

## Investigating the Relationship Between Psychosocial Factors with Productivity of a Food Distribution Industry Employees

Davood Afshari<sup>1</sup>, Payam Amini<sup>2</sup>, Behnoosh Jafari<sup>3\*</sup>, Ghasem Akbari<sup>3</sup>

1. Associate Professor, Department of Occupational Health Engineering, School of Health, Ahvaz Jundishapur University of Medical Sciences, Ahvaz, Iran
2. Assistant Professor, Department of Biostatistics and Epidemiology, School of Health, Ahvaz Jundishapur University of Medical Sciences, Ahvaz, Iran
3. MSc Student, Department of Occupational Health Engineering, School of Health, Ahvaz Jundishapur University of Medical Sciences, Ahvaz, Iran

### Article Info

Received: 2020/12/25;  
Accepted: 2021/05/06;  
ePublished: 2021/05/18

 [10.30699/jergon.9.1.75](https://doi.org/10.30699/jergon.9.1.75)

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### Corresponding Author

**Behnoosh Jafari**

MSc Student, Department of Occupational Health Engineering, School of Health, Ahvaz Jundishapur University of Medical Sciences, Ahvaz, Iran

### Email:

[Behnoosh.jafari@yahoo.com](mailto:Behnoosh.jafari@yahoo.com)

### ABSTRACT

**Background and Objectives:** Psychosocial factors are among the factors affecting employee productivity. Since few studies have been done in this field, this study was conducted to investigate the relationship between psychosocial factors regarding productivity.

**Methods:** This cross-sectional and descriptive-analytical study was conducted in 2020 among 105 employees of a food distribution company in Ahvaz. Data collection tools included demographic information questionnaire, Copenhagen Psychosocial Factors Questionnaire (COPSOQ) and Goldsmith Hershey Productivity Questionnaire. Independent t-test, one-way analysis of variance and Pearson correlation coefficient were used to investigate the relationship between variables.

**Results:** The results showed that there was no significant relationship between any of the demographic variables with the score of psychosocial factors and productivity ( $P>0.05$ ). Psychosocial factor 2 has a negative and significant relationship with the average score of productivity, ability, role clarity, organizational support, motivation, feedback and credibility. And psychosocial factor 4 has a negative and significant relationship with motivation. The mean score of psychosocial factors, factor 1 and 3 showed a positive and significant relationship with the mean score of productivity, ability, role clarity, organizational support, motivation, feedback and credibility.

**Conclusion:** Considering the role of psychosocial factors on employees' productivity, it is necessary to consider organizational interventions in order to control effective psychosocial factors. More attention to psychosocial factors in the workplace can play an effective role in the efficiency and productivity of employees and the organization.

**Keywords:** Psychosocial factors, Copenhagen psychosocial questionnaire, Productivity, Food Distribution Industry Staff



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### How to Cite This Article:

Jafari B, Afshari D, Amini P, Akbari G. Investigating the Relationship between Psychosocial Factors with Productivity of a Food Distribution Industry Employees. Iran J Ergon. 2021; 9 (1) :75-86

## Extended Abstract

### Introduction

Nowadays, psychosocial factors in the workplace, are considered as important and emerging occupational hazards in the field of ergonomics and occupational health. The results of research in various occupations indicate that undesirable psychosocial factors are increasing in the workplace [1]. According to the World Health Organization, by 2020, complications related to work-related stress were the second leading cause of disability for staff [2]; therefore, identifying, evaluating and managing these factors as a priority seems necessary. Since few studies have been done in this field, this study was conducted to investigate the relationship between psychosocial factors regarding productivity.

### Methods

This cross-sectional and descriptive-analytical study was conducted in 2020 among 105 employees of a food distribution company in Ahvaz. Data collection tools included demographic information questionnaire, Copenhagen Psychosocial Factors Questionnaire (COPSOQ) and Goldsmith Hershey Productivity Questionnaire.

The validity and reliability of this questionnaire were examined by Ardestani *et al.* Cronbach's alpha value was calculated to be 0.863, which is acceptable for this questionnaire (17). After distributing the questionnaires among the individuals, the objectives of the project were explained to them and they were given enough time to carefully read the questionnaire and complete it with personal consent. Finally, the questionnaire was collected and statistically analyzed. Statistical analysis of the data was performed using SPSS software version 22 (SPSS Inc., Chicago, Ill., USA). Using one-way analysis of variance, independent t-test and Pearson correlation coefficient, the relationship between different factors was investigated. In this study, a significance level of 5% was considered.

