

## Effect of organization vitality on employee performance in Qazvin province Water and Wastewater company.

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### Abstract

In this research, effect of organization vitality on employee job performance is investigated. The purpose of this research is improvement of employee performances using organization vitality. The statistical community of research includes staff of Qazvin province Water and Wastewater company include 400 person with the number of 196 person were selected using classified random sampling. The method of this research is applicable in terms of purpose and is survey in terms of data gathering method. Also, this research is correlating in the case of nature. The independent variable is organization vitality and its dimensions (Positive thinking, learning, self openness, participation, meaning, interest) and the dependent variable is employee performance and component its (high motivation, self-control, participation in work, having a higher purpose, responsibility). Data gathering tools include 2 questionnaires which is the standard questionnaire: organizational vitality questionnaire and employee questionnaire was used. Structural equation inferential data analysis methods were used. The results showed that the organizational vitality affect employee performance

**Keywords:** organizational vitality, performance of the staff, structural equation techniques

### Introduction

Today, health organizations, organizations that considers important the production and productivity like the employees' mental and physical health care. The health of people assures health of organization that can have productivity, capability and necessary performance. On the one hand the happiness increases positive emotions of joy staff and on the other hand decreases their negative emotions, thus causing an increase in productivity. Experts believe that it is many years that physical health is considered, but mental health of workers has not been considered. A little time ago the mental health status of employees in the workplace was not considered and even there was no training in for how mental health is increased for staff and few organizations that have considered the issue. In Mental Health the happiness increases positive emotions and reduces negative emotions and on the other hand leads to increased satisfaction and thus productivity. In addition, due to the common factors affecting happiness and productivity can be increased in addition to the joy of the organization, but also enhance productivity and improve yield (Freer 1995). Happiness is the missing link in the community mental health Public mental health experts have emphasized the importance of happiness in life and it is the most important factor in improving the mental health of the population. On the other hand, industrial development and scientific and technological advances that seem to help the people to achieve success and happiness, is an obstacle to human happiness. Because of it, the modern man, to a high level of perhaps even hundreds of times, more than the last time, needs happiness (Taleb Zadeh, 1388). On the other hand, as the most important factor in the effectiveness of human resources, so in order to increase the effectiveness and thus improving the manpower it is necessary to apply certain strategies. The two vital elements of reducing costs and increasing the efficiency and performance have effect and

would increase outputs. As much as the effective counter with stress and making far the employees from depression and reducing negative emotions is more and effort to promoting increased satisfaction and positive emotions to be effective, performance is improved.

Many studies have examined these issues in the workplace and their results show that organizations can change some variables with intervening and manipulating and improve happiness, job satisfaction and consequently performance (Smith Lumber, 2000, p. 69). One of the organizations that it is important to discuss staff performance is WWC of Qazvin. The organization with respect to water supply and services to citizens it needs employees who have a high performance that it would provide the organizational goals. To do so, the company has different policies to achieve this that one of them is creating happiness in the company's work environment, but some of the activities encountered lack of welcoming and could not have a significant impact on performance. The concern that comes up is:

What should be the organizational vitality components and features that has an impact on employee performance and be able to improve their performance. To answer these questions in the survey, the influence of organizational vitality of personnel is examined. In this study, according to the joy model of Jerulf and the performance model of Charles Dickens are the variables that are investigated. Finally, this research seeks to answer this question is that:

What factors are affecting the performance of the employee's organizational vitality?

Happiness is a matter of importance and urgency in the work environment. Working environment must be such that in addition to its employees as they look for a place to earn money they should attend without any stress at their work with enthusiasm and eagerness. But Lack of research in this area can be seen clearly. Therefore, it is hoped that by doing this research part of this research vacuum on happiness at work is covered and using the results, the need to take note of happiness in the workplace is considered and its impact on performance is evaluated. With the results of the study it can be found solutions for a happier work environment that this has an impact on improving employee performance therefore, in this study we have tried to address this issue. In this regard, the following hypotheses are proposed.

- The main hypothesis:
  - ✓ Organizational vitality affect on performance.
- Sub-hypothesis:
  - ✓ Positive thinking has impact on employee performance.
  - ✓ Good temper has impact on employee performance.
  - ✓ Optimism has impact on employee performance.
  - ✓ Sense of participation has impact on employee performance.
  - ✓ Interest on work has impact on employee performance.
  - ✓ Self-confidence has impact on employee performance.

