

Quality Work Ethics and Job Satisfaction: An Empirical Analysis

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Abstract

Quality is very crucial to understand how well an employee is doing. Quality of work shows how much an employee value them. Thus, this study examines the impact of strong quality work ethics on job satisfaction among banking employees in Jordan. There has been growing evidence supporting the association between quality work ethics and job satisfaction of employees. However, it is not clear why such association exists. This paper argues that in order to provide a clear understanding and convincing explanation of this association there is a need to improve the theoretical and analytical framework. Quantitative method with survey questionnaire was administered to collect information on quality work ethics and job satisfaction from 89 employees working in Jordanian banks. The finding of the study revealed that quality work ethics are positively associated with job satisfaction. These findings imply that quality work ethics is one of the key attributes to increase employee's job satisfaction together with other organizational outcomes. Most importantly, it is crucial for the managers to be aware that increasing employee's job satisfaction can lead to increased organizational commitment, lower labor turnover and improve productivity.

Keywords: quality work ethics; job satisfaction; hard work; work goals.

1. Introduction

One of the most important activities in human life all day is work, half of the people have responses and judgments. Alone and distinct from his work and his need to work. Among others who consider the work as a source of income for improve the standard of living, add property wealth, recognize or appreciation and self-glory. Managers in the working environment are messed with the ethical confrontation with others (Murtaza et al., 2016b). This ethical dilemma makes them exposed to their own engaged and integrated activities including fraudulent acts. The honesty of managers become limited are unable them to diverse the job filled with vagueness (Sun, Gergen, Avila, & Green, 2016).

For managers, it is difficult to get escaped from such ethical dilemmas and the morals of the managers are always questionable in order to understand their behaviors with others. Ethical dilemmas like the events of corruption charges, reject to work honestly and other possible scandals are some of the critical subjects that need to investigate in order to understand work ethics (Forte & Hansvick, 1999). Moreover, it is sometimes hard for the employees or managers to get escaped with such ethical dilemmas, but if the individual is exposed to ethical interactions and enrichments the behavior can change positively resulting to positive job satisfaction.

Strong work ethics in the organization is the key to the ethical behavior of employees. Organizations that focus on developing strong work ethics relevant to the issues faced by employees will lead to the employees behaving ethically (Valentine & Barnett, 2007b). Beyond salary, strong work ethics is able to influence human beings to commit or not to commit a crime. Empowerment within the organization remains weak due to lack of work ethics that are no longer able to enhance job satisfaction of employees (Steinheider, 2006). Furthermore, (Camp, 1994; Getahun, Sims, & Hummer, 2008) found that one

of the negative consequences associated with low levels of job satisfaction includes lack of active participation in decision making and often faces ethical issues stemming from employee behavior. Thus it is important to consider employee working conditions and the managers must be aware of the safety of their employees in order to compensate them when they perform the unusual or difficult task. The unethical working condition leads to stress when there is no cooperation between job needs and competencies.

With the vision of what motivates operatives, managers can larger ascertain what makes the employees do their best job. There is a need for the managers to understand what propels their subordinates and colleagues in order to be competent heads in the work place. The recommendations in this study will enable managers to become the best presentation out of their operatives and rise productivity in their departments.

2. Literature Review

2.1. Theoretical view on work ethics

When an organization employs the individuals they bring work into not unique job skills but also his or her ethics. In today's business work ethics is very important due to changes in employee behaviors that play a crucial role in the success of the organization. According to Valentine and Barnett (2007a) the crime committed by an employee results in the deterioration of corporate image drastically. In any empirical research, there is a need for a clear view of independent constructs. Theoretical aspects help us to provide clear views on our independent variables. Currently, there is a confusion on the selection of dimensions of work ethics.

The organization always look for the employees who can perform their job well. Employees with strong work ethics are reliable, hardworking and use a great amount of efforts. There