



Compare attribution styles, job satisfaction, and death anxiety among the staff and operating personnel of Tehran Emergency Service

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ABSTRACT

This study aimed to compare attributional styles, job satisfaction, and death anxiety among the staff and operating personnel of Tehran Emergency Service. This study was an Ex-Post Facto study. The statistical population included all staff and operating personnel of Tehran Emergency. In this study, the sample size is 310 people, 155 people from operating personnel and 155 people from the personnel of Emergency. The sampling method was a multi-step method. Data collection was done by the use of death anxiety questionnaire of Templer, attributional styles of Seligman and job satisfaction questionnaire of Linz. Findings: data analysis was done by the use of univariate and multivariate two-way analysis of variance (ANOVA), Mann-Whitney and T-test. The results indicated that the mean of attributional styles, death anxiety and job satisfaction of Emergency personnel was higher than operating forces. The attributional style of most people is external style and this can have an adverse effect on their motivation, effort and finally on their success and satisfaction. In addition, death anxiety is more tangible among personnel who have witnessed the death of other people.

Keywords: job satisfaction; death anxiety; attributional style; Emergency

INTRODUCTION

Undoubtedly one of the most stressful job environments is the emergency, where personnel need in the shortest time, do the most appropriate action and by dealing with the patient, encounter many dangers. High stress, frequent and daily among emergency personnel who have to endure these conditions, is beyond the ordinary people. These people because of the limited time in do things, the patient's critical condition, expectations fellows, Fear of inadequacy in saving dying patients, decision-making in critical situations and factors related to human resources provides the conditions for creating stress in the emergency personnel. Emergency personnel during the workday are facing with high tension and certainly the psychological pressure will be effective on the quality of their work. Is obvious that this effect is indeed a threat to the health of society and the lives of the residents of the covered area by the relevant emergency. In the meantime, the death anxiety can be important threaten for job satisfaction of emergency forces (Hayati, 2012). Death is biological and psychological fact and thinking about it is scary and most people prefer not to think about it. But specific jobs due to various reasons are in contact with this phenomenon, the death is an important event and almost numerous in the medical profession in particular about emergency operations forces (Kenzuvis, 2011). One of the most important factors affecting death anxiety is people's attributional styles. In this context, Peterson and colleagues believe that every person to successful deal with status issues is equipped with tools such as psychological characteristics; Tools that the person uses against various events of life. This tool not

only influenced by several factors such as family and society and etc. But also these factors are affected by its (Lombort, 2008). Researchers have noted to the impact of these factors on individual and environmental variables (Yilmaz, 2014). Death Anxiety, fear of dying or stop living can be investigated as a normal experience or fear among humankind, But fear when is abnormal that be severe and affect a person's quality of life and job satisfaction. For example (avoiding to situations and continuing concerns) (Snipes & et al, 2005). Developments which have taken place recent decades according to plan oriented positive approaches in the field of health psychology showed that attitudes and way of looking at mental pressure are stressful in situations and circumstances. One of the incentive-cognitive structures that were considered recently as a potential psychological force and a protective factor for adolescents and people in the face of adverse events of life, is hope (Tabatabaei & et al, 2013).

MATERIALS AND METHODS

It seems conducting a study to investigate the relationship between these three variables concurrently can give us useful information. Hence this study tries to investigate by considering the conditions to compare attributional styles, job satisfaction, and death anxiety among the staff and operating personnel of Tehran Emergency Service. This study was an Ex-Post Facto study. The statistical population included all staff and operating personnel of Tehran Emergency. Tehran Emergency Service is divided into 5 regions: North, South, East, West, and center by 160 bases in each region. The number of 900 people as rescue forces and also 700 people as administrative personnel, operators and ... are working in this centers. In total, rescue personnel and emergency personnel of Tehran Emergency Service are 1600 people. In this study, the sample size is 310 people, 155 people from rescue forces and 155 people from the administrative personnel. The sampling method was a multi-step method. In the first phase, which was conducted through stratified random sampling, three regions were selected randomly from among five regions of Tehran (North, Central, and West). Then 10 bases were selected from each region. From 30 bases, 310 personnel are selected as available selection and questionnaires were distributed. Tools for data collecting in this study consisted of three questionnaires: Seligman attribution style, which Peterson et al (1982) have reported 0/69 internal consistency for it. Templer death anxiety test, which has reported by Rajabi and Bohrani (2001) 65% reliability for it by using Cronbach's alpha test. Linz job satisfaction test, which was developed in 2003 by Linz. Asghari and Hosseini have reported 85% reliability for it. For the test of hypotheses and to answer research questions was used statistical methods such as univariate and multivariate two-way analysis of variance (ANOVA), Mann-Whitney and T-test.

