



Job Satisfaction among Turkish Business Aviation Technicians

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Extensive Summary

1. Introduction

Aviation activities include many risks due to their nature, thus an effective safety management is essential for the elimination of these risks. Safety management aims to understand the root causes of the accidents and eliminate them. A big majority of the accidents are related to human factors, rather than mechanical or technological. The most applicable models in safety management are Reason and SHELL models, which put the human factors at the center (ICAO, 2009). According to these models, the interactions between liveware, management, software and hardware are crucially important and these interactions are affected by workers' behaviors and attitudes. Job satisfaction is the attitude of a worker to his/her job and affects the performance (Altaş & Çekmecelioğlu, 2007, p. 47-57). This study reports an investigation of job satisfaction among business aviation technicians.

2. Methodology

a. Measurement Instrument

A demographic information form was used to collect demographical data and Job Satisfaction Survey (JSS) developed by Spector (1985) was selected as measurement instrument. Yelboğa's Turkish translation of JSS (2009) was used with modifications. The expressions in the scale were based on the five point Likert scale.

b. Sampling

The study surveyed 44 business aviation technicians which represents approximately 40% of the total number in the Turkish business aviation sector. Simple random sampling was used. Table 1 shows the demographics of the sample:

Table 1: Sample Demographics

	Freq.	Percent		Freq.	Percent
Age			Origin (Detailed)		
27-35	7	15,91%	Civil (University)	17	38,64%
36-44	13	29,55%	Civil (TAA)	6	13,64%
45-53	16	36,36%	Military (Air Force)	4	9,09%
54-62	7	15,91%	Military (Army)	10	22,73%
63+	1	2,27%	Civil (Other)	6	13,64%
			Military (Gendarme)	1	2,27%
Marital Status			Position		
Single	5	11,40%	Technician	25	56,82%
Married	38	86,40%	Technical Manager	18	40,91%
Divorced	1	2,30%	Quality Manager	1	2,27%
License Cat.			Employer Type		
B1	31	70,45%	Operator	31	70,45%
B2	3	6,82%	Operator + Main.	5	11,36%
B1 & B2	9	20,45%	MRO Organization	8	18,18%
B1, B2 & C	1	2,27%			
Origin					
Civilian	29	65,91%			
Military	15	34,09%			

3. Findings

Average job satisfaction point of the sample is equal to 3.298 out of 5 with a standard deviation of 0.42, which means that sample was generally satisfied. When sub dimensions' average points were analyzed, it was possible to understand the contributions of sub dimensions to the result. According to this descriptive analysis, "Nature of Work" is the most satisfying factor for sample while the "Operating Conditions" sub dimension is the least.

Data was also analyzed using one-way ANOVA and Student's t-test to seek differences between groups' total job satisfaction levels and level of sub dimensions of job satisfaction.

Results show that there is significant difference in total job satisfaction levels with regard to the marital status of technicians while other personal factors are not related to the total job satisfaction levels. However, several sub dimensions of job satisfaction are affected by the workers' military or civilian origin, their training background, the types of companies they work in or the category of licenses they have. No difference is found in total job satisfaction and its sub dimensions in different age and position groups. These results were summarized at the following table:

Table 2: Summary of Differences

	Age	Marital Statust	License Category	Civilian / Military Origin	Training Background	Position	Type of Organization
Pay	-	-	-	-	-	-	-
Promotion	-	-	-	-	-	-	-
Supervision	-	-	-	-	-	-	-
Fringe Benefits	-	+	-	-	-	-	-
Contingent rewards	-	+	-	-	-	-	-
Operating conditions	-	-	+	-	-	-	-
Coworkers	-	-	-	-	-	-	-
Nature of work	-	+	-	+	+	-	-
Communication	-	+	-	-	-	-	+
Total Job Satisfaction		+	-	-	-	-	-

4. Discussion

There are two limitations of this study. One of them is the small size of the sample, due to limited size of Turkish business aviation sector, the population of universe was about 120 and 44 of them who were selected with simple random sampling, participated in the study. The other is the male dominance in the sample, due to the male dominance in the sector itself.

On the other hand, this study is the first job satisfaction investigation which is dedicated to aircraft technicians, especially in a specific field of aviation such as business aviation. Results are parallel to the general perception of aviation sector in Turkey, which is thought as a satisfying sector for its employees.

Results show that there is significant difference in total job satisfaction levels with regard to marital status. This result may be found interesting when other studies in different sectors show that marital status does not influence total job satisfaction in academics, polices and nurses (Bilge 2007, Aksu 2012, Çetin & Dursun 2011). Moreover, job satisfaction is expected to increase with age as many empirical studies showed before (Spector 2007, Yavuz & Karadeniz 2009), however no difference is found in age and position groups in this study. These results may be a result of standardized personnel policy of business aviation sector due to regulations, low power distance and high salary opportunities independent from experience.