

The Relationship between Self-esteem and Productivity of Women Working in Government offices in Kashan City

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Received: December 1, 2016

Accepted: January 10, 2017

Online Published: January 16, 2017

Abstract:

Today, women make up a significant part of the organization workforce, so considering their psychological problems is an undeniable necessity. The purpose of this study is to investigate the relationship between self-esteem and productivity of women working in government offices Kashan. Population of this research is all the women working in government offices among them 240 people were selected randomly as the sample. Smith and colleagues' self-esteem questionnaires and Hersey and Goldsmith productivity questionnaire were used to collect data. The results showed that self-esteem and all its related components correlated with the level of productivity of women working in government offices in the city of Kashan. Regarding demographic factors, education level also showed significant correlation with productivity. But two other variables including age and marital status didn't show any correlation with productivity.

Keywords: Personal Self-Esteem, Family Self-Esteem, Social self-esteem, Productivity, Employment of Women

1. Introduction

The increasing complexity of organizations, leads to the organizational problems and dilemma in term of human issues. In other words, with the increasing development of technology, the huge problems facing organizations will have human nature (Shafiee et al., 2009).

The results of behavioral science research, in general, and organizational behavior, in particular, show that desirable use of human resources requires an atmosphere in which all employees, with full satisfaction and sense of security, apply maximum effort in order to obtain organization goals (Jazani, 2009).

In the past hundred years, many psychologists have accepted that humans need self-esteem. For humans, no value is more important than judging about him or herself. Personal evaluation of the self is the most decisive factor in human mental development. This evaluation is a kind of feeling that is difficult to identify; thus, the notion that a person has of himself, implicitly manifested in all reactions (Brandon, 1992).

All people, regardless of age, gender, cultural background, direction and type of work, need self-esteem. People, who feel good about themselves, usually have a good feeling to live. They can confidently face the problems and responsibilities of life and cope with them (Islami Nasab, 1997). Undoubtedly one of the main reasons for the attention of researchers to the concept of self-esteem, especially in the field of organizational behavior, is its potential impact on efficiency and performance of employees. Self-esteem is an important predictor of behavior, cognition and affection. Self-esteem can affect work behavior in two ways: first, people have different levels of self-esteem at work that affect their thoughts, feelings and behavior at work; second, people generally need to feel good about themselves and about their attitudes and thoughts and try to enhance it to improve their self esteem (Bruckner, 1988).

Researchers have shown that women employment leads to increase their self-esteem (Enayat, and Dastranj, 2008; Shimen, 2002). Women with a positive self-concept and high self-esteem can be more efficient and more effective. Therefore, this study attempts to evaluate the influence of different aspects of self-esteem on women productivity.

2. Theoretical Foundations

Self esteem is one of the psychological structures, which has in recent decades been considered by many psychologists and researchers. In general, the individual assessments forms one's Self esteem (Yasaei, 1996). From the *Maslow* viewpoints, Self esteem is the feeling of competence, capability, reliability, independence and freedom. If self esteem is satisfied by one's feelings, people feels confidence, fruitfulness and self-esteem, otherwise, it leads to the humiliation and weakness (shamloo, 1982). William James, in "the principles of psychology", for the first time emphasized the need for Self esteem. Along with William James, other sociologists, including Roma described it as a requirement of human life. Although researchers such as Goldstein, May, Angyal and Bühler have done studies in this case, but before psychosocial approach, no systematic studies have been done on Self esteem. In fact, with the advent of psycho-social approach, researchers like Horney, fromm and solivan have done systematic studies on Self esteem. Most of the classical and contemporary psychological theories, believe that all People have increasing need to self-esteem.

Cooper Smith believes that self-esteem is a personal evaluation, he expresses four major factors for the development of self esteem; first and above all factors is the amount of respect, acceptance and interest that an individual receives. The second factor is the successful experiences in life, the third one is values and expectations that based on them, the experiences are interpreted, and the fourth factor is the individual's response to the loss of value.

Self-esteem can refer to the overall self or to specific aspects of the self, such as how people feel about their social standing, racial or ethnic group, physical features, athletic skills, job or school performance, and so on (Heatheron and Wyland, 2003). Self-esteem can be conceptualized as a hierarchical construct such that it can be broken down into its constituent parts. From this perspective, there are three major components: performance self-esteem, social self-esteem, and physical self-esteem (Heatheron & Polivy, 1991).

The researchers considered several aspects for self-esteem including social, educational, physical (individual), families and the general self-esteem.

