

Exploring the effect of job alienation on organizational commitment from the viewpoint of physicians who are working in Ma'an Governmental Hospital

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Abstract: This study aims at identifying the reason of career alienation on physician's organizational commitment whom working in Ma'an Government Hospital, to identify the reason and resources of career alienation, it also aims to identify the factors affecting the organizational commitment of physicians working in Ma'an government hospital, the study seeks to determine the level of career alienation and the level of organizational commitment among physicians in Ma'an Government Hospital.

To examine relationship between the organizational commitment of physicians in Ma'an Governmental Hospital and the feeling of career alienation based on Impotence, pessimism, dissatisfaction and alienation. The researcher used analytical descriptive approach by preparing a questionnaire to collect information, the questionnaire has been distributed among sixty (60) physicians working in Ma'an Government Hospital

The results showed that there is a significant statistical relationship between the organizational commitment among physicians in Ma'an Government Hospital and feeling of career alienation. Recommendations based on the study findings were presented.

Keywords: job alienation, Ma'an Governmental Hospital, organizational commitment

1. INTRODUCTION

The human element is considered the basic structure from which the organization starts towards achieving its goals, where the mission of the organizations' departments lies in its ability to properly employ the human element in order to be able to cross to the bank of success. In order to work within the organization, individuals should be made available the appropriate environment within the organization that creates commitment among individuals. Based on this principle, many organizations instill values in the individuals working with them that they are an integral part of the organizations, and that the organization is a united family and that their presence in the organization is very important, which makes the employees feel a kind of commitment to the organization in which it works and feels responsible on the success of the organization.

In his work 'Alienated labor' in 1864, Marx handled the term of labor alienation for the first time.

According to Marx, workers alienated to their work as they are treated and seen as slaves and physical operators by the employer. He based this source of alienation on economic facts in his book [1-3]. An American sociologist, Melvin Seaman brought a replacement dimension to the alienation term together in his article published in 1959 and handled the term with more precise definitions by expanding it [4,5]. Handling the term of alienation from a socio-political perspective, Seaman [6] reordered the size of the term as powerlessness, meaninglessness, isolation, self-estrangement, and normlessness. The individuals think that their future is specified by organizations, the external factors or faith within the dimension of powerlessness [7]. Regarding to a weakening employee, they will consider the probability of realization of the values that they believe in and their expectation is impossible and think that there's nothing to try to do with these things [8]. The healthy environment in an organization can influence both the operation systems of the organization and also the influence of the organization on the behaviors of employees, their health and stress level [9]. Organizational health needed, can also provide a positive influence by enhancing the employees' performance, and work cooperation and relations [10]. as a result, there will be a functional and dynamic communication between the colleagues and the directors in a healthy organization. In addition, employees who are working in a healthy environment are innovative [11]. There are three factors that determine the Healthy organizations. These factors are the organization itself, employees and work circumstances [12]. The aim of creating the health of organizations is not only specifying the current situation but also setting necessary plans for the advancements according to the consequences. Strong and weak sides of the organizations and organizational environment whether the opportunities and the threats existed are detected by the evaluation of the organizational health [13].

According to Miles [14], issues such as personal work, relationships, information flow empowerment, approaches of temporary system and specialist support should be focused on and put more importance in organizational. This study aims at identifying the reason of career alienation on physicians organizational commitment working in Ma'an Government Hospital, to identify the reasons and resources of career alienation, it also aims to identify the factors affecting the organizational commitment of physicians working in Ma'an government hospital, the study seeks to determine the level of career alienation and the level of organizational commitment among physicians in Ma'an Government Hospital.

2. PURPOSE OF THE STUDY

This study aims at identifying the reason of career alienation on physicians organizational commitment working in Ma'an Government Hospital, to identify the reasons and resources of career alienation, It also aims to identify the factors affecting the organizational commitment of physicians working in Ma'an government hospital, the study seeks to determine the level of career alienation, and the level of organizational commitment among physicians in Ma'an Government Hospital.

