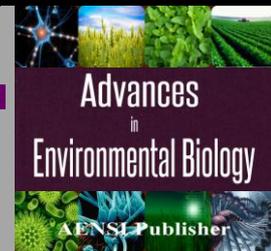




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Evaluating the Influencing Factors on the Satisfaction Amount of Social Security for Insured People from Supports and Insurance Services Case Study of Social Security in Sepidan City

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ABSTRACT

Planning the issue: The aim of this study is to investigate the influencing factors on the satisfaction amount of social security for insured people from supports and insurance services. **Method:** used Methods of research in this study from functional purpose of the survey will be descriptive. The research population of the city social welfare is 4700 insured persons in SEPIDAN city that are based on Cochran's formula, the sample size is selected. Taken Samples randomly is gotten from among people those who took insurance. Data gathering tool is questionnaire. Questionnaire is the amount of satisfaction of insured people Including indicators and performance management of staff and employee performance management, aware of the issues and laws, the active participation of employees in the workplace, and to protect the integrity of organization regulations by employees. To estimate the validity of the questionnaire, CRONBACH'S alpha coefficient for the /85 is used. In this study, the Spearman correlation test is used to test the hypotheses. **Results:** Treatment and employee performance, active participation of employees in their work and their cooperation with the client, client satisfaction level of integrity and social security protection is effective.

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INTRODUCTION

Today, Social Security, in creating satisfaction, peace of mind and hope for the future in people in the most fundamental role is responsible and society 'without any exaggeration in the form of implementing the whole concept of the building population, migration, and economic structure of society, redistribution of income, and sometimes prevent movement, and other issues such as the effects of high unemployment, low growth, poverty, disease, etc. has an affect [3]. Thus, dissatisfaction and disappointment in community members will decrease.

The studies by experts and professional on the use of social security data has been demonstrated, shows that gradually develops the social security system.

Comprehensive information and data on various aspects of lives covered people records that may be used for Community and social scientists should be doing to facilitate investigation [6]. Efforts to achieve the community authentic, in order to satisfy the need of facilitating favorable, insists us that not all aspects of it, at least some aspects of this important knowledge we have studied.

And here, in this study, there is a link between social security and the social contract between the insured major ones (which employers are responsible for the representation of the contract) and the insurance organization is that with responsibility for social insurance and creating a social obligation to meet their obligations. [7]. Exploring the hive about the investigation and the source of satisfaction is necessary and essential.

Statement of Problem:

If the organization's, frequent arranging activities by a group of people with different relationships to achieve common have effort could be made, however naturally is demands of their common interests in mind

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and can be said to meet a series of common objectives and the necessary supplies to be. Institution of social Security as an "organization" with the aim of run Generalization and extend all kinds of support and services for persons under its control, has emerged. Therefore some views, hardshipwaysis the kind of social insurance programand support for the relief and they think, providing satisfaction for the unemployed, the elderly, veterans and others in the field of occupational accidents, diseases, aging and etc [3]. For this reason, social security institutions is in pursuing greater satisfaction and enjoyment applicants for insurance services that could suspect.

The study also tried to answer the question, what factors have the satisfaction of taking insurance that support is effective. Organization of Social Security as an insurance organization, with a variety of services that benefit the insured is entitled to be, services include: pension insurance, unemployment insurance, workers' sick pay, allowances, marriage, medical aids and medical services treatment includes direct, indirect and also is how to deal with those insurance companies [1].

The importance and necessity to study:

In The field and major of importance and necessity of social security must be said that today, due to the qualitative and quantitative expansion has found that various aspects.

And also the role and functions that should be able to play at every stage of life, diverse scope, involved the scope of the range of issues and variables [8].

What is more important in this subject, is that about 30 million of the country's population and pensioners, including those of health insurance and insurance use a Social Security representative and about 70 hospitals, 268 clinics, poly clinics anddi clinics and also 486 corporate offices, afford the services are covered [4].