Personal (body) Self-esteem is the individuals' evaluation and belief about the ability of their bodies which arise through physical activities and actions. In fact, physical self-esteem refers to how people view their physical bodies, and includes such things as athletic skills, physical attractiveness, body image, as well as physical stigmas and feelings about race and ethnicity (Heatheron and Wyland, 2003). so if a person is in good health and physical abilities, it will have a positive impact on his or her body self-esteem, and conversely, shortcomings and inability to perform physical activities and skills, can have a negative impact on self-esteem (Islami Nasab, 1994).

Assessment and judgment of the individual as a member of the family is called family self-esteem that arises via the interaction of the individual with his or her family members. Type of the relationship with father, mother, brothers, sisters and other family members is effective on one's attitude toward himself(Gholi, 1996).

Social self-esteem refers to how people believe others perceive them. If people believe that others, especially significant others, value and respect them, they will experience high social self-esteem. People who are low in social self-esteem often experience social anxiety and are high in public self-consciousness(Heatherton and Wyland,2003).

Productivity is often considered synonymous with terms such as efficiency, effectiveness, and profitability (Sink and Tuttle, 1989; Chow, 1988; Sumanth, 1994, Cass and Louise, 1993; Thomas and Baron, 1994; Jackson and Peterson, 1999). More than two centuries ago, the word productivity for the first time was used by Koizny (1766) in a farming magazine. According to the Japan Productivity Organization, productivity is to maximize the use of physical resources, human resources, and other factors in a scientific method which leads to reduce costs, expand markets, increase employment and raise the standard of living of all sections of society(Taheri, 2004). The experts of manpower productivity(Atkinson, Lawler and Porter, Lorch and Lawrence Gould Hersey and Smith) believe that seven factors affecting productivity, which form the model of this study, include ability, clarity, help(organizational support), incentive, evaluation, validity and environment.

Many studies have shown that job stress can affect employees' performance and productivity(Lu et al., 2010; Kishita and Shimada, 2011, Me'mar Bashi, 2011). Stress in the workplace, is one of the factors that greatly erode individual and organizational energy(Salehian, 2006). The majority of this job stress can be influenced by personality variables. One of the personality variables associated with job performance and organizational environment id self-esteem. According to some studies, self-esteem as a basic psychological needs, serve individual adjustment (Sheldon, 2004; Kambouropoulos, 2006).

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Considering the above, the assumptions of this study are explained as follows:

- The main hypothesis

there is a significant relationship between self-esteem and productivity of female employees working in government offices in the city of Kashan.

- Sub-hypothesis

There is a significant relationship between personal(body) self-esteem and productivity of women

There is a significant relationship between family self-esteem and productivity of women

There is a significant relationship between social self-esteem and productivity of women

3. Related Works

Gardner et al (2004) showed that the level of payment affects employees' self-esteem, which in turn affects employee performance.

López(2005) showed that self-esteem is associated with burnout and job performance. High levels of burnout, in the individual lack of efficiency dimension, may indicate a negative attitude towards oneself and his or her job and the lack of willingness and interest to job and consequently low self esteem(quoted by Abdi Masule, 2007).

Mayer, Fraccastoro & McNary (2007) in a study about the relationship between self-esteem and motivation factors showed that self-esteem affect the achievement motivation.

Gardner, Dyne, and Pierce (2004) showed that self esteem affects the performance and the amount of salary affects the self esteem.

Me'marbashi Aval et al.(2011) in their study, investigate the relationship between sense of coherence (SOC) and self-esteem with job performance. Findings showed a significant positive relationship between SOC and job performance; self esteem and job performance. The direction of correlation indicated that increasing SOC and self esteem associates with better job performance.

Yanti Rosli et al.(2012), in a cross sectional study which was carried out to examine the relationship between self-esteem and student's academic performance among the second year undergraduates of Faculty of Health Sciences and Faculty of Medicine, UKM session 2010/2011, showed that students with higher self-esteem perform better in their academic; self esteem score and body area satisfaction was significant and self esteem and stress is inversely significant .In conclusion, self-esteem is one of the key factors in affecting an individual's academic performance, more significant than other contributing factors including stress and body image.

Hudson et al (2000) evaluate the level of depression and social support among young mothers. The study showed a significant positive correlation between self-esteem and social support of women.

Quek and Knudson-Martin (2008) in a study on Singaporean couples showed that women employment increased their influence in the family.

4. Research Methodology

This study, in terms of purpose, is an applied study and in term of the method, is a descriptive research. The population of this study was all women working in government offices in Kashan among which 240 people were chosen by using random sampling method and Cochran's sample size formula. in order to collect data, two questionnaires were used; Coppersmith self-esteem scale and the employee productivity questionnaire by Hersey and Goldsmith (1980) with 26 questions based on 5 degree Likert scale.

