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Original Article

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## Investigating the Relationship between Perceived Organizational Support and Quality of Working Life via Mediating Role of Job Stress (Case study:Kerman University of Medical Sciences)

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### Abstract

The purpose of this study was to the study of investigating the relationship between perceived organizational support and quality of working life via mediating role of job stress. A descriptive, quantitative, co relational design was used. Statistic population of research concludes all Kerman University of Medical Sciences staff . The population comprises all the employees of the above organization , the number of them added up to 950 individuals in 2016. The sample includes 273 subjects based upon Krejcie & Morgan Table (1970) which appointed in proportionate stratified random sampling. A data collection instrument is included demographic questionnaire, questionnaire of perceived organizational support, quality of working life, and job stress. Data analysis included descriptive statistics, pearson's r correlations, regression analysis, ANOVA analyses and Lisrel 8.5. The results of this study show the there is a significant relationship between perceived organizational support and quality of working life. According the results of analysis there is a significant relationship between perceived organizational support and job stress. According the results, there is not a significant relationship between perceived support and quality of working life via mediating role of job stress.

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**Keywords:** Perceived organizational support, Quality of working life, Job stress.

### 1. Introduction

One of the most important sources of each organization is its human resources, and the factors that make up these resources are people with many needs that, if they meet their needs and have sufficient motivation, will use their talents and skills at the service of the organization. Quality of working life directly affects the ability of organizations to serve customers appropriately and if not measured, it can not be effectively developed and maintained (Mogharab et al, 2013). Quality of working life programs attempt to address almost every aspect of an employee's working life, many of that are related to HR policies and strategies. The perceived QWL is often associated with fulfillment of complex psychological needs of the individual to achieve optimal experience and functioning. Sirgy et al.'s study (2001) on the antecedents and consequences of QWL proposed that in order to

achieve QWL, four levels of need must be considered: (1) need satisfaction from work environment; (2) need satisfaction from job requirements; (3) need satisfaction from supervisory behavior; and (4) need satisfaction from ancillary programs (Li & Yeo, 2011). Employees perceive the quality when their basic expectations of the work place and jobs are met appropriately. According to Maslow's hierarchy of needs, these expectations can be categorized from physiological needs (e.g. work place facilities) to self-actualization (Sirgy et al., 2001). One of the types of stress is the stress caused by occupations, professions and the entire work environment. Stress is one of the challenges that organizations and managers have always faced. Because the high stress on the physical and mental health of the staff and, consequently, on the quality of working life has harmful effects. This is why job stress has become a costly and costly problem in work environments. Rapid changes in technology in recent decades, has affected the key of social systems elements and has brought challenges with itself (Kato and Kanai, 2000). Today the word stress is one of the most common terms in psychology and psychiatry. Everyone may experience stress in their lives. Stress is probably the most common problem of everyday life of human. Stress has become so extensive and so that it is known as the characteristic of human life and many people in their everyday life are exposed to many stresses and are affected by it in large extent. It is estimated that 80% of all the diseases of our time is because of stress. The term stress is a complicated term and although this term is used in many situations still there's no accurate and comprehensive definition of it (Blannon & Feist 2000). In other words, despite the past three decades of research on the phenomenon of stress and research description on the way of coping with this phenomenon (Aldwin & Reversonal, 1987) still the term stress is used in different ways and its identification is still difficult (Edwards, 1988) and fraught with problems (Cohen, 1988). However, (Selye, 1980) believes that stress is the non-specific response of the body to any demands. An important aspect of life which has attracted the attention of many researchers, is working and working environment. Work regardless of the income can satisfy some basic human needs such as mental and physical exercise, social relationship, sense of self-esteem, trust and competence, however, it can be a major source of stress. (Copper & Cartwright, 1994) also believe that each job has a potential environmental resource of stress. (Russel, Altimer & Van Velzen 1987) believe that job stress include: mutual interaction between working conditions and demographic characteristics of employees in such a way that the demands of the work environment weigh more than one can cope with them.