It is worth considering the issue of social concern \rightarrow piecemeal, i.e. the insured person (principal), will begin and then spread to the family Kian (insured conditioned), the macro realm, i.e. the people of the country and then its comprehensiveness and inclusiveness, we can enter the realm of macro, that all men are to be [5]. However, in this study the following aspects of below has importance:

1. Understanding how insurance satisfaction of those services and supports and aspects of scientific studies, it is very important changes, Because they recognize the value of investment and measures to help people make informed and accurate pre expected to resolve the problems and shortcomings of the functions pay insurance and road barriers effort.
2. Social changes during the time and subsequent expansion of the role and functions of organization, themselves to the new conditions in the relationship between insured persons and institutions, "social security" will appear. These conditions differ from previous structures, "the organizations and institutions". Expanding insurance coverage care, increasing the number of those insured, easily support services and a variety of forms, functions, etc. ... including medical centers and social security offices. Understanding and closer relations between insured persons social service providers, social development and the possible role of the current element (insured persons) and provides the relationship between these two and thus can have bright Vision of the future of support insurance.
- 3.To be any disagreement and dissatisfaction in relation to service providers which functions and transformations of social organization, such as increasing the number of insured not be a sociological survey sponsored, and social security should be exist and it's necessary. However, in terms of reducing or controlling any dissatisfaction in terms of preventing and became increasing collected provides the minimum requirements for social security institutions is definitely on the stability and the stability of the effect of never will be.

Therefore, the results of scientific, will provide minimum area of knowledge of how those conditions, satisfaction and compliance with the conditions and support and future services.

Research objectives:

- 1.To understand the clients' satisfaction (customers) of the Social Security
2. To identify factors that affect patient satisfaction social security

Hypothesis of survey:

1. Approach to client satisfaction and employee performance in social organization is effective and necessary.
2. Knowledge of clients and legal issues in social organization, client satisfaction is effective and necessary.
3. Active participation and cooperation of the staff in their work with their clients in a client satisfaction is effective and necessary.
4. Amount of being honest, integrity and social security support client satisfaction is effective and necessary.
5. Regulations by agency staff in client satisfaction is effective and necessary.

MATERIALS AND METHODS

The Methods used in this study of the functional purpose of the survey is descriptive. The research population of the SEPIDAN city social welfare of insured 4700 persons are based on the Cochran formula, 355 individuals are sampled. Gathering Data tool is questionnaire.

Index of insured, questionnaire is satisfaction and employee performance management, to be aware of the issues and laws, the active participation of employees in the workplace, and to protect the integrity of organization regulations by employees. To ensure the content validity of the questionnaire, using validated questionnaires, the professors have also been used. To estimate the validity of the questionnaire, CRONBACH'S alpha coefficient for the /85 is used. In this study, the Spearman correlation test is used to test the hypotheses.

Hypothesis test:

The first hypothesis test:

"Social security employee performance management and client satisfaction is effective".

Table 1: Spearman correlation between employee performance and patient satisfaction.

Correlations				
			Amount of auditors satisfaction	Employee performance
Spearman's rho	Amount of auditors satisfaction	Correlation Coefficient	1.000	.537(**)
		Sig.(2-tailed)	.	.000
		N	355	355
	Employee performance	Correlation Coefficient	.537(**)	1.000
		Sig.(2-tailed)	.000	.
		N	355	355

** Correlation is significant at the .01 level (2-tailed).

Correlations between patients' satisfaction with employee performance is 537/0 and level - there is also 0. Therefore, the $05/0 > 0$ is the assumption of zero correlation is rejected. In other words, there is no relation between the variables and hypotheses. And the first hypothesis is accepted.

The second hypothesis:

'Awareness of clients of social security issues and laws affecting their satisfaction"

Table 2: Spearman correlation between patients' knowledge and rules of patient satisfaction.

