

## The Relationship Between Professional Ethics with Social Competence and Job Performance

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**Abstract:** This aim of the present study is to determine the relationship between professional ethics and social competency and job performance. The research method is descriptive-correlative that 123 employees of technical and vocational organization of Zahedan were studied by random-stratified sampling method through three questionnaires professional ethics, social competency and job performance. Pearson correlation coefficient and multiple regression were used to analyze the data. Results showed that the correlation coefficients of professional ethics with social competency was 0/616. The regression results also showed that professional ethics explains 39.6% of the social competency variance. Other findings showed that the correlation coefficients of professional ethics with job performance was 0/607. The results also showed that professional ethics explains 38.3% of the job performance variance. According to the findings employees who have higher professional ethics as well as have higher sense of social competency and job performance.

**Key words:** Professional ethics, social competency, job performance, technical and vocational organization, Zahedan

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### INTRODUCTION

One of the issues that is underlie various problems for organizations throughout the world is problem caused by corruption and unethical practices in different societies. Non observance of some ethical standards have created many concerns in the public and private sectors. In our society, despite many positive elements in the national and religious culture in which give value to work, values dominate in overall structure of the society which weaken work ethic and consequently work conscience. The ethicist situation in Iran is not desirable in the public services and to achieve a desirable moral situation within public sector organizations, relying solely on ethical management mechanisms within the organization is not enough due to affectability of the behavior of individuals and organizations from various factors. Political, economic and administrative structures have most important role in making moral. Whatever leaders boldly support material and spiritual of morality, codes of ethics and standards of career and professional behavior to be more codified, control and disclosure systems be most concentrated,

give more training moral, system of salaries, wages and motivation be more efficiently, civil society be more active and the economic system act more nongovernmental ethics will be better in the public service sector (Soleimani *et al.*, 2012). While in the West and in the specialized field of organization and management, there's a branch of professional ethics in the organization and management community is less attention to professional ethics (Jafaryan and Yazerlou, 2015).

There are several definitions from professional ethics. For example, professional ethics pay to issues and questions of ethnics and the principles and moral values of a professional system and is overseer on ethics in professional environments (Moarefi *et al.*, 2014), professional ethics is set of principles and standards of human behavior that determines the behavior of individuals and groups. In fact, professional ethics is a rational thought process that Its goal is to accomplish this that in organization what values when must preserve and promote (Gharamaleki *et al.*, 2012). Professional ethics is a set of actions and accepted emotional reactions that is decided by professional community of organizations to

provide possible desirable social relationships for its members in the performance of professional duties. The components of professional ethics were express devotion to work (Dependable), perseverance and seriousness in work (Ambitious), health and human relations in the workplace (Considerate), community spirit and participation in the work (Cooperative). Factors affecting on professional ethics can be mention social responsibility, spirituality, narcissism, role conflict organizational culture and stakeholders (Jafaryany and Yazerlou, 2015) and from its consequences can be mention such as the rule of moral values in the organization organizational commitment, less role conflict, job satisfaction and higher job performance and lower desertion in this research has been paid to examine the role professional ethics in social competence and job performance. Social competence is a complex variable which is correlated with a person's ability to manage emotions and have been combined from drives motivational, cognitive abilities, social competence and behavioral skills (Shariatmadar and Porgeravnd, 2014). Social competence means The ability of human performance in the implementation of personal independence and social responsibility or in other words ability to care themselves and for helping to care of others (Morshedi, 2008).

The newest definition of social competence is from America Psychological Association's dictionary which has defined social competence a set of learned capabilities which enable individual to interact with the ability and appropriately shape in a social context and has introduced the most common social competence instrument, dealing, communication skills, finding friend, problem solving interpersonal relationships and the ability to set cognitions, feelings and behaviors of individuals (Karami *et al.*, 2013).

Social competence include factors such as self-awareness, social awareness, self-management, relationship skills and responsibility for decision making. The central core of social competence is in communication skills because other components is obtained through communication skills (Bani and Bagheri, 2011). Also social competence is the basis for the development of range of desirable consequences such as self-esteem, social welfare, quality of friendship, sexual responsibility, acceptance by peers and work competencies (Cheung and Lee, 2010). Social adequacy lets people interact with others and have function effectively in a variety of individual and social conditions (Babosik, 2008). Deficits in social competence have an important role in the

etiology of adolescent issues and causes greatly be vulnerable to external and internal pressures and create psychological, social and behavioral problems for them (Botvin and Griffin, 2002). On the other hand, lack of social competence occur in the form of behavioral problems in people (Kim *et al.*, 2010). Therefore, the development of social competence should be considered one of the best predictors of academic and social success and doing current and future behavior (Rantanen *et al.*, 2010).