The research questions of the current study prepared as below:

- 1- What is the effect of the feeling of job alienation on the organizational commitment of physicians working in Ma'an Governmental Hospital?
- 2- What are the factors affecting organizational commitment and job alienation?
- 3- What is the level of job alienation among physicians at Ma'an Governmental Hospital?
- 4-What is the level of organizational commitment of physicians at Ma'an Governmental Hospital?

3. RESEARCH METHOD

In this study the researchers used descriptive and analytical approach. Sectional study was used in which a group of physicians staff working at Ma'an Governmental Hospital participated; in the following subsections we present the data collection instrument and procedures; the data analysis plan; and the selection of participants.

3.1 Data Collection Instrument and Procedures

To collect data from participants a questionnaire was designed and developed by the researchers based on the reviewed literature. The questionnaire consisting of three sections, the first section contains questions about the participants' demographic information as (gender, place of residence, number of years of experience and educational qualification). The second section contains four groups of questions (disability, isolationism, dissatisfaction and pessimism), aimed to identify how physicians feel functional alienation. The third sections section contains three groups of questions (Emotional, Continuity and Normative commitment) the aim of this section is to identify the level of organizational commitment of workers, the options for responses to the questions of second section were on a five points Likert-type scale. The scale range is 1= strongly disagree, 2= disagree, 3= undecided, 4= agree and 5= strongly agree.

Table1: Descriptive Levels of the Mean Scores

Level	Mean scores
Very low	0.0 to 1.49
Low	1.5 to 2.49
Moderate	2.5 to 3.49
High	3.5 to 4.49
Very high	4.5 to 5.0

The procedure used to collect data from participants started with contacting Ma'an Governmental Hospital manager to obtain his permission to distribute the questionnaire among physicians , Questionnaires were distributed to all physicians whom working in Ma'an Governmental Hospital according to the comprehensive inventory method, where 60 questionnaires were distributed and (55) questionnaires were retrieved, and the recovery rate was 91.6%.

3.2 The stability of the tool

To ensure the consistency of the study questionnaire, the Cronbach's Alpha factor was used for all questionnaires to verify homogeneity or internal consistency of the study instrument, as in the following table.

Category	Number of questions	Cronbach's Alpha
disability	5	0.841
isolationism	5	0.944
Dissatisfaction	5	0.958
Pessimism	5	0.937
Alienation as a whole	20	0.975
Emotional commitment	5	0.907
Continuity commitment	5	0.928
Standard compliance	5	0.923
Organizational commitment as a whole	15	0.965

The Table No 2 shows the values of Alpha Cronbach for the fields of study where the field of disability is 0.841, the field of isolationism is 0.944, the field of dissatisfaction is 0.958, the field of pessimism is 0.937, the measure of alienation as a whole is 0.975, the field of emotional commitment is 0.907, the field of continuity commitment is 0.928, the field of compliance is 0.923 and the field of organizational commitment As a whole, it is 0.965, and all previous values exceed 0.60. This means that the values are statistically valid and therefore the study tool is ready for statistical analysis.

3.3 Data Analysis

The data analysis started with the descriptive statistics that used to calculating the frequency distributions of the data toward demographic information of the participants.

3.4 Participants

variable	percentage	Frequency
Gender		
Male	%78.2	43
female	%21.8	12
Scientific Qualification		
Bachelor	%78.2	43
M.A	%18.2	10
Ph.D.	%3.6	2
Job Experience		
Less than 5	%16.4	9
10-5	%52.7	29
15-11	%25.5	14
15and more	%5.5	3
Residence		
Inside ma'an	% 14.5	8
Outside ma'an	%85.5	47

The Table No 3 shows that the number of males is 43 and the number of females is 12 where the highest percentage was for males and reached 78.2 As for the educational qualification the number of the bachelor's degree holders is 43 and the number of the master's holders is 10 and the number of PhD holders is 2, the previous table shows years of experience for the study sample where it was The highest percentage of those whose experience ranged from 5 to 10 years, where it reached 52.7%, and the lowest percentage of those with more than 15 years of experience, which amounted to 5.5%. The table shows the place of residence for the members of the study sample, as the number of residents in Ma'an is only 8 and those outside Ma'an 47.

