

JOB SATISFACTION AND ORGANIZATIONAL COMMITMENT IN CUSTOMS EMPLOYEE RELATIONS

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ABSTRACT

The purpose of this study, the Customs and Trade Ministry organizational commitment of personnel at Istanbul Regional Directorate is to investigate the interaction of job satisfaction and demographics. In this study, organizational commitment; emotionally, continuous and normative commitment, and job satisfaction; It is considered as internal and external satisfaction. This study was aimed to determine the extent of the relationship between the size and demographic characteristics with each other. According to the survey, carried out literature studies and the implementation process of these institutions working personnel survey was carried out. This survey will determine the demographic characteristics of the employees as well as the questions were posed. the highest average was found to be working in the institution's staff commitment to keep the dimensions of organizational commitment.

Keywords: Customs, Customs Law, Import Regime, Export Regime

1. INTRODUCTION

In the information age we live in conditions of competition and management paradigm is changing rapidly. These existing relationships with those employees to keep pace with the rapid changes in the organization to keep employees in those organizations need restructuring. organizational commitment as a result of organization-employee relations, represents the strength of the bond he felt to work against the organization's employees. Therefore, their work and ensure that they are satisfied with the employees' organizations are working longer and goods by organizations / or seen as important as the service. Because of organizational commitment are believed to sense a positive impact on organizational performance. In this context, arrive late for work, organizational commitment, attendance and reduce undesirable consequences, such as redundancy, also argued that contributed positively to the quality of products or services and also increase the level of job satisfaction. Likewise, organizational commitment will determine the level of job satisfaction also working against the organization owned by the employees, there will be positive or negative effects. If an employee's stay in organizations with high performance and significantly increases job satisfaction, organizational productivity. Organizational commitment with high levels of employees who are already thinking of leaving to spend the extra effort to reach organizational goals.

2. ORGANIZATIONAL COMMITMENT

One of the organizational commitment and work-related attitudes of employees, by Mowday and friends; "Employees believe their organization goals and values at a high level and acceptance, willingness to striving for the goals of the organization; and they need to maintain a strong desire to stay and organization membership organization "(Mowday et al., 1979: 311), respectively.

Understanding and commitment as a concept form, is there anywhere that sense of community is an emotional narration of the social instincts. "Slaves to the master, the officer's duty, loyalty to the country in terms of military loyalty, loyalty to the old way of pronunciation, describes the state of being faithful. Overall commitment is a feeling in the highest degree "(Çöl, 2004: 5).

commitment is a psychological concept, is emerging as a defining event of organizational behavior and organizational processes. Commitment to the organization and its applicability in organizations has revealed the concept of organizational commitment. Therefore, there are many researches and studies related to organizational commitment (Koç, 2009: 201).

3. THE CONCEPT OF JOB SATISFACTION

Many definitions have been used to describe the job satisfaction as well as the many concepts. But when he heard about the work of the employee job satisfaction, we look in general terms we can express happiness or pleasure. A result obtained by a workplace agreement with the employee's expectation of job attributes refers can say (Akıncı, 2002: 2-3).

The following is an exact spot to be said for it is that the dynamics of job satisfaction on job satisfaction. For example; job satisfaction for the manager because they have not confer permeability overlooked in later years once the employee airports; job satisfaction too quickly may also obtain the same speed as can be obtained in other words, may turn dissatisfaction. The biggest source of job satisfaction and lack of corruption in the organization is also sourced from occurring. Job dissatisfaction is more hidden way, work slow-down, low productivity, causes organization corrosive elements such as organizational problems (Akıncı, 2002: 3).

role in determining the satisfaction of the work attitude taken against the employee's job is pretty much fed. If the employee's job satisfaction if this attitude does not happen that make up the employee to come to work late, to adopt the work will inevitably give reactions such as employment (Okumuş, 2011: 41).

4. MATERIALS AND METHODS

4.1. Purpose and Importance of Research

The purpose of this study, organizational commitment of the employees of Customs and Trade Directorate is to investigate the interaction of job satisfaction and demographics. Yet job satisfaction of employees in the purpose and demonstrate the relationship between organizational commitment was investigated as well as their relationship with demographic results obtained with this concept.

4.2. Universe and Sample of Research

The population of the study consisted of employees of the Customs Directorate. The sample size $n = 186$ is calculated.

4.3. Model Research

In this study, an organizational commitment of the staff working in the Directorate of Customs, job satisfaction, and has been identified as a descriptive study to investigate the interaction of demographics.

4.4. Data of the vehicle

According to the survey questionnaire as data collection technique was used. Demographic questionnaire consists of a scale of organizational commitment and job satisfaction scale. This literature review conducted surveys and have been used to implement similar work performed previously.

4.5. Statistical Analysis of Data

The data obtained in this study using SPSS (Statistical Package for the Social Sciences) were analyzed using 19.0 for Windows program. Data were analyzed using descriptive statistical methods (Number, Percentage, mean, standard deviation) was used.

5. RESULTS

Table 1: Effect of Job Satisfaction Levels of Emotional Commitment

Dependent Variable	Independent Variables	β	t	p	F	Model (p)	R ²
Emotional Loyalty	Constant	3,066	31,973	0,000	4,860	0,009	0,040
	Welded Internal Job Satisfaction	0,120	3,095	0,002			
	External Job Satisfaction	0,092	2,427	0,016			

Intrinsic job satisfaction, regression analysis was performed to determine the relationship between job satisfaction with outsourced emotional commitment was statistically significant ($F = 4.860$, $p = 0.009 < 0.05$). As a marker of endogenous levels of job satisfaction and emotional

commitment, job satisfaction and the relationship with external variables (explanatory power) it was found to be weak ($R^2 = 0.040$). intrinsic job satisfaction level of customs employees increases the level of emotional commitment. ($\beta = 0.120$). outsourced job satisfaction level of customs employees increases the level of emotional commitment ($\beta = 0.092$).

6. CONCLUSION

Finally, the level of job satisfaction was investigated whether there is an effect on organizational commitment levels. The result of intrinsic job satisfaction and job satisfaction of outsourced a significant association was found statistically significant emotional commitment and normative commitment, but commitment to continue with this study there was no significant statistical difference. Intrinsic job satisfaction and the satisfaction of the outsourced work is directly proportional to the emotional commitment and normative commitment and were found to be in a positive relationship.

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