Green and Rechis (2006) believe to strengthen social competence should reinforced cooperate, responsiveness and effectiveness, social responsibility, behave in a friendly manner and other kinds of positive interaction among students. Cheung and Lee (2010) knows teaching methods at the school interpersonal interactions and interact with the teacher as importance source of support or supplement of parental behavior because create opportunities to learn and practice social competence. One of the major variables in organizational behavior is job performance. Different views have been presented about job performance. Job performance means the degree which workers doing jobs that given to them in a certain working conditions and has been defined as expected general values of organization from distinct pieces of behavior that a person performs during a certain period of time (Hassani, 2014). So can accept job performance in fact is efficiency which is obtained according to engagement of an individual in organization both service and manufacturing and be influenced by two factors means ability of employees to perform their job duties and existence of motivation in them; because if people have the ability and incentive they will do their work as good (Mohammadi *et al.*, 2011). Performance can be divided into two task performance and contextual performance and distinguish between these two. That part of the operation which is usually in the formal job description, name task performance. Contextual performance is defined in the form of behavior that help to organizational efficiency through effects on psychological, social and organizational work fields (Barati *et al.*, 2009).

Improve performance promotion and increase productivity in order to achieve maximum efficiency from used human and material resources is such as measures and important tasks of administrators. The most important effective factors on performance can point to individual behavior, Motivation, positive reinforcement, redesign and building fruitful career, goal setting, mood, power and leadership in the organization, group intergroup relations organizational structure organizational relationship and

decision-making interpersonal communication and evaluation, learning and training change and improvement of organization (Fattah *et al.*, 2011). In relation to the importance and necessity of research topics, it must be said professional ethics has significant effect on the activity and results of each organization. Professional ethics increases productivity, Improves communication and reduces the degree of risk because when professional ethics is ruling in organization easily facilitated the flow of information and managers be aware of it before create an incident (Kazempour *et al.*, 2011). Competent people not only show a lower level of depression, aggressive and behavioral (Botvin and Griffin, 2002) but also have the confidence, courage and more communication skills and less smoke and drink (Griffin *et al.*, 2001).

Also, the survival and continuity of organizational activity and the institution will depend on how employee performance and in different organizations is invested to enhance the performance of employees. Currently one of the main problems of organizations is low rate of job performance that enter the irreparable damage to the organization (Arshadi and Piriaei, 2014). Job performance is a common concept in relation to job environments. The concept of job performance pays to these issues whether an individual performs their job well or not. This concept is very important indicator in assessing organizational success. Evaluate the job performance is considered important issue for managers (in order to make decisions about staff) and also the employees (identify strengths and accurate understanding of the expectations of managers) (Haghighatian *et al.*, 2014). In fact, evaluate job performance and assessment of effective characteristics on it is main and fundamental tools of top management in order to realize the plans and goals of the organization (Nasiri and Bani, 2014).

In literature review Haghiry (2009) has identified the relation between dimensions of ethicist managers (personal ethics organizational, social, legal) With organizational commitment and job attachment. Attarian has found that there is a direct positive relationship between ethical climate governing the organization and job satisfaction of managers. Momenpor and colleagues found that people in organizations with high moral atmosphere will have high job involvement. Results Rockhill *et al.* (2009) showed there is a strong relationship and continuous between low levels of social competence and depression and behavioral problems. The results also Abolqhasemi *et al.* (2013) have shown that people with learning disabilities compared to normal people have lower social competence. The results of research of

Williams and Galliher (2006) showed that whatever self-esteem to themselves be higher the person will have higher social competence and his social dependencies will not inhibit of his self-confidence and independence. Barati *et al.* (2009) found that cooperative and reliability atmosphere directly but innovative atmosphere predict job performance indirectly. Ghafourian and Falamarzy found that there is no significant difference between the conflict and job performance. Lack of ethics in every organization such educational institutions sometimes cause misconduct of managers, depression learners, not enjoy of professional life, professors and teachers outwear, damage to individual lives, creating social classes, preferring personal interests on social interests and violating the rights of learners In school environment (Mirkamali, 2003).