### Results

The results showed that there was no significant relationship between any of the demographic variables with the score of psychosocial factors and productivity ( $P>0.05$ ). Psychosocial factor 2 has a negative and significant relationship with the average score of productivity, ability, role clarity, organizational support, motivation, feedback and credibility. And psychosocial factor 4 has a negative and significant relationship with motivation. The mean score of psychosocial factors, factor 1 and 3 showed a positive and significant relationship with the mean score of productivity, ability, role clarity, organizational support, motivation, feedback and credibility.

### Discussion

The present study was the first study to investigate the relationship between psychosocial factors in the workplace on employee productivity of one of the food distribution industries in Iran and using the Copenhagen Psychosocial Questionnaire (COPSOQ) and Hersi Goldsmith Productivity Questionnaire to assess the factors, respectively. Psychosocial and workplace productivity were performed.

The findings of the present study showed that psychosocial factor 2 (job burnout, stress, work-family conflict and emotional demands) had a negative and significant relationship with the mean score of productivity, ability, role clarity, organizational support, motivation, feedback and credibility. And psychosocial factor N. 4 (offensive behavior) has a negative and significant relationship with motivation. In other words, with increasing burnout, stress, work-family conflict, and emotional demands, productivity, ability, role clarity, organizational support, motivation, feedback and credibility decrease. Also, with the increase of abusive behaviors, the person's motivation will decrease significantly.

Average score of psychosocial factors, psychosocial factor 1 (leadership quality, social support from supervisors, reward, dignity and respect, trust, predictability of work) and psychosocial factor 3

(meaningful work, commitment to work, impact on work, role clarity and transparency) showed a positive and significant relationship with the mean productivity score, ability, role clarity, organizational support, motivation, feedback and credibility. The findings of the present study are consistent with the results of Hinojosa-Alcalde *et al.* [18].

The mean scores of psychosocial factors and productivity in the study population in the present study were 3.250 and 3.7304, respectively. In the study of Khaneshenas *et al.* [19], which examined the relationship between psychosocial stressors of work and job performance among bank employees, the average score of job stress among employees was 2.75 and the average score of job performance was 2.63 which were not in line with the results of the present study, which may be due to the differences in the study population and environmental, administrative and industrial conditions.

According to the principles of macro-ergonomics, one of the principles that should be considered in business design is to meet the principle of meeting social needs in the job [20]. Failure to do so can cause job stress and health problems for employees, which can ultimately have a detrimental effect on the productivity and efficiency of the organization. The results of the present study are fully consistent with this principle; as a result, more attention should be paid to this principle in order to improve the conditions of psychosocial factors in the workplace and increase the level of employee productivity. As the findings show, psychosocial factors are more effective than demographic factors in improving productivity. In the study of Okazaki *et al.* [21] as in the present study, it was shown that there is no significant relationship between demographic variables with the score of psychosocial factors and productivity.

As mentioned, psychosocial factors in the workplace are among the most important factors affecting employee productivity that are directly related to productivity. In their study, Dollard *et al.* [22] showed that psychosocial factors are effective in improving employee productivity and health. Maqsoom *et al.* [23] also showed in their study that psychosocial factors affect the productivity and health of construction workers. Ibrahim *et al.* also conducted a study on the relationship between psychosocial factors and health care productivity in 2019, which showed that psychosocial factors affect more than 50% of health care productivity [24]. Cho *et al.* [25] showed in their study that psychosocial factors in the workplace can negatively affect productivity and mental and physical health of individuals. Haider *et al.* [26] found a positive and significant relationship between psychosocial factors and productivity. The results of these studies are consistent with the results of the present study. To increase the validity of the results, we can refer to the results of studies by Chang *et al.* [27] and Husain *et al.* [28].

## Conclusion

Considering the role of psychosocial factors on employees' productivity, it is necessary to consider organizational interventions in order to control effective psychosocial factors. More attention to psychosocial factors in the workplace can play an effective role in the efficiency and productivity of employees and the organization.

## Acknowledgement

This article is based on a research project approved by the Faculty of Health of Ahvaz University of Medical Sciences with the number 99 s67. We would like to thank all the employees of the food distribution company in question, who sincerely helped us in this research.

## Conflict of Interest

The authors declared no conflict of interest.