

The Impact of the System of Benefits and Social Services on Job Satisfaction in Algerian Institutions

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Abstract:

This study examines the impact of the benefits and social services system on employee satisfaction. Approach: The researcher used the descriptive approach and the analytical method, which is based on the collection and interpretation of data on the phenomenon, and the SPSS statistical program was used to analyze the data. The study sample consisted of (39) employees in the Environment Directorate, Directorate of Religious Affairs and Endowments, Directorate of Youth and Sports.

The results indicate that the system of benefits and social services is a significant indicator of quality of service. Satisfaction with the system of benefits and social services is low and low. Most employees have no knowledge of the financial compensation system defined by the Basic Law on Public Service. Conclusions: Efforts should be focused on improving service systems and social benefits.

Keywords: system of benefits and social services, job satisfaction

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1. INTRODUCTION

The human resource is one of the most important assets owned by the Organization because of its fundamental role in the development of the economy of the Organization. This resource has attracted the attention of researchers because of its importance. The tendency of the individual to his work or to a certain side has a positive impact on his psychology and work. As well as satisfaction with the state of the individual's psychological integration with his job and the extent of the exploitation of the work of his abilities and tendencies and proof of his existence and personality, adding that the individual's level of ambition, which he set himself, achieved this through his work.

And this in turn leads to satisfy his psychological and personal needs, and there are undoubtedly factors affecting the satisfaction of the individual from his job, some relate to the self-individual and others related to the organization in which the individual works, the working environment that he lived as a work, but the benefits and social services provided by the organization. The benefits and social services represent a return to membership and belonging to the organization, and are designed to attract individuals to work and retain those who work in them, and feel the security of employment and stability, and if the incentives are granted on the basis of excellence in Performance, benefits and services are granted to all without discrimination.

Thus, the problem arises as follows:

How does the benefits and social services system contribute to employee satisfaction?

The importance of studying

The importance of this study is as follows:

- Attract employees to work in the organization, and to entice those who already work;
- Provide a kind of job security and stability through insurance systems and pensions;
- Maintaining a certain level of subsistence for workers by providing

transportation, housing and nutrition.

Objectives of the study

This study aims to:

- Access to clear policies and mechanisms that clarify the context of employees' access to all benefits and social services programs in the organization;
- Help workers because it is a productive force of the organization;
- Monitoring the gap provided to the system of benefits and social services;
- between the organization and other organizations.

2. Conceptual framework

The concept of benefits and services

It refers to all the monetary and non-monetary benefits and rewards that are provided to the employees by the organization in which they work, because they are members of and therefore their delivery is not linked to performance and direct activities' it is therefore called indirect compensation as some indirect incentives call it indirect compensation takes the form of various services provided by the organization to its employees, free of charge and usually for a small fee it also takes the form of paid administrative leave.

Most, if not all service and employment laws in all countries of the world stipulate that employees should be given a period of rest and recuperation to renew their activities, in addition to other types of vacations paid by the individual (Shawish, 2006), it is also a set of rewards or facilities of material value that organizations can provide and offer to their employees, especially as they affect the level of wages and these indirect compensation is granted to employees either voluntarily in order to motivate employees and raise the degree of satisfaction and maintain their moral spirit , Which provides them with a good regulatory environment in which work is stable or mandatory by law, where organizations are required

to determine the minimum wage for workers, holidays and paid holidays and health and social insurance for workers "(Al-Walid, 2008).

The system of benefits and social services according to Algerian law:

In article 34 of Order No. 06-03, the Algerian legislator approved the employee's right to benefit from various social services. The general law of the Algerian worker defined family social services as: "all acts aimed at contributing to the improvement of the lives of workers and families in which they are financially guaranteed And morally by supplementing the worker's wage in the form of services in the field of health, housing, culture and recreation "(Official Gazette, 2006).

Social benefits and services under Order 06/03 on the Public Service Law include the following:

Salary

In accordance with the provisions of Articles 8 and 14 of Order 06-03 of 15 July 2006 dealing with four presidential decrees (Official Gazette, 2007)

Reviewing the salary system in a framework independent of the economic sector and on the basis of principles more in line with the specificities of the public service and the requirements of public administration, the salary system includes all public servants in the public service sector, whatever their sector of activity and level of responsibility.

Different bonuses "Rewards"

Notwithstanding the principal salary, the staff member shall receive additional income either in the form of bonuses or grants or in the form of remuneration or in-kind compensation to be determined by law as is now the case under the general labor law of the worker or by regulation.