One of the most important educational institutions that on credit has role in training human resources needed in communities and because of the increasing developments and changes that occur in the field of science and technology has been located in attention of world countries is technical and professional organization. Since the one of the tools of development in any society is dependent on the organization of technical and vocational education, evaluation work ethic, social competence and job performance its employees will be important. Researcher did not see in the literature a study which pay the relations between work ethic with social competence and job performance in employees of technical and professional organization. So, the main issue of this study is that is between work ethic with social competence and job performance in employees of technical and professional organization in Zahedan there?

## **MATERIALS AND METHODS**

This research is descriptive and correlation which its statistical population was employees of technical and professional organization in Zahedan city in 2016 the volume of people were evaluated by stratified random sampling method and based on cochran sampling formula through following three questionnaires.

Professional ethics questionnaire. This questionnaire in the form of 23 questions and 4 components: devotion to work (6 questions), perseverance and seriousness in work (6 questions), health and human relations in the workplace (5), collective soul and participate in the work (6 questions) pay to review the state's work ethic. The questionnaire has been set based on the 5-point Likert spectrum from very much to very low and scoring is from

1 = very low to 5 = very much. The minimum and maximum score on this questionnaire is, respectively, 23 and 115. Whatever score be closer to the 115 is a sign of better situation of professional ethics and vice versa. B) social competence questionnaire: this questionnaire in the form of 47 questions pay to evaluate the people's social competence. Questionnaire has been set based on spectrum 5-point Likert from strongly disagree to strongly agree. scoring is 1 = strongly disagree to 5 = totally agree. Questions are scored 3, 6, 8, 9, 11, 12, 15, 16, 21, 25, 26, 28, 32, 36, 37, 38, 43, 44 and 45 in reverse. The minimum and maximum score on this test will be, respectively 47-235. Higher score is a sign of higher sense of social competence. Job performance questionnaire paterson. This questionnaire pays in the form of 15 items to evaluate job performance. Questionnaire has been set based on a 4 item Likert scale (rarely, sometimes, often, always). Scoring method will be also from 1 = rarely to 4 = always. A minimum score of in this test will be 15 and a maximum at 60. Whatever score be closer to 60 is a sign of favorable job performance. Content validity was used to determination questionnaire validity. For this purpose the questionnaire was approved by the supervisor Department of Education, University of Sistan and Baluchestan. Cronbach's alpha coefficient was used to determine the reliability of the questionnaire which coefficients obtained for the questionnaire was obtained: professional ethics 0/86, 0/79 social competence and job performance 0.82. Pearson correlation coefficient and multiple regression with help of SPSS21 Software were used to analyze the data.

## **RESULTS AND DISCUSSION**

In the present research 123 technical and professional employees of Zahedan were studied which in terms of gender, 54 person (43/9%) were female and 69 person (56.1%) were male in terms of marital status, 23 person (18.7%) were singles and 100 (81/3%) were married in terms of degree of education, 5 person (4.1%) diploma, 25 person (20.3%) associate degree, 72 person (58/5%) undergraduate and 21 (17.1%) had MS, based on work experience, 26 person (21.1%) under 5 year, 32 person (26%) 5-10 year, 40 person (32/5%) from 11-15 year, 25 person (20/31%) were over 15 year experience. In terms of organizational position, 56 (45/5) person coach, 9 person (7.3%), teacher, 27 (22%) expert, 31 patients (25.2%) were the other cases in terms of employment status, 37 (30.1%) officially, 32 people (26%) contractual, 54 people (43/9%) were employed as contract. To check the status of

professional ethics, job performance and social competence of employees one sample t test was used that results have been reported in Table 1.

Based on the results table above, t-statistic for variable professional ethics (and its components) social competence and job performance is significant ( $p < 0/01$ ) and according to the calculated averages can be concluded that employees in terms of professional ethics, social competence and job performance are higher than average. Pearson correlation coefficient was used to investigate the relationship between professional ethics (and its components) with social competence of employees in the first stage that findings have been reported in Table 2.

Based on the results table above, there is a significant and positive correlation Between professional ethics and its components with social competence ( $p < 0/01$ ), (Devotion to work, perseverance and seriousness in work, humane, healthy relationships and collective spirit and participate in the work) which means by increasing professional ethics employees will also increase their social competence. In the second stage multiple regression was used to predict social competence. Based on professional ethics component that results have been reported in Table 3.