### 1.1 Components of Happiness

❖ Positive thinking: Positive attitudes based on gracious facts and are the source of effort, dynamism and vitality. Requisite of happiness is nothing but positive thinking and looking for goodness and beauty. The positive thinkers focus on positive solutions and their strong points. (Safari Shali.1999, p. 45)

❖ Good temper: Showing positive emotions lead to happiness in life, and vice versa hiding true feelings and thoughts lead to happiness in the workplace. Good temper includes fairness and honesty. When you communicate with people with good temper, their creativity and energy will be used to the best advantage. (Goleman, 1998, p. 175)

❖ Optimism: Positive attitude to the world. This causes the expansion of the human spirit. Most psychologists consider being optimistic in life an essential ingredient for life in general, and a factor to provide a happy life in special (Ibn Yasin, 1993, p. 325)

- ❖ Sense of participation: When we participate in the decisions that are important to us and we act proactively to build our future, we will be happier. To involve people at the affairs, the delight, enthusiasm, participation and collaboration should be available in the workplace. Criterion of participation is the desire. (Molkan and colleagues, 1999).
- ❖ Interest on work: Man should have interest to work; in that case, the masterpiece is created. (Martyr Motahari). Doctor Alexis says people who work with zeal and love, doing activities, job and entertainment is enjoyable for them and they are livelier.
- ◆ Self-confidence: Person knows their intrinsic value. He knows his existence is valuable for other human beings and can grow to infinity. Such a person knows and feels that this would be able to cope with the many tasks that have been assigned to him.

## 2. Research methods:

The population is the WWC staff of the province of Qazvin. Considering that 340 people are employed in all departments of the company, of the target population is sampled. Simple random sampling method was used as well as Morgan Table for sampling and the sample size was 196. To collect information on the literature of the research library method was applied. Feedback from staff to answer questions and field method was used. The data collection tool was a questionnaire with the questionnaires distributed among the population. In the study, two standard organizational vitality questionnaire (Jerulf, 2007) and staff performance (D. Cairns, 2007) were used. The questionnaire validity was a content one and its reliability was calculated by Cronbach's alpha. The reliability of organizational vitality questionnaire was 0.81 and reliability of Performance was 0.79 that the results show that the reliability of the questionnaire is high.

2-1 conceptual model of the study

Jerulf-Dickens conceptual model for this research is in the Figure (1)

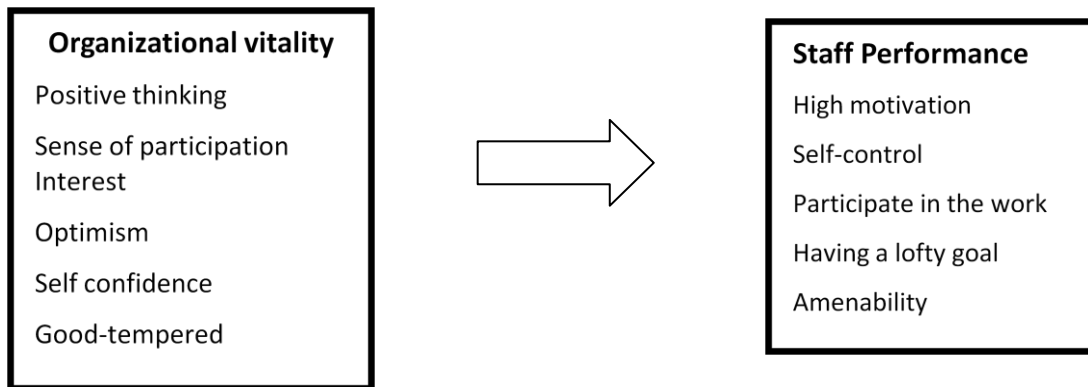


Figure (1), study conceptual model (Jerulf, Dickens 2007)

## 2-2 variable of Research

2-2-1 - The independent variable: in this study organizational vitality is as the independent variable to have the following components.

- ✓ positive thinking
- ✓ moral good
- ✓ optimism
- ✓ sense of participation

- ✓ interest to work
- ✓ self-confidence

### 2-2-2- dependent variable:

Staff performance components: high motivation, self-control, participation in work, having a higher purpose, a sense of responsibility. To descriptively analyze the data, descriptive statistics including frequency, mean and variance of the observations were used.

For inferential analysis of data, including significance examination of the items of the questionnaire with respect to the factors, the relationship between sub-criteria and indicators are considered; validity of the assumptions and modeling of the relationship between the independent and dependent variables and structural equations are used. Descriptive and inferential analysis of observations and analysis, were done using SPSS and LISREL software respectively.

### 3- Findings

To investigate the suitability of using factor analysis, KMO measure was used for sampling adequacy and Bartlett's test was used to fit the correlation between observations. The results in Table 1 are summarized. Due to the high value of KMO and significance of Bartlett's test, the sample size for factor analysis is sufficient and correlation between observations is good.