Coppersmith self-esteem scale:A54-item measure of attitudes toward oneself. The inventory was originally designed to measure children's self-esteem. However, it was modified by Ryden (1978) for use on adults. This questionnaire has the Privilege of being intercultural because it has been formed both on the college students and high school students as well as the Arab students at the University of Saudi Arabia.

Hersey and Goldsmith productivity questionnaire: it is based on Achieve model was used in 26-item standard test based on Hersey and Goldsmith Model (Hersey & Goldsmith, 1980). It comprised of seven dimensions, including ability (knowledge and skills) (3 items), clarity (perceived or imagined role) (4 items), help (organizational support) (3 items), incentive (motivation or desire) (4 items), evaluation (education and performance feedback) (4 items), validity (valid and legal practice of the staff) (4 items), environment (environmental fit) (3 items), which was rated based on a five-point Likert scale; very low (1), low (2), somewhat (3), high (4) very high (5). The validity of the questionnaire was confirmed via face and content validity as well as expert opinion and the reliability was confirmed using Cronbach's alpha coefficient ($r^2=0.93$).

The questionnaires were distributed among the female staff of each organization and necessary explanations were given about the objectives of the research. The researchers tried to be present to answer questions as they arose and to provide the necessary instructions. Ethical considerations such as taking informed consent from the staff to participate in the research, impartiality and avoidance of certain bias and confidentiality and accuracy of information obtained from questionnaires were taken into account by the researchers. Data were analyzed by SPSS software

(version 18, SPSS Inc., Chicago, IL) using descriptive statistics of distribution, percentage, standard deviation and inferential statistics of Pearson correlation coefficient.

5. Findings

The descriptive findings showed that from the 240 office staff, 57 (23.8%) respondents were aged less than 30 years, 90 people (37.5%) were aged 31 to 40 years, 81 people (33.8%) were in the age range of 41 to 50 years and 12 people (5%) were more than 50 years old. The highest age frequency was 31 to 40 years (81 people), and the lowest age frequency was 50 years (12 people). In terms of education, 15 people (6.3%) had diploma degree, 25 people (10.4%) had associate degree, 100 people (41.7%) had bachelor degree and 100 people (41.7%) had master degree and higher. In terms of marital status, 89 people (31.7%) were single and 151 people (62.9%) were married.

In order to explain the research objectives, level of self-esteem and productivity of women working in government offices was analyzed. In order to compare participants scores with given average univariate T test results are shown in Tables (1) and (2). Considering the fact that the questionnaire has been designed based on 5 point Likert scale, if one chooses option 3 for all questions of a variable, his average score will be 54 which is intended as a hypothetical average.

Table 1. compares the Mean of personal self-esteem with hypothetical mean(54)

variables	Mean	Mean Difference	Std. Deviation	T	df	Sig. (2-tailed)
Personal self esteem	54.133	3.133	16.902	2.872	239	0.004
family self esteem	72.400	3.400	24.65	2.136	239	0.034
social self esteem	57.504	3.504	15.431	3.518	239	0.001

As Table 1 shows, the value of T, for personal self-esteem, family self-esteem and social self-esteem is calculated 2.872, 2.136 and 2.39 respectively. These values, with 239 degrees of freedom, are significant at 0.004, 0.034 and 0.001 level. Since the acceptable level of significance is lower than 0.05, it is concluded that there is a significant difference between the calculated mean and the hypothetical mean. Therefore it can be concluded that the level of personal self-esteem, familial self-esteem and social self-esteem among women working in government offices of Kashan is significantly higher than average.

Pearson correlation test was used to examine the hypotheses, the results are as follow:

The main hypothesis: there is a significant relationship between self-esteem and productivity of women.

Table 2. the correlation between self-esteem and sub-components of productivity

independent variable	dependent variables	Pearson correlation		
		Correlation coefficient	sig	frequency
Self esteem	ability	0.654	0.000	240
	clarity	0.603	0.000	240
	help	0.623	0.000	240
	incentive	0.618	0.000	240
	evaluation	0.523	0.000	240
	validity	0.458	0.000	240
	Environment	0.177	0.000	240

As table (2) shows, considering Pearson correlation coefficient and significant values which in all cases is smaller than 0.05, It can be confidently said that self-esteem has meaningful relationship with all components of productivity of women working in government offices.

Sub hypotheses 1: there is a significant relationship between personal self-esteem and productivity of women.