RESULTS

Table 1. Frequency and percentage of samples

Occupation	components	Frequency	Percent
administrative personnel	Single	92	60
	Married	63	40
	Diploma	45	25
	BS	83	53
	MA	27	18
Rescue Forces	Single	86	55
	Married	69	45
	Diploma	72	46
	BS	58	37
	MA	25	17

Table 2. The results of multivariate analysis of variance to assess the attributional styles variable in two groups

Components	Degrees of freedom	Mean Square	F	Significant level
inner / outer	1	586/40	28/32	0/001
Temporary / stable	1	1071/44	58/78	0/001
General / private	1	726/980	45/22	0/001

As can be observed in between the two groups in terms of the style of inner / outer, temporary / stable and general / private documents there is a significant difference ($P < 0/05$). Thus, according to the findings the difference in attributional styles is significant between administrative personnel and Rescue Forces ($P < 0/05$).

Table 3. Result of t-test for death anxiety in two independent groups: administrative personnel and Rescue Forces

test assumptions	Levine test parameters		T-test in two independent groups parameters		
	F	Significant level	T	Degrees of freedom	Significant level
Equality of variances	1.256	0/286	-3/461	309	0/018
Lack of equality of variances			7/109	309/745	0/025

As can be observed in Table 3, the amount of observed t-test (-3/461) is significant in 0/05 level. ($P < 0.05$). So our Hypothesis about the differences in death anxiety among administrative personnel and Rescue Forces of Tehran Emergency Service is confirmed.

Table 4. Result of t-test for job satisfaction in two independent groups: administrative personnel and Rescue Forces

test assumptions	Levine test parameters		T-test in two independent groups parameters		
	F	Significant level	T	Degrees of freedom	Significant level
Equality of variances	2/845	0/351	-4/512	309	0/013
Lack of equality of variances			8/125	309/745	0/039

As can be observed in Table 4, the amount of observed t-test (-4/512) is significant in 0/05 level. ($P < 0.05$). So our Hypothesis about the differences in job satisfaction among administrative personnel and Rescue Forces of Tehran Emergency Service is confirmed.

DISCUSSION

According to the first finding, the difference in attributional style between administrative personnel and Rescue Forces are meaningful. In the field of comparing attributional style among emergency personnel has not been found relevant research. But Yazdanpanah and colleagues (2011) reported that female students have more internal documents than male students in Medicine Faculty. Also, Whitley and Sunni (1981) reported that among men some internal attribution style is notable that these findings correspond with the findings of this study. In explaining of results should be expressed, certainly, reasons are different behavioral. Some of the reasons are personal or internal factors and some attributed to external factors. Some of the reasons are stable over time in most circumstances and others are unstable. Some are general and universal and others are specific. People tend to understand and explain of causes of incidents and events that view or experience, especially when these incidents and events are unexpected, unwanted or uncomfortable. In such a case, people attribute consciously incidents and events to causes and factors. According to the second finding, the difference in death anxiety between administrative personnel and Rescue Forces are meaningful and significant. This finding corresponded with the findings of Inés (2009), Pain, Dean and Callus (1998), Chechen, Delyn, Fortson and Luis (2006). In explaining of results should be expressed, Social pressures caused by organization or office atmosphere, special training that there are to communicate with the clients, rules and regulations governing the social environment can affect the incidence of the characteristics and features. The hospital is no exception. Also in explaining of results can be expressed to the hypothesis "Mortality Saliency", taking into account psychology structure that protects people against death anxiety. According to this hypothesis which is expressed by Pyzinnsky and et al (1999), mode or situations which support the existence of this structure or strengthen its, leads to positive reactions. While the sources of these structures, leads to negative reactions to them. So the death saliency hypothesis claims that some human mental structures formed for defense against death anxiety and when death remember and thus death highlighting the need for these structures in people increase, the hypothesis is confirmed.

According to the third finding, the difference in job satisfaction between administrative personnel and Rescue Forces are meaningful and significant. This finding corresponded with the findings of Aghajani (2010), Harkins (2005), Abdolkhalegh (2008), Flanagan (2002) and Yucel (2012). Also, this study is antithetic with the result of Raeisi and Mohebifar (2006). In explaining of results should be expressed in Herzberg's theory that according to its internal and external factors for job satisfaction is considered. One study in 2002 reported that through the renovation of nursing jobs dignity can improve their job satisfaction.

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