Investigating the Effect of Group Career Counseling in Super Method on Enhancing the Job Satisfaction among the Female Nurses of Social Security Hospitals of Ahvaz City

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Abstract

The present study aimed at investigating the effect of group career counseling in Super method on enhancing the job satisfaction among the female nurses of social security hospitals of Ahvaz city. Research design was of semi-experimental (pretest – posttest with both control and experimental groups) type. Statistical population includes all female nurses who were working in social security hospitals of Ahvaz City in 2012 and subjects were selected by convenience sampling method. For implementing this study, at first, Smith & et al. Job Satisfaction Questionnaire was distributed among 80 nurses who were willing to participate in the research from among them, 40 nurses who obtained the least scores in this test were selected and then they were classified randomly into two control (20 persons) and experimental (20 persons) groups. The experimental group members took part in 10 sessions each of which lasted 90 minutes. Group career counseling sessions were managed based on the career counseling theory. After finishing the sessions, follow-up session (one month later) was held. One-way covariance analysis (ANCOVA) and multivariate covariance analysis (MANCOVA) were used for analyzing the data. Results showed that group counseling in Super method had enhanced the job satisfaction and its components among the nurses and this satisfaction has continued to the follow-up stage.

Keywords: Super Career Counseling, Job Satisfaction.
Introduction
Human resources is one the most valuable capitals for each organization, since other factors like technology and capital are dependent to human resources. In spite of new technical and technological developments, no factor can be considered a replacement for manpower and human is taken into account as a key factor in organization. Based on this, organization management should try to identify this capital well and nurture its hidden talents and mobilize it effectively in achieving the organization’s goals (Alvani, 2003). In healthcare organizations, paying attention to manpower is of high importance. In fact, it is by attempts of healthcare organizations that health of active and efficient manpower of other organizations is ensured. Therefore, creating satisfaction in manpower inside the organization make the whole organization satisfied which leads to facilitating the access to the organization objective; i.e. level of society health is promoted. Nurses constitute an important part of manpower in these organizations, but unfortunately nurses are often neglected and they feel weakness in working environment (Hago, 1996). Human factors in services organizations such as hospitals are of very high importance and effectiveness of these types of organization has a close link to manner of offering the services by personnel (Mahmoudi & et al, 2007). With regards to the role of nurse in looking after the patients, enhancing the job satisfaction of this healthcare group can promote the quality of cares received by the patients and enhance the patients’ satisfaction with the medical services (Movahed & et al, 2001). Career and occupation are very important issued in human life. Human provide his living expenses by work and try to meet his life necessities; providing food, clothes, housing and even type and amount of travels are significantly related to his occupation (Shafiabadi, 2006). The more job – person fit is observed and more is paid to people’s talents, interests, emotion and need are paid, the more persons will be satisfied of job (Peyman, 1995). If while working, the person faces occupational problem, he/she needs counseling to resolve it and making it consistent with working environment. Since occupational problems may occur in workshops and institutes for personnel due to various reasons in various times, it is highly recommended that some actions should be taken to establish career counseling in this places so that after solving the occupational problems, both mental health of personnel is achieved and their efficiency enhances.

Career counseling is a dynamic activity and an expertise between the referred (someone who has problems with career) and consultant (someone who has expertise and is skillful in identifying and solving the occupational problems) based on which after diagnosing the occupational problem, the referred is helped in solving it (Shafiabadi, 2010). Super (1996) believes that job selection means applying personal self-concept which is not directly observable and currently it forms main basis of his theory (Sovenson & Foad, 1999). Job satisfaction is one of the most important factors in job success. Job satisfaction is a factor which enhances the efficiency and feeling of personal satisfaction. Each employer is trying to enhance job satisfaction among personnel of the institute. Researchers have defined and recommended job satisfaction in different points of view. If career and professional consultant can help the referred people to select a job with which they are satisfied, he has attained the objective of career and professional counseling (Shafiabadi, 2010). Although about one century has passed after investigations on job satisfaction and motivation, scientists still emphasize that this series of activities needs to be studied and investigated more (Nasabadi & et al, 2009).
Job satisfaction is an attitude which shows how people feel towards their jobs, and generally, towards different aspects of job (Spector, 1997). Results obtained from various researchers during several years have shown there is significant relationship between job satisfaction and job performance (Saatchi, 2007).