These incomes can be classified into four groups:

Bonuses associated with the post, bonuses associated with the same employee, various bonuses, Compensation in kind (Kharafi, 2013)

Promotion

According to Order No. 06/03, the definition of promotion in Article 106 is as follows: "The promotion in grades is to move from one degree to

the next directly and is carried out on an ongoing basis in accordance with the rates and qualifications determined by the organization" (Official Gazette, 2006). Article 107 "represents promotion at the ranks in the progress of the employee in the professional career by moving in the course of the profession by moving from rank to higher rank directly in the same corps or in the higher corps directly, ... "

Through these two articles we find that the legislator defined promotion as a process of transition, whether in grades or rank.

End-of-service benefits

The relationship between the employee and administration is:

Organizational legal relationship, since in a public function and this relationship is based on the rights and duties stipulated in the Civil Service Law, but this relationship is not eternal, here may be reasons that may be beyond the employee's, will any material facts that appear in the life of the employee may be administrative reasons taken by the administration to separate the relationship that binds to the employee. From this point of view, the Order No. 06-03 of 15 July 2006, Which includes the general basic law of public office in Article 216, which states as follows:

Termination of service resulting in the loss of the employee's status results in: loss of or loss of Algerian nationality, loss of civil rights, legally accepted resignation, referral to retirement, death, the termination of the service shall be determined in the same manner as the appointment (Belarbi & Naimi, 2017).

Retirement System:

Article 33 of Order No. 06/03, Which includes the general basic law of public office, states that the employee has the right to retire "the employee has the right to social protection and retirement under the applicable legislation" (Official Gazette, 2006).

The retirement pension is a financial and personal right that the worker benefits for life. The pension includes a direct pension, which is granted to the worker on the basis of his professional activity, and a pension is added to the pension, which includes a surviving marriage pension and a

pension for orphans and assets.

Retirement is the termination of the functional relationship in the ordinary way between the concerned and the administration when the following conditions are satisfied (Belarbi & Naimi, 2017):

Age Condition

The legal limit for retirement in Algeria is 60 years for men and 55 years for women. Article 60 of Law No. 83-12 on retirement stipulates:

The worker shall benefit from the retirement pension to meet the following conditions: at least sixty years of age for men and fifty-five years for women. There is, however, an exception provided by the legislator in article 6, paragraph 6, of Order 96.18 of 06 July 1996, which is amended and supplemented by Law No. 83.12 on retirement, as follows "The pension shall be paid before the age of the worker who is employed in a position of employment characterized by extremely harmful conditions, the benefit of reducing the age, within the conditions set out above, the payment of additional contributions, which is the user, where the Executive Decree determined the list of positions mentioned, as well as appropriate ages and minimum time to spend in these positions, and determine the proportion of additional contributions by regulation.

There is also another type of retirement, called *anticipe retraite*, the employee may be referred to him if he has been involuntarily dismissed, due to the re-adjustment of employment levels decided by the Government, in accordance with the text of articles 201.01 and 10.20 of Decree No. 98-317 of 30 October 1998, including the expansion of the pre-retirement of institutional and public administration employees, a measure by the Government affecting some economic institutions.

Service condition

We refer to the text of article 60 of Law No. 83-12, which stipulates that "a worker shall benefit from a pension to meet the following conditions:

A minimum of fifteen years of work and 15 years is the minimum period of Algerian legislation, provided that 60 years of work is available,

The employee is entitled to an indirect relative pension, Taking into

account that the employee during the period mentioned was socially insured (compensation for illness, birth, occupational accidents, occupational diseases), the payment of all contributions to the Social Security Fund for retirement. Thus, the pension that the employee receives after his retirement is a right derived from his contribution during his career as defined by the legislation.

3. Job Satisfaction

Concept of Job Satisfaction:

See Schneider and Sinder 1975 that job satisfaction is "a personal assessment of working conditions and the benefits that a job provides to a worker when he or she accepts them" (Sirmpene & al, 2002).

Mr. Lawler believes that getting more than what one would expect would make him more satisfied, organizational behavior literature often indicates that job satisfaction reflects a person's sense of satisfaction and happiness towards the work itself and the work environment (Saqr, 1983)

There are those who believe that job satisfaction and rush to work is within the framework of working life, which means all three attributes and positive and non-positive aspects associated with the job and the value of work as perceived by workers (Al-Salem, 2001).