4. RESULTS AND DISCUSSION

4.1 Statistical Processors

For the purposes of answering the study's questions and hypotheses, a statistical analysis was used spss to analyze data and obtain outputs for all of its questions. The methods and treatments used in the study were summarized as follows:

- Alpha Cronbach test to determine the stability of the questionnaire paragraphs.
- Frequencies and percentages were found to describe the study sample.
- Spearman relationship coefficient for hypothesis testing.
- The arithmetic mean for the fields of study where the grades were approved according to Table No. 4

4.2 Hypotheses test

The arithmetic averages for the fields of study appear as in the following table:

Category	M	Level
disability	2.701	Moderate
isolationism	2.920	Moderate
Dissatisfaction	2.785	Moderate
Pessimism	2.858	Moderate
Job alienation	2.802	Moderate
Emotional commitment	3.076	Moderate
Continuity commitment	3.050	Moderate
Standard compliance	3.098	Moderate
Organizational commitment	3.075	Moderate

The Table No 4 shows that the value of the mean of the deficit was average (2.701) and this means that the feeling of deficit was present among physicians with a medium degree and at the level of isolationism (2.920) and it came with a medium degree and dissatisfaction (2.785) and was also an average degree and for pessimism where it was with an average of (2.858) It was an average degree, which means that physicians feel isolation, dissatisfaction and pessimism on a medium degree, and the mean score for the organizational commitment of the physicians was (3.078) and it came with an average degree.

- Hypotheses test

The hypotheses were tested by the Spearman statistical test, which determines whether or not there is a relationship between study variables

4.2.1The main nutritional hypothesis:

There is no statistically significant relationship at the significance level $\alpha = 0.05$ between the feeling of functional alienation and organizational commitment among physicians at Ma'an Governmental Hospital.

			Alienation	Commitment
Spearman's rho	Alienation	Relationship Coefficient	1.000	-.792**
		Sig. (2-tailed)	.	.000
		N	55	55
	Commitment	Relationship Coefficient	-.792**	1.000
		Sig. (2-tailed)	.000	.
		N	55	55

The Table No 5 shows that the relationship coefficient value is (-.792). The value of the error coefficient Sig is 0.00 which is a value less than the significance level 0.05. This means rejecting the null hypothesis that states "There is no statistically significant relationship at the significance level $\alpha = 0.05$

between Feeling of job alienation and organizational commitment among physicians in Ma'an Governmental Hospital and the acceptance of the alternative hypothesis which states that there is a statistically significant relationship at the significance level $\alpha = 0.05$ between a feeling of functional alienation and organizational commitment among physicians in Ma'an Governmental Hospital.

4.2.2 The first nihilistic sub-hypothesis:

There is no statistically significant relationship at the significance level $\alpha = 0.05$ between the feeling of functional alienation and the emotional commitment of physicians in Ma'an Governmental Hospital.

Table 6. relationship between job alienation and emotional commitment				
			Alienation	Emotional
Spearman's rho	Alienation	Relationship Coefficient	1.000	-.713**
		Sig. (2-tailed)	.	.000
		N	55	55
	Emotional	Relationship Coefficient	-.713**	1.000
		Sig. (2-tailed)	.000	.
		N	55	55

The Table No 6 shows that the relationship coefficient value is (-.713) And the value of the error coefficient Sig is 0.00 which is a value less than the significance level 0.05 and this means rejecting the null hypothesis which states "There is no statistically significant relationship at the significance level $\alpha = 0.05$ between Feeling of job alienation and emotional commitment to physicians at Ma'an Governmental Hospital. Acceptance of the alternative hypothesis, which states, "There is a statistically significant relationship at the significance level $\alpha = 0.05$ between the feeling of functional alienation and the emotional commitment of physicians in Ma'an Governmental Hospital."

4.2.3 The second nihilistic hypothesis:

There is no statistically significant relationship at the significance level $\alpha = 0.05$ between the feeling of functional alienation and the continuity commitment of physicians in Ma'an Governmental Hospital.