Correlations				
			Amount of auditors satisfaction	Awareness of auditors
Spearman's rho	Amount of auditors satisfaction	Correlation Coefficient	1.000	.215
		Sig.(2-tailed)	.	.475
		N	355	355
	Awareness of auditors	Correlation Coefficient	.215	1.000
		Sig.(2-tailed)	.475	.
		N	355	355

Since the higher level exam is equal to 475/0, the correlation coefficient between these two variables indicates that the relationship between these two variables there is not. In other words, we can say that the knowledge of clients and legal issues affecting the organization is client satisfaction. Thus, the second hypothesis is rejected.

The third hypothesis:

The active participation of employees in their work with clients and colleagues is Useful in client satisfaction.

Table 3: Spearman correlation between active employees and their cooperation with the client and the client satisfaction.

Correlations				
			Amount of auditor's satisfaction	Active employees and their cooperation
Spearman's rho	Amount of auditor's satisfaction	Correlation Coefficient	1.000	.432 (**)
		Sig.(2-tailed)	.	.000
		N	355	355
	Active employees and their cooperation	Correlation Coefficient	.432(**)	1.000
		Sig.(2-tailed)	.000	.
		N	355	355

** Correlation is significant at the .01 level (2-tailed).

Since in both cases above level test is less than 05/0, assuming that there is relation between these two variables is confirmed.

The fourth hypothesis:

"Integrity and Protection of social security affects satisfaction "

Table 4: Spearman correlation between openness and the protection of client satisfaction.

Correlations				
			Amount of auditor's satisfaction	Integrity and protection of the organization
Spearman's rho	Amount of auditor's satisfaction	Correlation Coefficient	1.000	.582 (**)
		Sig.(2-tailed)	.	.000
		N	355	355
	Integrity and protection of the organization	Correlation Coefficient	.582 (**)	1.000
		Sig.(2-tailed)	.000	.
		N	355	355

** Correlation is significant at the .01 level (2-tailed).

According to the above results assume zero correlation between two variables is rejected. Therefore, correlation between these two variables exists, therefore fourth hypothesis of this study is confirmed.

The fifth hypothesis:

"Regulations by agency staff in client satisfaction is effective. "

Table 5: Spearman correlation coefficients between the regulations by agency staff and client satisfaction.

Correlations				
			Amount of auditor's satisfaction	Balance sponsorship laws and decisions mediate employee
Spearman's rho	Amount of auditor's satisfaction	Correlation Coefficient	1.000	.128
		Sig.(2-tailed)	.	.245
		N	355	355
	Balance sponsorship laws and decisions mediate employee	Correlation Coefficient	.128	1.000
		Sig.(2-tailed)	.245	.
		N	355	355

It can be observed that significance level of greater test is 05/0. So there is no correlation between these two variables. The fifth research hypothesis is rejected respectively.

The result:

According to the goals stated, the main goal of this study is to evaluate patient satisfaction and explore the factors that have an impact on their satisfaction and finally, it can be used to discover solutions that increase client satisfaction. The studies by experts and professional on the use of social security data has been demonstrated, shows that gradually develops the social security system. The results of the study and statistical analysis show behavior and employee performance, performance, Active participation of employees in their work and their cooperation with customers, protect social security and integrity of clients' satisfaction is effective. Social Security, in creating satisfaction, peace of mind and hope for the future in people in the most fundamental role is responsible. Efforts to achieve the community authentic, in order to satisfy the need of facilitating favorable, insists us that not all aspects of it, at least some aspects of this important knowledge we have studied. Satisfaction problem in two separate categories satisfaction means the problem is not solved the problem of the person who is not satisfied. Even those who are satisfied with the organization gone off without a problem - their problem is that due to the lack of know and completely solve the problem, and perhaps those who are dissatisfied with the problem go out. So we try to work in minimum possible time resolved to refer the client to take action to prevent repeated. Of a new law that develop and particularly when the client is interested in the fact that everyone should be exposed. The unit is assigned to respond to clients' insurance - without the presence of those customers over the phone to be able to track some of his issues.

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