From management point of view, a satisfied work force enhances the productivity due to absenteeism reduction and based on the fact that people health is beneficial for organization due to insurance and hospital expenses. Beyond this, society generally takes high advantage from this phenomenon. Human factors in service organizations like hospital are of high importance and efficiency and effectiveness of these types of organization has a close linkage to manner of offering the services by personnel (Mahmoudi & et al, 2007). By studying the job satisfaction of nurses of Imam Khomeini Hospital of Tehran, Mardali (2007) found that only 2% nurses were satisfied with their jobs. Also, studying the job satisfaction of nurses working in Educational – Medical Centers of Medial Sciences University of Orumieh (2001) shows the job satisfaction of most nurses. In their researches, by identifying and analyzing the nurses’ job satisfaction, Mardali (2007) & Yaghooti (2004) have shown that nurses’ job satisfaction is effective in offering better medical – healthcare services. Managers should accord importance to employees’ and organization members’ job satisfaction at least for three reasons: 1) there are many evidences that dissatisfied employees leave the organization and most often resign; 2) it is demonstrated that satisfied employees have better health and live longer; and 3) job satisfaction is a phenomenon which goes beyond the boundaries of organization and company and its effects are observed in private life and also outside the organization (Robins, 2001). Super (1996) believes that job selection means applying personal self-concept which is not directly observable and currently it forms main basis of his theory (Sovenson & Foad, 1999).

Therefore, with regards to the researches and existence of self-concept with job selection on one hand and with job satisfaction on the other hand, the researcher is going to answer this question whether group career counseling in Super method is effective in enhancing the nurses’ satisfaction?

**Research Method**

At first, JDI (Job Descriptive Index) questionnaire constructed by Smith & et al (1969) was distributed among those nurses interested in participating the research. After collecting questionnaires and correcting and scoring them, from among those who obtained the lowest score, 40 persons (20 in experimental groups and 20 in control group) were selected by simple random sampling method. During the research, three evaluations were carried out: 1) pretest, before group counseling and training; 2) posttest, immediately after finishing the group counseling; 3) follow-up, one month after intervention. During this time, intervention was made on experimental group and control group receives no intervention. Counseling sessions were held like managing the group counseling sessions; i.e. at first contracts were concluded by persons and then in each session, discussions were given in accordance with the Super career counseling theory and nurses dealt with it. Sessions were held in Amir-al-Momenin Hospital in 10 sessions, each in 90 minutes and intervention was made once a week. From the third sessions, feedback was received from the last and that day’s sessions. Sessions can be described as below; First session: how to perform the job, determining the group objective, subject matter, number of sessions, duration of each session, place for holding the group meetings, the reason for selecting
people and finally concluding the contract on group counseling as well as receiving the feedback from members about what has been discussed and the future objectives. Second session: discussing the problems with job and rating these problems with an emphasis on empathy and listening actively to encourage the members for expressing the issues and problems, presenting the task (developing a list of occupational problems and issues). Third session: discussing the tasks of last session, dealing with factors affecting the job selection and continuing the job successfully, presenting the task (identifying the factors which affect job selection and successful continuance of job). Fourth session: discussing the tasks of last session, discussing the personal opinion and thought of nurses towards themselves, dealing with the factors which affect professional and career self-concept, presenting the task (members should describe the opinion and thoughts towards themselves). Fifth session: discussing the tasks of last session, discussing the evolutionary path of job selection, presenting the task (members should describe the path for selecting the job and factors affecting it). Sixth session: discussing the tasks of last session, discussing the existing stages in evolutionary path of job selection, discussing the factors which affect the satisfied continuity and consolidation of job, presenting the task (members should describe the existing stages in evolutionary path of job selection and factors affecting job consolidation). Seventh session: discussing the tasks of last session, discussing the role of self-concept in job selection, presenting the task (members should describe the role of self-concept in selecting and continuing the job successfully). Eighth session: discussing the tasks of last session, discussing the Super career rainbow, discussing the time and energy used for each role, presenting the task (members should explain the career rainbow and its components). Ninth session: discussing the tasks of last session, discussing the importance of values, abilities, interests as well as the environmental conditions in which the job selections are done, presenting the task (members should explain the environmental conditions which affect the job selection). Tenth session: discussing the tasks of last session, evaluating the amount of people’s career satisfaction with their jobs, regulating a system consisting of people’s suggestions for enhancing the job satisfaction. Follow-up session (one month later): discussing the factors affecting the job selection, discussing the usefulness of sessions, discussing on how to use the discussion given in sessions for long term.