Table 3. the correlation between personal self-esteem and sub-components of productivity

independent variable	dependent variables	Pearson correlation		
		Correlation coefficient	sig	frequency
Personal self esteem	ability	0.669	0.000	240
	clarity	0.585	0.000	240
	help	0.612	0.000	240
	incentive	0.583	0.000	240
	evaluation	0.515	0.000	240
	validity	0.437	0.000	240
	Environment	0.206	0.001	240

As table (3) shows, considering Pearson correlation coefficient and significant values which in all cases is smaller than 0.05, It can be confidently said that personal self-esteem has meaningful relationship with all components of productivity of women working in government offices.

Sub hypotheses 2: there is a significant relationship between family self-esteem and productivity of women.

Table 4. the correlation between family self-esteem and sub-components of productivity

independent variable	dependent variables	Pearson correlation		
		Correlation coefficient	sig	frequency
family self esteem	ability	0.603	0.000	240
	clarity	0.559	0.000	240
	help	0.570	0.000	240
	incentive	0.561	0.000	240
	evaluation	0.484	0.000	240
	validity	0.456	0.000	240
	Environment	0.149	0.021	240

As table (4) shows, considering Pearson correlation coefficient and significant values which in all cases is smaller than 0.05, It can be confidently said that family self-esteem has meaningful relationship with all components of productivity of women working in government offices.

Sub hypotheses 3: there is a significant relationship between social self-esteem and productivity of women.

Table 5. the correlation between social self-esteem and sub-components of productivity

independent variable	dependent variables	Pearson correlation		
		Correlation coefficient	sig	frequency
social self esteem	ability	0.533	0.000	240
	clarity	0.518	0.000	240
	help	0.540	0.000	240

	incentive	0.571	0.000	240
	evaluation	0.446	0.000	240
	validity	0.444	0.000	240
	Environment	0.138	0.033	240

As table (5) shows, considering Pearson correlation coefficient and significant values which in all cases is smaller than 0.05, It can be confidently said that social self-esteem has meaningful relationship with all components of productivity of women working in government offices.

Table 6. the relationship between demographic characteristics and components of self-esteem and productivity

independent variable	dependent variables	Pearson correlation		
		Correlation coefficient	sig	frequency
Age	Personal self esteem	-0.125	0.786	240
	Family self esteem	-0.118	0.317	240
	Social self esteem	-0.065	0.995	240
	productivity	0.000	0.390	240
Marital status	Personal self esteem	-0.010	0.554	240
	Family self esteem	-0.101	0.119	240
	Social self esteem	-0.035	0.586	240
	productivity	-0.021	0.751	240
Education	Personal self esteem	0.465	0.002	240
	Family self esteem	0.630	0.000	240
	Social self esteem	0.742	0.000	240
	productivity	0.013	0.089	240

As Table 7 shows there is no significant correlation between age and marital status with components of self-esteem and productivity. level of education has a significant relationship with all the components of self-esteem but not with productivity.

6. Discussion

- A) in term of personal self-esteem, one-sample t-test results showed that the mean scores achieved by participants are significantly higher than the hypothetical average. This means that women working in government offices of Kashan have relatively high levels of self-esteem. Many researchers (Ziber, Quoted by Ahmad Nia, 1380; Michel, 1372; Shane, 2002) believe that women employment increase their self-esteem.
- B) The findings also showed that women working in government offices of Kashan have relatively high levels of family self-esteem.
- C) in term of social self-esteem, one-sample t-test also results showed that the mean scores achieved by participants is significantly higher than the hypothetical average. This means that women working in government offices of Kashan have relatively high levels of social self-esteem.
- D) The self esteem of women working in government offices of Kashan has meaningful relationship with their productivity. These results are consistent with findings of Rezaei, (1389), Gardner, Van Dyne, Pierce (2004)
- E) Personal self esteem of women working in government offices of Kashan has meaningful relationship with their productivity. These results are consistent with findings of Brookings, et al. (2007)
- F) family self esteem of women working in government offices of Kashan has meaningful relationship with their productivity. These results are consistent with findings of Movahed & Dastranj(1389).

- G) social self esteem of women working in government offices of Kashan has meaningful relationship with their productivity. These results are consistent with findings of Khiaban Chyan, Amirtash and Mozafari(1383), Hadson et al.(2000)
- H) no relationship has been seen between age and any of the components of the self-esteem of women working in government offices. this is also correct about the marital status, i.e. , being single or married doesn't have any relationship with productivity. The same study the level of education showed that this variable associate with component of the self-esteem (personal, family and social). But there is no correlation between level of education and productivity.

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