According to table the determination coefficient ( $R^2$ ) is equal to 0/396 which means professional ethics explain 39/6% of the social competence variance. The results also show that among the components of professional ethics, component perseverance and seriousness in work with value  $\beta$  (0/363) and the collective spirit and participate in the work with value  $\beta$  (0/237) have had the power to predict social competence ( $p < 0/05$ ) pearson correlation coefficient was used to investigate the relationship between professional ethics (and its components) with job performance in the first stage (Table 4).

Based on the results Table 4, There is a significant and positive correlation between professional ethics and its components with job performance ( $p < 0/01$ ), (devotion to work, perseverance and seriousness in work, humane, healthy relationships and collective spirit and participate in the work) which means by increasing professional ethics employees will also increase their job performance. In the second stage, multiple regression was used predict job performance based on professional ethics component that results have been reported in Table 5.

According to Table 4 the determination coefficient ( $R^2$ ) = 0/383 which means professional ethics explain 38/3% of the job performance variance. The results also show that among the components of professional ethics, component perseverance and seriousness in

Table 1: Rreports how subjects respond to research variables

Variables	Number	Average	SD	t-values	df	p-values
Devotion to work	123	26/21	3/9	74/53	122	0/000
Perseverance and seriousness in work	123	27/12	3/22	93/33	122	0/000
Health and human relations in the workplace	123	23/55	1/98	131/91	122	0/000
Collective spirit and participate in the work	123	26/71	3/48	85/03	122	0/000
Professional ethics (total scale)	123	103/61	9/85	116/51	122	0/000
Social competence	123	190/15	21/4	98/52	122	0/000
Job performance	123	54/79	8/16	74/46	122	0/000

Table 2: Cross-correlation coefficient of professional ethics and social competence

Variables	Social competence	
	R	Sig.
Devotion to work	0/443	0/000
Perseverance and seriousness in work	0/576	0/000
Health and human relations in the workplace	0/402	0/000
Collective spirit and participate in the work	0/486	0/000
Professional ethics (total)	16/06	0/000

Table 3: Summary of regression analysis to predict social competence based on components of professional ethics

Variables	Non-standardized coefficients (B)	SE	Standardized coefficients (β)	t-values	Sig.
Fixed value	56/18	19/05		2/94	0/004
Devotion to work	0/631	0/506	0/115	1/24	0/215
Perseverance and seriousness in work	2/41	0/677	0/363	3/56	0/001
Health and human relations in the workplace	0/556	0/994	0/051	0/559	0/557
Collective spirit and participate in the work	1/457	0/568	0/237	2/56	0/012

R<sup>2</sup> = 0/629; r = 0/629; F = 0/396; Sig. = 0/000; 19/351

Table 4: Relationship between professional ethics and its components

Variables	Job performance	
	R	Sig.
Devotion to work	0/489	0/000
Perseverance and seriousness in work	0/575	0/000
Health and human relations	0/37	0/000
Collective spirit and participate in the work	0/427	0/000
Professional ethics(total)	0/607	0/000

Table 5: Summary of regression analysis to predict job performance based on components of professional ethics

Variables	Non-standardized coefficients (B)	SE	Standardized coefficients (β)	t-values	Sig.
Fixed value	5/49	7/34		0.749	0/445
Devotion to work	0/416	0/199	0/199	2/133	0/035
Perseverance and seriousness in work	0/888	0/261	0/351	3/404	0/001
Health and human relations in the workplace	0/187	0/383	0/045	0/488	0/626
Collective spirit and participate in the work	0/371	0/219	0/151	1/693	0/093

R<sup>2</sup> = 0/619 r = 0/619; 0/3; Sig. 0/000

work with value β (0/351) and the devotion to work with value β (0/199) have had the power to predict social competence (p <0/05).

The present study was done with the aims to determine the relationship professional ethics with social competence and job performance technical and professional employees in Zahedan. The first results showed that the employees in terms of professional ethics, social competence and job performance are at higher than average. This finding is consistent with the findings of previous studies. Shahin mehr and Hasani and Soleimani *et al.* (2012). In their study found that

employees in terms of professional ethics are in higher than average. The findings showed that employees in terms of social competence are at higher than average. Saliby and Modaresy (2016) and Karami *et al.* (2013) found that employees in terms of social competence are in a position higher than the average. Findings of Ahmadi *et al.* (2012) and Khalatbary *et al.* (2010) showed that status of the job performance of employees in technical and vocational organization are higher than average. The second finding showed that there is a significant and positive relationship between professional ethics and its components and social competence of

staff. The regression results showed that professional ethics explain 6/39% of the social competence variance. In the literature review, research was not observed that pay to examines the relationship between professional ethics and social competence of staff but close study confirms this finding. For example, research results by Hasani (2015) show that whatever employees have higher commitment to the principles and standards of professional ethics also increases their social responsibility. Ghasem Zadeh and colleagues in their study found that professional ethics directly increase the level of teacher's social responsibility and individual accountability.