Tools for Collecting Data
Job Descriptive Index (JDI): This questionnaire was developed by Smith, Kendal & Hulin (1963) and then after applying changes, it final form was prepared. This questionnaire is based on those inventories which have been established regularly in descriptive value continuum form. In these inventories, the employees are asked to evaluate all their job aspects directly. Job descriptive index is one the most common and exact tools for measuring the job satisfaction which has been prepared in Persian language by Shekarkan & Arshadi (1990) in Shahid Chamran University of Ahvaz. Respondents select “Yes”, “No” or “I don’t know” for each response and consequently express their ideas about each of 5 components which constitute job satisfaction (Bahooosh, 2005). This questionnaire was translated by Shekarkan for the first time and was used in industrial and organizational researches. This index was implemented by Arshadi together with Shekarkan in South Oil Fileds Company and the reliability coefficients of different parts of this test were calculated by halving method. In order to determine the validity coefficients, the score obtained from various parts of this test were correlated with the scores obtained from Konin Face
Masks Test (1955) and Koeien & Shepard Test (1974). Reliability coefficients of different parts of test were between 0.73 and 0.85 and range of validity coefficients was 0.24 – 0.71. Total value of JDI with face masks test was 0.61 and with Koeien & Shepard test was obtained 0.66. All of these coefficients were significant in 5%. In the present study, two methods of halving and Cronbach alpha were used for determining the reliability of JDI which were obtained for the whole index 0.93 and 0.74, respectively which shows that reliability coefficients of questionnaire are desirable.

Findings:
Table 1; Mean and Standard Deviation of score of job satisfaction for both experimental and control groups in pretest, posttest and follow-up

<table>
<thead>
<tr>
<th>Variable</th>
<th>Phase</th>
<th>The statistical group</th>
<th>standard deviation</th>
<th>Mean</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>job satisfaction</td>
<td>pretest</td>
<td>experimental</td>
<td>22.38</td>
<td>97.30</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>posttest</td>
<td>experimental</td>
<td>18.02</td>
<td>149.50</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Witness</td>
<td>21.30</td>
<td>97.40</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>experimental</td>
<td>18.33</td>
<td>147.60</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Witness</td>
<td>21.47</td>
<td>100.74</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>follow-up</td>
<td>experimental</td>
<td>22.84</td>
<td>101.75</td>
<td>20</td>
</tr>
</tbody>
</table>

As shown in table 1, mean and standard deviation of job satisfaction for each group in pretest for experimental group are 97.30 and 22.38, for control group are 97.40 and 21.30, respectively; in posttest for experimental group are 149.50 and 18.02, for control group 100.70 and 21.74, respectively; and in follow-up stage for experimental group are 147.60 and 18.33, for control group 101.75 and 22.84, respectively.

Before investigating the research hypothesis, Levine test was used for meeting the assumption of variance equality in research variables of which the results are given in table 2.

Table 2; Results of Levine test for assumption of variance equality in research variables in both groups

<table>
<thead>
<tr>
<th>Variable</th>
<th>Sig</th>
<th>Df1</th>
<th>Df2</th>
<th>F</th>
</tr>
</thead>
<tbody>
<tr>
<td>job satisfaction</td>
<td>0.808</td>
<td>38</td>
<td>1</td>
<td>0.060</td>
</tr>
</tbody>
</table>

As shown in table 2, null hypothesis for equality of scores’ variances of both groups in all variables is approved; i.e. variance equality assumption of scores in both control and experiment groups was approved, therefore the analysis continues.

Table 3; Results of one-way covariance analysis on mean scores of posttest for job satisfaction of female-nurses of both control and experiment groups with controlling the pretest
As seen in table 3, through controlling the pretest, there is a significant difference between the female-nurses of both control and experimental groups in terms of job satisfaction ($P < 0.0001$ and $F = 89.83$). Therefore, the first hypothesis is approved. In other words, training the Super career counseling with regards to the mean of job satisfaction among female-nurses in experiment group has enhanced their job satisfaction compared to the control group. Rate of difference is 0.70; i.e. 70% of personal differences in scores of posttest for job satisfaction are related to the effect of training the Super career counseling (group membership).

**Table 4: Results of multivariate covariance analysis (MANCOVA) on mean scores of job satisfaction of female-nurses of both control and experiment groups with controlling the pretest**

<table>
<thead>
<tr>
<th>Test</th>
<th>Eta square</th>
<th>(p)</th>
<th>F</th>
<th>DF</th>
<th>Hypothesis $df$</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pillai effect test</td>
<td>0.75</td>
<td>0.0001</td>
<td>18.2</td>
<td>29</td>
<td>5</td>
<td>0.757</td>
</tr>
<tr>
<td>Wilks' Lambda test</td>
<td>0.75</td>
<td>0.0001</td>
<td>18.2</td>
<td>29</td>
<td>5</td>
<td>0.243</td>
</tr>
<tr>
<td>Hotelling effect test</td>
<td>0.75</td>
<td>0.0001</td>
<td>18.2</td>
<td>29</td>
<td>5</td>
<td>3.10</td>
</tr>
<tr>
<td>largest root test</td>
<td>0.75</td>
<td>0.0001</td>
<td>18.2</td>
<td>29</td>
<td>5</td>
<td>3.10</td>
</tr>
</tbody>
</table>

As seen in table 4, by controlling the significance levels of all tests, it is indicated that there is a significant relationship between female-nurses of experimental and control groups ($P < 0.0001$ and $F = 18.02$). In order to discover the fact that in terms of which variable there is a difference between two groups, one-way covariance analysis was done in MANCOVA context of which the results are given in table 4. The difference rate if 0.75; i.e. 75% of personal differences in scores of posttest for job satisfaction are related to the effect of training the Super career counseling (group membership).