Definition of organization perceived support was first introduced by Eizenberg et al. in an article in *Applied Psychology* magazine in 1986. According to their definition, employees feel secured by the organization when the organization values their colleagues and their welfare (Hakkak & Ghodsi, 2015). The theoretical basis of organizational support is the social exchange hypothesis. The organizational support hypothesis states that employees develop a general view of organizational support level toward themselves and for this support they pay attention to organizational objectives and their realization. When employees feel that their organization attends to their welfare and not just because of legal obligations, they respond better and perform better regarding the objectives of the organization. In addition to this, organization is seen as a source of satisfaction of some social needs of employees such as providing identity, the need to belong and self-esteem. The employees therefore help the organization reach its objectives to save the source based on exchange norm (Nawaser, et al. 2016). Considering the special problems of organizations in the field of health, such as high work sensitivity due to dealing with patients, dealing with different people from different social classes with different thoughts and expectations, and lack of useful and professional communication leading to high occupational stress (Razmi and Nemati 2010). On the other hand, many job features such as role ambiguity, occupational stress, and organizational support affect the quality of working life. Therefore researchers aim to study of investigating the relationship between perceived organizational support and quality of working life via mediating role of job stress in Kerman University of Medical Sciences. The following assumptions were considered as a means to achieve the goals of the research.

#### Hypotheses

- (1): There is a significant relationship between perceived organizational support and quality of working life via mediating role of job stress.
- (2): There is a significant relationship between perceived organizational support and job stress.
- (3): There is a significant relationship between perceived organizational support and quality of working life.
- (4): There is a significant relationship between job stress and quality of working life.

## 2. Research Methods

A descriptive, quantitative, co relational design was used. Statistic population of research concludes all staff Kerman University of Medical Sciences. The population consist of 253 staff. A data collection instrument is included demographic questionnaire, questionnaire of perceived organizational support, quality of working life, and job stress. The staff answered the same questionnaire including, perceived organizational support (Isenberg, 1998) (including 12 questions), job stress (Spio,1987) (including 45 questions), and quality of working life (Valton, 1973) (including 35 questions). The cronbach's alpha that obtained from the pilot data was 0.80 for perceived organizational support, 0.89 for job stress and 0.93 for quality of working life (Treadway et al., 2004; Harris & Harris, 2007). ). Data analysis included descriptive statistics, pearson's r correlations, regression analysis, ANOVA analyses and Lisrel 8.5.

## 3. Demographics Results

Of the 253 subjects enrolled in the study, 71.38 % were male and 28.62% were female. Among respondents aged 31 to 40 years were the most frequent and least frequent in the age group 51 and older.

## 4. Results

The results of this study show the there is a significant relationship between perceived organizational support and quality of working life. According the results of analysis there is a significant relationship between perceived organizational support and job stress. Thus  $H_0$  is rejected and research hypotheses is approved. The results of this study show the there is not a significant relationship between job stress and quality of working life. So can say that the, there is not a significant relationship between perceived organizational support and quality of working life via mediating role of job stress (Figure 1 and 2).