Table 1. Test results of KMO and Bartlett

<b>0.861</b>	KMO parameter	Sample sufficiency test
<b>1623.135</b>	Test statistics	Bartlett test
0/00	Significance	

#### 3.1 Assessment of normality of the factors

Kolmogorov-Smirnov test was used in order to assess the normality of the observations that the results are shown in table (2).

Table 2 summarizes the results of the Kolmogorov-Smirnov test.

Test	Positive thinking	optimism	Good temper	Interest	Self-confidence	Motivation	Self-control	Responsibility	Participation	Goal	Sense of participation
Kolmogorov-Smirnov test	1.177	1.227	1.103	1.005	1.343	1.016	1.001	1.207	1.343	1.001	1.228
Significance	0.126	0.099	0.146	0.214	0.054	0.189	0.304	0.105	0.054	0.304	0.093

3.2 To assess the significance of impact of items, a confirmatory factor analysis was used that the results of Tables 3 and 4, were obtained.

Table (3) The results of confirmatory factor analysis of the items of happiness questionnaire

Significance	Statistics of test	Factor loading	Questions
*	26.30	0.97	In my view, whole of the world is nice

*	24.22	0.93	I feel confident that the future is full of hope and fulfillment
*	24.22	0.93	Overall I am satisfied with everything
*	26.35	0.98	I feel that I have control of all aspects of life
*	24.91	0.95	I am very happy
*	24.67	0.94	From what I am, I am happy
*	24.14	0.93	It seems all the past events were extremely happy
*	22.25	0.89	I always feel joyful
*	24.12	0.93	I feel life is full of rewards
*	25.54	0.96	I always have a good effect on Events
*	24.51	0.94	I feel my energy is with no limit
*	26.17	0.97	These days when I wake up I have more energy than ever before
*	26.24	0.97	I always have a good relationship with others
*	24.17	0.93	I always have a happy effect on the others
*	26.61	0.98	My life is totally meaningful and purposeful
*	26.61	0.98	I am always committed and involved
*	26.29	0.97	I think the world is a wonderful place
*	26.19	0.97	I love life.
*	25.89	0.96	I am extremely interested in my colleagues
*	22.73	0.90	I can say any decision easily
*	24.17	0.93	I feel I am able to do anything
*	22.17	0.89	I love all persons and things
*	22.17	0.89	It seems all the events were extremely happy
*	24.70	0.94	I always feel joyful

Table (4) Results of the Factor analysis of the items of the Employee Performance questionnaire

Significance	Test statistics	Factor loading	Items
✓	11.41	0.92	I observe discipline and administrative regulations.
✓	11.49	0.93	I feel a responsibility about what I undertaken, and I accept its consequences.
✓	10.15	0.86	I truly work without superior's supervision.
✓	11.21	0.91	I am sympathetic to my task, I try to do it with quality.

✓	12.10	0.95	I follow what I've taken, to achieve results and Encouragement
✓	11.43	0.92	I am serious in my work, I keep its worth, and I am trying to solve the business problems
✓	12.39	0.97	I behave with respect with clients and customers and I try to solve their problems
✓	12.36	0.96	When the emergency arises or human issues raises, I show self-sacrifice.
✓	11.46	0.92	I am trying to increase my job skills.
✓	13.08	0.99	I accept my mistakes
✓	13.08	0.99	I am careful about the means of labor and I scrounge
✓	12.47	0.98	I try to keep the secrets of my job.
✓	12.48	0.98	I observe of my colleagues' right and I have a sense of cooperation.
✓	12.76	0.98	I try to give me my job information to others
✓	12.49	0.97	I avoid useless waste of time and tasks.

The results of the verification of hypotheses are shown using structural analysis (Table 5).

Table (5) the results of structural analysis

Item	Path	Factor loading rate	Test statistics	significance
1	Positive thinking-performance	0.99	13.06	✓
2	Optimism-performance	1.00	13.21	✓
3	Good temper- performance	0.99	12.93	✓
4	Interest- performance	0.95	11.92	✓
5	Self-confidence- performance	0.99	13.08	✓
6	Participation- performance	0.95	12.07	✓

#### 4. Discussion and conclusions

The results of path analysis, Table (5) show that Optimism impact on performance (1.00) is higher than other variables. Also, the effects of positive thinking, good temper and confidence on the performance (0.99) are to the same extent and are placed at the second degree of effect. In addition, the impact of the interest and participation on the function (0.95) is to the same extent and in the third degree is importance.

1-4 - Discussions (compare results with other studies)

◆ Dehnavi (1995) performed a study titled "The relationship between happiness and school factors of high school students" that his research showed that the happiness of the students had a significant impact on and their performance of educational process that it is consistent with the results of the present investigation.