Job satisfaction dimensions:

There have been numerous studies on determining the dimensions and factors that affect job satisfaction,

But it is reported on most of the basic aspects mentioned above

And differ in terms of their division into groups as aggregate factors or in the form of elements as sub-factors of job satisfaction. The most important of these are the following (Abbas, 2006):

Wages and Salaries:

Wage is an important means to satisfy the material and social needs of individuals. Many studies have indicated a positive relationship between the level of income and satisfaction with work. The higher the level of income of individuals, the higher their satisfaction with work.

- Work content and diversity of tasks:

The content of the work, the responsibility, the validity and the degree of diversity in the tasks represent the importance of the individual, where the individual feels important when he is empowered to accomplish his work, and therefore raises his level of satisfaction with work and through the design and redesign of jobs that can affect their levels of satisfaction.

- The possibility of the individual and his abilities and knowledge of work:

Performance depends on the variables of desire to work, ability and knowledge. The assignment of work or tasks commensurate with the ability and knowledge of the employees leads to the strengthening of their performance and this is reflected in the satisfaction achieved by them as a result.

- Opportunities for development and promotion available to the individual:

An organization that provides individuals with an opportunity to upgrade in accordance with competence contributes to job satisfaction. Satisfying higher needs (development and growth) is important for individuals with higher needs.

- Equity Returns:

Adams explained that the individual compares the rate of his earnings received in relation to his inputs (skills, abilities, experience, level of education, etc.) with the rate of return of the individuals who work with him compared to their inputs, and the lack of the rate of what the individual receives from the rate of others feels unfair and dissatisfaction.

4. RESULTS AND DISCUSSION**Society and Study Sample:**

The study population consists of the working people (Directorate of Environment, Directorate of Religious Affairs and Endowments, Directorate of Youth and Sports) in Laghouat, number (100), where the

distribution of (100) questionnaire on all sections,55 of them responded and after reviewing the questionnaires, 39 were valid for analysis, they represent 70.55% of the study population.

Table 1. Distribution of the Community of the Study

Enterprise	Number of Employees	Distributed questionnaires	Retrieved	Valid for analysis	%
Directorate of Religious Affairs and Endowments	40	40	15	11	%28.20
Youth and Sports Directorate	25	25	20	11	%28.20
Directorate of Environment	35	35	20	17	%43.59
Total	100	100	55	39	%100

Source: Prepared by the researcher

Study tool:

The study tool was developed after reviewing the previous study on the impact of the system of benefits and social services on job satisfaction. The tool consisted of three parts.

Part 1: Includes demographic variables (gender, age, educational level, years of service, career affiliation, family status, wages).

Part II: consists of 46 words, and through (05) dimensions and was mainly based on the scale (Sakka, 2009).

It is as follows:

Satisfaction with the salary system is measured in paragraphs (01-90), satisfaction with the bonus system measured in paragraphs (10-18), satisfaction with the promotion system measured by paragraphs (19-28) Satisfaction with and measurement of the end-of-service benefits system (29-36),the retirement system is measured by paragraphs (37-46).

Stability of the study instrument:

The stability of the instrument was verified by the use of the Cronbach-Alpha coefficient. This measure indicates the stability of the instrument used to measure the variables and is acceptable if the α value is equal to or greater than 60%. The results of the statistical test showed that the data obtained were suitable for measuring variables. The value of stability was (0.812) for (46) paragraphs and sample size (39), as shown in Table (02).

Table 2. shows the alpha coefficient of Cronbach

variable	Number of paragraphs	Alpha Kronbach coefficient
Satisfaction with the salary system	09	0.826
Satisfaction with the system of bonuses	09	0.734
Satisfaction with the promotion system	10	0.791
Satisfaction with the end-of-service benefits system	08	0.750
Retirement System	10	0.761
Total variables	46	0.812

Source: Source of the researcher 's preparation on the light of SPSS.19 results

Testing hypotheses:

The hypothesis is that there are statistically significant differences in respondents' response to the levels of satisfaction of the sample of the study about the system of benefits and social services attributable to the following personal variables (Gender, age, scientific level, years of experience, job status, family status, wage) at the $\alpha = 0.05$ level, "Tests: Mann-Whitney" to see if there were statistically significant differences, a nonparametric test to compare two sets of data, and a "Kruskal - Wallis Test" test to see if there were significant differences. This is a nonparametric test to compare 3 averages or more.

Test the first hypotheses

There were statistically significant differences in respondents' responses. As for the levels of satisfaction of the sample of the study on the system of benefits and social services attributed to the sex variable at the level of significance $0.05 = \alpha$.