Table 7.relationship between job alienation and a continuous commitment				
			Alienation	Continuity
Spearman's rho	Alienation	Relationship Coefficient	1.000	-.748**
		Sig. (2-tailed)	.	.000
		N	55	55
	Continuity	Relationship Coefficient	-.748**	1.000
		Sig. (2-tailed)	.000	.
		N	55	55

The Table No 7 shows that the relationship coefficient value is (-.748). The error coefficient value of Sig is 0.00 which is a value less than the significance level 0.05. This means rejecting the null hypothesis that states "There is no statistically significant relationship at the significance level $\alpha = 0.05$ between Feeling of job alienation and a continuing commitment to physicians at Ma'an Governmental Hospital. Acceptance of the alternative hypothesis, which states, "There is a statistically significant relationship at the significance level of $\alpha = 0.05$ between the feeling of functional alienation and the continuing commitment of physicians in Ma'an Governmental Hospital."

4.2.4 The third nihilistic hypothesis:

There is a statistically significant relationship at the significance level $\alpha = 0.05$ between the feeling of functional alienation and the normative commitment of physicians in Ma'an Governmental Hospital.

Table8.relationship between functional alienation and normative commitment				
			Alienation	normative
Spearman's rho	Alienation	Relationship Coefficient	1.000	-.783**
		Sig. (2-tailed)	.	.000
		N	55	55
	normative	Relationship Coefficient	-.783**	1.000
		Sig. (2-tailed)	.000	.
		N	55	55

The Table No 8 shows that the value of the relationship coefficient is (-.783) And the value of the error coefficient Sig is 0.00 which is a value less than the significance level 0.05 and this means rejecting the null hypothesis which states "There is no statistically significant relationship at the significance level $\alpha = 0.05$ between Feeling of functional alienation and the normative commitment of physicians in Ma'an Governmental Hospital, and the acceptance of the alternative hypothesis that "There is a statistically significant relationship at the significance level $\alpha = 0.05$ between the feeling of functional alienation and the standard commitment of physicians in Ma'an Governmental Hospital".

4.3 Results

After researcher has finished analyzing data using the statistical analysis program spss , the following results were reached:

- There is a statistically significant relationship at the significance level $\alpha = 0.05$ between the feeling of functional alienation and the emotional commitment of physicians in Ma'an Governmental Hospital.
- There is a statistically significant relationship at the significance level $\alpha = 0.05$ between the feeling of functional alienation and the normative commitment of physicians in Ma'an Governmental Hospital.
- There is a statistically significant relationship at the significance level $\alpha = 0.05$ between the feeling of functional alienation and the continuing commitment of physicians in Ma'an Governmental Hospital.
- There is a statistically significant relationship at significance level $\alpha = 0.05$ between a feeling of job alienation and organizational commitment among physicians in Ma'an Governmental Hospital

4.4. Recommendations

After completing the study, the researcher recommends the following:

- according to the importance of alienation, the researcher hopes that future studies will be conducted looking into the effect of alienation on the organizational commitment.
- Conducting awareness workshops and seminars to emphasize the importance of organizational commitment and its role in achieving the goals of the organizations.
- Attention to psychological care for physicians and work to find guidance units to deal with psychological pressures resulting from work with physicians.
- The need to address the reasons leading to frustration among physicians at Ma'an Governmental Hospital.
- The management of Ma'an Governmental Hospital must study the reason of organizational commitment, because there is no organization can achieve success unless the level of organizational commitment among its workers is high.

5. CONCLUSION

This study examined the effect of feeling of job alienation on the organizational commitment of physicians in Ma'an Governmental Hospital. Tools and methods have been used that suit the needs of this research. The study found a relationship between feeling of job alienation and emotional commitment, the study also found a relationship between feeling alienated Career and normative commitment, the study also found a relationship between the feeling of job alienation and continuity commitment, as the researcher recommended after completing the preparation of this study, the necessity of conducting awareness workshops

and seminars to emphasize the importance of organizational commitment and its role in achieving organizations goals , and emphasized the importance of caring for psychological care For physicians and work to find guidance units to deal with psychological pressures resulting from work with physicians in order to help them get rid of feelings leading to frustration. The researcher also recommended that the administration of Ma'an Governmental Hospital should study the causes of organizational commitment because no organization can achieve success unless the commitment level Organizational high among employees.

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