24	-.419	.676	-
	Not permanent	49	3.21	.21			
Years worked	Less than 3 years	19	3.24	.18	.342	.711	-
	3~5 years	75	3.19	.26			
	5~10 years	49	3.20	.20			
Job specialization	Social worker	85	3.20	.25	.758	.471	-
	Nurse (physical therapist)	27	3.24	.19			
	Other	31	3.17	.20			
Monthly wage	1,000,000-1,500,000 won	25	3.26	.21	1.341	.265	-
	1,500,001-2,000,000 won	81	3.18	.24			
	More than 2,000,000 won	37	3.21	.23			
Hours worked per day	8 hours	76	3.18	.23	-.899	.370	-
	More than 9 hours	67	3.22	.23			

* p<.05

3.5 Effect of Social Support on Job Satisfaction

A multiple regression analysis was conducted to find the effect on social support on job satisfaction, and a regression model is evident (R²=0.115) with a data variability of 11.5%. To diagnose the multicollinearity between variables, VIF (variable inflation factor) and tolerance were examined. Generally,

when VIF is over 10 or when the limit is less than 0.1, there is a multicollinearity problem. In this analysis, the VIF of variables were all under 10 with a limit greater than 0.1, showing that multicollinearity is not a problem. As a result of the variance analysis on the model, it is evident that the estimated model is significant (F=9.123, p<.001), and only the support of the superior (beta=.338, p<.001) has significant effect on job satisfaction. This implies that the higher the support of superior of disabled facility worker, the higher their job satisfaction. The detailed results of the effect of social support on job satisfaction are shown in Table 9.

Table 9. Effect of Social Support on Job Satisfaction

Classification	Dependent variable: Job satisfaction						
	B	SE	beta	t	p	VIF	
(Constant)	2.783	.156		17.875**	.000		
Social support	Support of superiors	.159	.038	.338	4.229**	.000	1.010
	Support of colleagues	-.034	.033	-.082	-1.027	.306	1.010
R ² = .115, adjR ² = .103, F = 9.123***							

*** p<.001

4. DISCUSSION & CONCLUSIONS

This study investigated the difference in social support and job satisfaction according to the general and job characteristics of disabled facility workers, and analysed the effect of social support on job satisfaction. A discussion based on the results found is as follows:

First, upon analysing the difference in social support according to the general characteristics and job characteristics of disabled facility workers, there was no significant difference in social support according to general characteristics. However, a significant difference was found in social support according to the job characteristic of job area. This result implies that the level of social support recognized

by social workers demonstrates greater job satisfaction in comparison to disabled facility workers, such as nurses or physical therapist. This finding is supported by the study of Jung-Hye Lee [11] that reports no significant difference in the social support of special education teachers according to their gender and marital status, but found significant difference in social support according to the job environment.

Second, an even level of mean was found in the general characteristics of disabled facility workers, regardless of gender, age, marital status, highest level of education achieved and religion, and there was no significant difference in job satisfaction according to the job characteristics of job position, body of operation, type of employment, number of years worked, job area, monthly income and number of working hours. An even level of mean was also found among the job characteristic factors. This result is supported by the study of Haeng-Bok Yoon [12] that reports no significant difference in job satisfaction according to the general characteristics and job factors of workers at welfare facilities for the elderly.

Third, upon examining the effect of social support, as recognised by disabled facility workers, on their job satisfaction, only the 'support of superior', a sub-factor of social support, was found to have a positive effect on job satisfaction. This implies that the higher the support of the superior, the higher the job satisfaction of disabled facility worker. This result was in line with the results of this study, but was not similar to the result of [13] study, that reports the support of colleague to also affect job satisfaction.

The results of this study demonstrate that the effect of social support on the job satisfaction of workers are difference according to the worker's level of awareness, and also according to their working

environment.

In order to develop plans to improve the treatment of disabled facility workers in the future, there is a need for further research of practical intervention on the factors that affect job satisfaction.

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