Table 3. "Mann-Whitney" test to measure the differences in satisfaction levels of the sample of the study on the system of benefits and social services attributed to gender variable

the field	Test value	(Sig)
Satisfaction of the study sample on the system of benefits and social services	160	*0.493

* The difference between the averages is statistically significant at the $\alpha = 0.05$ level

Table 3. Shows that using the tests "Mann-Whitney" shows that the probability value (Sig) was greater than the $\alpha = 0.05$ level. Therefore, the hypothesis that there are statistically significant differences in respondents' response to sample satisfaction Study on the system of benefits and social services that are related to sex.

Test the second hypotheses

There were statistically significant differences in the response of the respondents to the levels of satisfaction of the sample of the study on the system of benefits and social services attributed to the variable age at the level of significance $0.05 = \alpha$.

Table 4. Test "Kruskal - Wallis" to measure the differences in satisfaction levels of the sample of the study with regard to the satisfaction of the sample of the study on the system of benefits and social services attributed to the variable age

the field	Test value	df	(Sig)
Satisfaction of the study sample on the system of benefits and social services	8.608	2	*0.014

* The difference between the averages is statistically significant at the $\alpha = 0.05$ level

Table .04 shows that using the Kruskal - Wallis test showed that the probability value (Sig) was less than the $\alpha = 0.05$ level. Therefore, the hypothesis that there are statistically significant differences in respondents' response to the satisfaction of the study sample System benefits and social services attributed to age.

The third hypothesis

There were statistically significant differences in respondents' responses to the levels of satisfaction of the sample of the study on the system of benefits and social services attributed to the educational level variable at the level of significance $\alpha = 0.05$.

Table 5. "Kruskal - Wallis" to measure the differences in the levels of satisfaction of the study sample on the system of benefits and social services attributed to the variable of educational level

the field	Test value	df	(Sig)
Satisfaction of the study sample on the system of benefits and social services	5.493	3	*0.139

* The difference between the averages is statistically significant at the $\alpha = 0.05$ level

Table 5. shows that using the Kruskal-Wallis test showed that the probability value (Sig) was greater than $\alpha = 0.05$, Thus, it can reject the hypothesis there are statistically significant differences in the respondents' response to the satisfaction of the sample of the study on the system of benefits and social services attributed to the educational level.

It is a logical result to some extent for two reasons:

The first concerns the material and moral incentives offered to public servants regardless of their simple qualifications.

The second is that the recruitment and promotion systems applied to the public service are conducted according to a unified cadre that applies to all employees according to their qualifications and seniority at work, and does not take into consideration the principle of linking wages or rewards to performance, Given that the vast majority of employees have a university degree and that the salaries of these are between 30,000 to less than 500,000

Algerian dinars, we realized why there were no differences for any category.

Test the fourth hypothesis

There were statistically significant differences in respondents' response to the levels of satisfaction of the sample of the study on the system of benefits and social services attributed to the variable years of service at the level of significance $\alpha = 0.05$.

Table 6. "Kruskal - Wallis" test to measure the differences in satisfaction levels of the sample of the study on the system of benefits and social services according to the variable years of service

the field	Test value	df	(Sig)
Satisfaction of the study sample on the system of benefits and social services	10.329	3	*0.016

* The difference between the averages is statistically significant at the $\alpha = 0.05$ level

Table 6. shows that using the Kruskal-Wallis test showed that the probability value (Sig) was less than the $\alpha = 0.05$ level. Thus, the hypothesis can be accepted there are statistically significant differences in respondents' satisfaction with the sample of the study on the system of benefits and social services due to the years of service, There is a difference in job satisfaction according to experience. This means that there is an impact of experience on job satisfaction. This is an expected result. The fact is that employees who have a longer experience at work They show greater functional satisfaction. They show greater functional satisfaction.

Test the fifth hypothesis

There were statistically significant differences in the respondents' response to the levels of satisfaction of the sample of the study about the system of benefits and social services attributed to the variable of functional affiliation at the significance level $\alpha = 0.05$.

Table.7 "Kruskal - Wallis" to measure the differences between the levels of satisfaction of the study sample of the system of benefits and social services attributed to the variable of functional affiliation

the field	Test value	df	(Sig)
Satisfaction of the study sample on the system of benefits and social services	0.733	1	*0.392

* The difference between the averages is statistically significant at the $\alpha = 0.05$ level

Table 7. shows that using the Kruskal-Wallis test shows that the probability value (Sig) was greater than the $\alpha = 0.05$ level, we reject the hypothesis that there are statistically significant differences in the respondents' response to the satisfaction of the sample of the study on the system of benefits and social services attributed to functional affiliation. In the sense that there are no statistically significant differences in respondents' response to functional affiliation, which indicates no effect of functional affiliation on the system of social benefits and services, this is attributed to the low and low value accorded to functional affiliation to the system of benefits and social services.