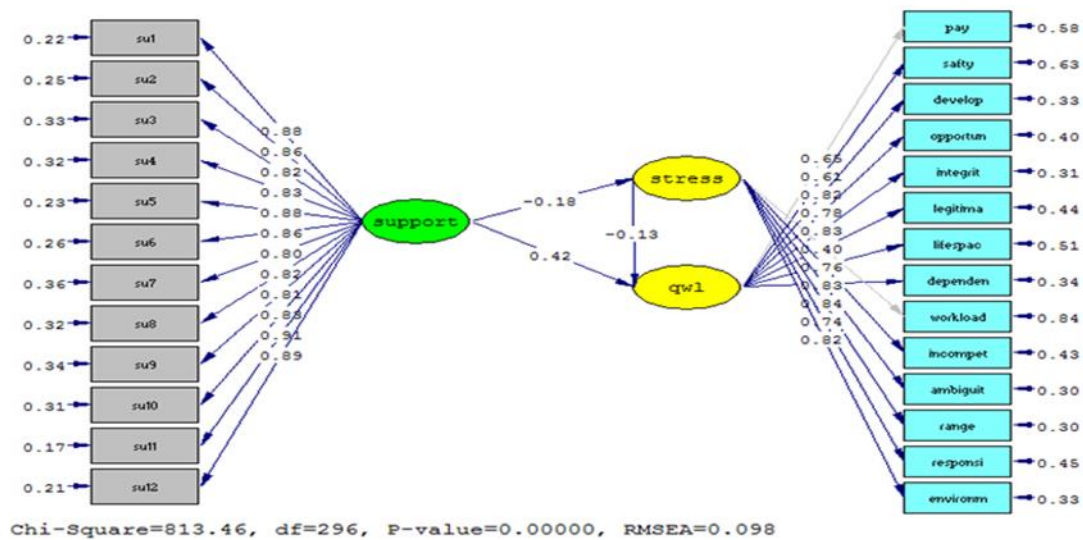


Figure 1. Structural equation modeling in the standard estimate

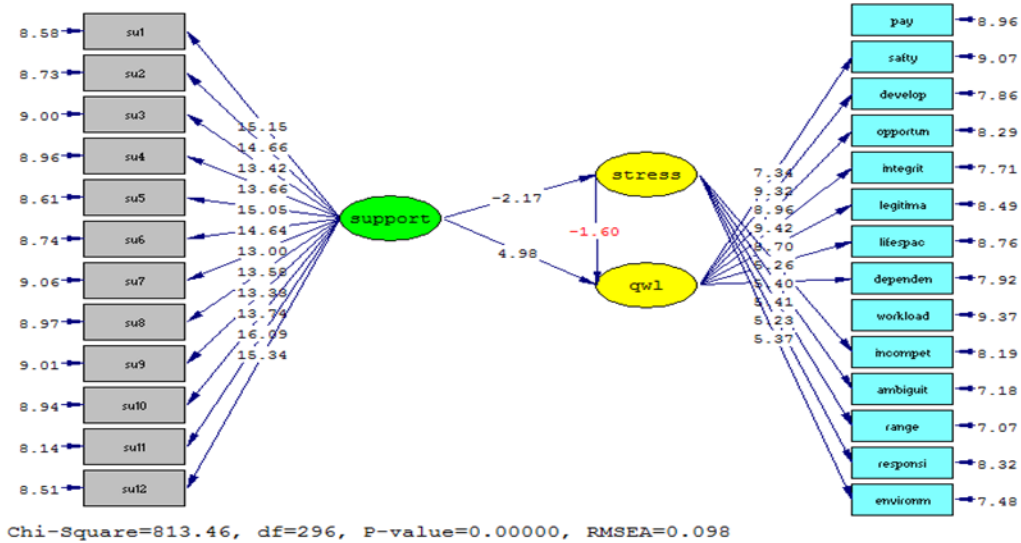


Figure 2. Structural equation modeling in the significant estimate

Table 1: Fitting indexes for Model

Index	$\chi^2/df$	RMSEA	GFI	AGFI	CFI	NFI	IFI
Calculated value	2.47	0.098	0.75	0.90	0.95	0.96	0.91
Acceptable level	<5	<0/1	>0/90	>0/90	>0/90	>0/90	>0/90
Result	Appropriate	Appropriate	Appropriate	Appropriate	Appropriate	Appropriate	Appropriate

RMSEA: Root-mean-square error of approximation GFI: Goodness-of-fit index AGFI: Adjusted goodness-of-fit index CFI: Comparative fit index NFI: Normed fit index IFI: Incremental fit index

### 5. Discussion

The purpose of this study was to investigate the relationship between perceived organizational support and quality of working life via the mediating role of job stress. The results of this study show that there is not a significant relationship between perceived support and quality of working life via the mediating role of job stress. According to the analysis conducted, the principal hypothesis is rejected. These results are non-compliant with the results of Mesdaghrad (2011) and Khaghanizade et al (2008). Because his research emphasized on the relationship between job stress and quality of work life. The results showed that the correlation coefficient between the two variables is 0.42%. Which represents the direct impact of perceived organizational support on the quality of working life. The correlation coefficient paths between three variables (correlation between perceived organizational support and job stress (-0.18) and job stress and quality of working life (-0.13)) show the indirect effect of perceived organizational support on the quality of working life (0.023). So we can say that the total impact of perceived organizational support on the quality of working life is 0.443. This value is between 0.3 and 0.6. So we determined that perceived organizational support has a moderate impact on the quality of working life. According to what was said, if organizational support increases, staff motivation can increase and they can manage their stress.

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