**Table 5: Results of one-way covariance analysis in MANCOVA context on mean scores of job satisfaction of female-nurses of both control and experiment groups in follow-up stage with controlling the pretest**

<table>
<thead>
<tr>
<th>Variable</th>
<th>Source of changes</th>
<th>Sum of squares</th>
<th>df</th>
<th>Mean of squares</th>
<th>F</th>
<th>Significance level (P)</th>
<th>Eta square</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job satisfaction</td>
<td>pretest</td>
<td>7954.68</td>
<td>1</td>
<td>7954.68</td>
<td>35.27</td>
<td>0.0001</td>
<td>0.48</td>
</tr>
<tr>
<td></td>
<td>Group</td>
<td>21082.87</td>
<td>1</td>
<td>21082.87</td>
<td>93.49</td>
<td>0.0001</td>
<td>0.71</td>
</tr>
<tr>
<td></td>
<td>Error</td>
<td>225.51</td>
<td>37</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

As seen in table 5, it is seen that in the follow-up stage, by controlling the pretest there is a significant relationship between the female-nurses of both experimental and control groups in terms of job satisfaction ($P < 0.0001$ and $F = 93.49$). Therefore, the research hypothesis is
approved. In other words, training the Super career counseling with regards to the mean of job satisfaction among female nurses in experiment group in follow-up stage (one-month) has enhanced their job satisfaction compared to the control group. Rate of difference is 0.71; i.e. 71% of personal differences in follow-up scores for job satisfaction are related to the effect of training the Super career counseling (group membership).

Discussion and Conclusion
The present study aimed at investigating the effect of group career counseling in Super method on enhancing the job satisfaction among the female nurses of social security hospitals of Ahvaz city. When the research finished, it became clear that group career counseling in Super method affects enhancing the job satisfaction among the female nurses of social security hospitals of Ahvaz city. In other words, group career counseling in Super method, in view of the mean job satisfaction of female nurses in experimental group has enhanced the their job satisfaction compared to the control group. Rate of difference is 0.70; i.e. 70% of personal differences in posttest scores for job satisfaction are related to the effect of training the Super career counseling (group membership). It is evident that holding group career counseling sessions in Super method has increased the job satisfaction of female nurses of social security hospitals of Ahvaz city.

As seen in table 4, in follow-up stage and by controlling the pretest, there is a significant difference between female nurses of experimental and control groups in terms of job satisfaction (P < 0.0001 and F = 89.83). Therefore, the research hypothesis in follow-up stage is approved. In other words, group career counseling in Super method with regards to the mean of job satisfaction among female nurses in experiment group in follow-up stage (one-month) has enhanced their job satisfaction compared to the control group. Rate of difference is 0.70; i.e. 70% of personal differences in follow-up scores for job satisfaction are related to the effect of training the Super career counseling (group membership). Therefore, there is a significant difference between two experimental and control groups in both posttest and follow-up stages indicating that this hypothesis is approved and it can be said that career counseling in Super method enhances the job satisfaction among the female nurses of experimental group in both posttest and follow-up stages compared to the control group which has not received any intervention. These findings are consistent with researches by Abedi (2002), Parsasirat (2004) and Fischer (2003).

In explaining this finding, it can be argued that since one of the cases mentioned by Super in his career counseling is that job satisfaction has a direct linkage with total satisfaction with life, when one selects a job consistent with his self-concept, he will be satisfied more with life. Job satisfaction is one of the most important factors in job success. Job satisfaction is the factor which increases the efficiency and makes the person feel satisfaction. If the career and professional counseling can help the referred people to find a job with which they are satisfied, then he attains the career and professional objective to a high degree. Work nature such as workplace conditions, working variety, degree of difficulty, providing learning opportunities as well as achieving the success, working hours, rest times, equipment, quality of workplace, temperature, ventilation and the workplace itself are all effective factors in job satisfaction. When the job has more challenge, development and enrichment, creativity and is more attractive, more pleasant, more respectful, more valuable and healthier, the persons will be more satisfied with his/her job. Since the relationship between career counseling and job satisfaction of nurses
is approved in this research, it is suggested that senior management and planners of Social Security Organization try more to use career counseling services in designing the objectives and organizational plans.
References