Also, professional ethics is strengthened serving culture and then serving culture provide field of strengthen and improve accountability of individual teachers in the environment of education. The results of Danaeefard *et al.* (2010) showed that there is a positive relationship between Islamic-moral competence of managers and public accountability. The impact of Islamic-moral competence on public accountability was about 0/40%. The results showed that Serving culture increases influence of moral-Islamic competence on public accountability about 0/1%. Taghizadeh and Soltani in a study with the aim of review the effect of business ethics on corporate social responsibility found that business ethics affect on corporate social responsibility and in this regard suggest that business ethics in organizations be strengthened to promote corporate social responsibility. Sheikh and Atash (2015) in their study found that professional ethics increase commitment of faculty members. According to the the obtained results, the need for more attention to ethical standards and promoting them in university professors in order to increase organizational commitment among them is required that important responsibility are responsible for managers of higher education institutions. Research results Salavati *et al.* (2013) showed that there is a significant positive relationship among the professional ethics with human resource management, community involvement and environmental performance.

This relationship was also observed with corporate social responsibility. Another finding of the study showed there is a significant positive relationship between professional ethics and its components with job performance. Also, findings of regression showed that professional ethics explain 3/38% of job performance variance. Ghajari and Heidary found that there is a significant and positive relationship between professional ethics and job performance of Ahvaz Banks. Eskandari and Irandoost (2015) found that there is a significant and positive relationship between professional ethics and job

performance of state commercial banks in Sanandaj. Mortazavi found that there is a significant and positive relationship between professional ethics and performance of employees, sales department Pegah Khuzestan. Andre in study titled "External Environment and Factors Affecting on High Performance Organization" found that many of the behaviors and decisions of employees and managers in today's organizations, is under the influence of their moral values. Since the labor force, either individually or in groups and in interaction with others, still considered most important factor of competitive advantage, judgment affect on right and wrong actions on the quantity and quality of their performance and consequently organizational performance and therefore its success.

So, paying attention to ethical principles, for organizations is inevitable. Gibson as a result of its investigation addition expression positive and significant relationship of professional ethics with the performance expressed given the importance of professional ethics in the development of the organization, it is necessary in determining the effectiveness (the extent of achieve organizational goals) and guiding resources (including human resources) to be given to the level of teaching professional ethics in organizations. Of course including Barriers to change moral behavior In any organization, Ignorance and unfamiliarity of staff from ethics of work and organization has been expressed in mentioned field. Given that today, no organization can not develop without education, its necessary in organizations in addition to teaching profession and skills required for each job to employees create a spirit of cooperation, teamwork and collective, especially administrative and organizational Ethics be placed part of organization's educational programs. Ahmadi *et al.* (2012) found that between moral values and turnover inverse relationship a positive and significant relationship and between moral values and the person organization a positive and significant relationship and there is a significant inverse relationship as well as between person organization and turnover. Overall and given the positive relationship between professional ethics with social competence and job performance.

## **CONCLUSION**

It can be concluded that when employees have higher adherence to professional ethics will be better of social competence and job performance. In order to improve professional ethics, social competence and job performance recommended to top managers of technical and professional organizations that conduct training

courses on professional ethics, social competence and job performance for employees. Also according to the Relationship professional ethics with social competence and job performance of employees

### **SUGGESTIONS**

Be diligent in their work, be committed to their job duties, be responsible and have patience against labor difficulties (perseverance and seriousness in work) on the side of attention their outside motives will have more attention to intrinsic motivation. So that, have heartfelt sympathy and inner and high attachment to their job (working interest), respect to others in workplace, be friendly with others, be cheerful and affable person be honest and committed than others (principles of human relations), be consistent in work environment have a collective spirit, consult with others in matters of job have a conviction to participation (collective spirit and participation in work). According to this that the present study, research sample is a technical and vocational employees in Zahedan therefore, should be careful in generalizing results of this study to other statistical populations.

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