Test the sixth hypothesis

There were statistically significant differences in the respondents' response to the levels of satisfaction of the sample of the study on the system of benefits and social services attributed to the family status variable at the significance $\alpha = 0.05$ level.

Table 8. "Kruskal - Wallis" to measure the differences in the levels of satisfaction of the study sample of the system of benefits and social services attributed to the variable family status

the field	Test value	df	(Sig)
Satisfaction of the study sample on the system of benefits and social services	2.357	2	*0.308

* The difference between the averages is statistically significant at the $\alpha = 0.05$ level

Table 8. shows that using the Kruskal-Wallis test showed that the probability value (Sig) was greater than $\alpha = 0.05$. We therefore reject the

hypothesis that there are statistically significant differences in respondents' response to the satisfaction of the study sample with regard to the system of benefits and social services, which is attributed to the family situation. In the sense that there are no statistically significant differences in respondents' response to the social situation.

Test the seventh hypothesis

There were statistically significant differences in the respondents' response to the levels of satisfaction of the sample of the study on the system of benefits and social services attributed to the variable wage at the level of significance $\alpha = 0.05$.

Table 9. Kruskal - Wallis test to measure the differences in the satisfaction levels of the sample of the study on the system of benefits and social services attributed to the variable wage

the field	Test value	df	(Sig)
Satisfaction of the study sample on the system of benefits and social services	0.441	2	*0.802

* The difference between the averages is statistically significant at the $\alpha = 0.05$ level

Table 9. shows that using the Kruskal-Wallis test showed that the probability value (Sig) was greater than the $\alpha = 0.05$ level. Therefore, we reject the hypothesis that there are statistically significant differences in respondents' satisfaction with the sample And social services attributed to a variable wage.

4. CONCLUSION

Staff compare their inputs (effort, experience, education, efficiency) and results (reward) to other people's input and results. Employees try to balance their reward by comparing what they pay for their expanded efforts with what others have received in a similar situation before getting job satisfaction. The study examined the effects of compensation on motivation, job satisfaction, the recruitment and retention of posts among employees of the public service in the state of Laghouat.

The second hypothesis is that there is a statistically significant relationship to the satisfaction of the system of bonuses in the study districts.

The importance of staff bonuses is clear. Thus, when staff members receive a reasonable amount from their institutions in the form of remuneration, this will result in meeting their different needs upon retirement, and the premium does not have any significant impact on job satisfaction because it is not paid on a regular basis, usually in the form of cost-effectiveness, but for certain circumstances.

Therefore, where they paid to some unsatisfactory conditions for employees in public office. This is in line with Young & al, 1998) studies on public sector employees in the UK.

As demonstrated in some studies (Nelson, 2008; Oshagbemi, 2002; Currall & al, 2005). Therefore, these researchers confirm that compensation has an impact on employee satisfaction.

The first hypothesis, which states that there is an important relationship between paid salary and job satisfaction in these districts, is not supported. Salary does not have a significant impact on job satisfaction because job sector employees in Laghouat state are not satisfied with their salaries. Salaries paid in the career sector are very low compared to other sectors.

It is widely believed that increased job satisfaction will improve performance. The School of Human Relations advocates a behavioral perspective that suggests that the employee deserves to be the main focus of any organized activity. This movement makes managers more interested in the needs of their employees, supported by three important but different historical influences such as the threat of trade unions, the 1924 Hawthorne studies, and industrial human philosophy, all proponents of this approach such as Elton Mayo, McGregor, Maslow, and Hierzburg claim that employees should be the focus of productivity. These researchers suggested that the business base, technology, and standards do not guarantee or guarantee better performance, but success depends instead on how institutions deal with people or employees.

Thus, the assumption of the movement of human relations was that the key to improving worker productivity was to increase employee satisfaction.

Simply put, the whole movement of human relations was based on the belief that productivity could be increased by making staff more satisfied, and therefore motivation such as wages and benefits could be considered as a tool to meet the needs of one or more of the vital needs of staff. Thus, a higher degree of productivity can be achieved along with job satisfaction for staff performing the required work (Mabaso & Dlamini, 2017).

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