◆ Karl et al (2005) conducted a study entitled "Organizational joy and satisfaction" that the results showed that happiness in the workplace increases job satisfaction that ultimately it would improve the efficiency and performance, which it is consistent with the results of the present investigation.

◆ Murphy (2004) conducted a study entitled "Identifying factors of happiness at work" which showed optimism and confidence of people in the workplace and effective communication would affect happiness in the workplace that is consistent with these results.

#### 4.2 - Results of the research hypotheses test

✓ The main hypothesis: organizational vitality affect on performance.

Due to the fact that the load factor value is positive in all the joy components and the t-statistics of all the components is greater than 1.96, we can say that there is a positive relationship between happiness and staff performance.

◆ Sub-Hypothesis 1: positive thinking affects the performance.

Due to the fact that the load factor is positive (0.99) and the t-statistic is greater than 1.96, we can say there is a positive relationship between positive thinking and performance, so H1 is accepted. This implies that having a positive view of themselves and the events surrounding him improves performance.

◆ Sub-Hypothesis 2: good temper has impact on employee performance.

Due to the fact that the load factor is positive (0.99) and the t-statistic is greater than 1.96, we can say there is a positive relationship between good tempers and performance, so Hypothesis 2 is accepted. This shows that if people believe that they can have a positive effect on events and always pay attention to the beauty of their surroundings, they have a better performance.

◆ Sub-Hypothesis 3: optimism has impact on employee performance.

Due to the fact that the load factor is positive (1.00) and the t-statistic is greater than 1.96, we can say there is a positive relationship between optimism and performance and therefore hypothesis 3 is accepted. This indicates that if the person makes suspicion away and is optimistic to the future, he can has a better performance.

◆ Sub-Hypothesis 4: sense of participation has impact on employee performance.

Due to the fact that the load factor is positive (1.00) and the t-statistic is greater than 1.96, we can say there is a positive relationship between co-operation and performance and therefore hypothesis 4 is accepted. This indicates that communicating effectively with people and trying to help them carry out their activities can improve their performance.

◆ Sub-Hypothesis 5: Interest has impact on employee performance.

Due to the fact that the load factor is positive (1.00) and the t-statistic is greater than 1.96, we can say there is a positive relationship between interest and performance and therefore hypothesis 5 is accepted. This indicates that if people love their tasks they will have a better performance.

◆ Sub-Hypothesis 6: Self-confidence has impact on employee performance.

Due to the fact that the load factor is positive (1.00) and the t-statistic is greater than 1.96, we can say there is a positive relationship between self-confidence and performance and therefore hypothesis 5 is accepted.

**Recommendations arising from the research (practical suggestions)**

✓ The main hypothesis: the joy has impact on performance. The results showed that the hypothesis can be accepted. Therefore, it is suggested that in order to improve performance, provide the means of joy.

□ First sub-hypothesis: thinking positive has impact on employee performance.

It is suggested that employees who are committed and reliable should be selected so that it does not cause suspicion of others and their positive outlook should be strengthened.

□ The second sub-hypothesis: optimism has impact on employee performance.

It is suggested that staff are placed in environments that are consistent with their talent and knowledge so that they take advantage of the environment to increase efficiency and it provides grounds for optimism.

□ The third sub-hypothesis: good temper has impact on employee performance.

It is proposed to increase the sense of employees, if they did something to improve the company's position and this had a positive effect on the company, encourage and praise them.

□ The fourth sub-hypothesis: the sense of participation has impact on employee performance.

It is proposed the conditions to be provided in a manner that the employees are more motivated in the affairs of the company.

□ The fifth sub-hypotheses: interest has impact on employee performance.

It is recommended that staff be assigned to tasks that first, they have the relevant expertise; secondly, the interest in the job that it would lead to increased performance.

The sixth sub-hypothesis: the confidence of personnel is impressive on performance. It is suggested that the staff be involved in decision-making, which it increases their confidence. Also, if they do things right, the staff should be approved and encouraged. And if this is proportional to their done task it would have a greater effectiveness.

In the present study, the components of motivation, high focus, participating in the work, having a purpose, optimism, efforts to improve the performance and having the resources to check the performance and features of positive thinking, learning, good temper, participation, confidence and interest were used to assess the vitality of staff.

Suggestions for future researchers

Other researchers are recommended:

✓ Investigating the relationship between happiness and the performance should be implemented using the other happiness components or function.

✓ Happiness impact on performance should be investigated in terms of social welfare.

✓ Happiness impact on the performance of staff should be investigated based on different demographic characteristics of the subjects.

✓ Vitality impact on performance should be investigated due to the mediating role of managers.

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