
The impact of Social Relations on Job Satisfaction for the case of Kosovo

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Job Satisfaction plays a crucial role in the daily life and in the well-being of individuals. Thus, the aim of this paper is to investigate the job satisfaction in small and medium enterprises in Kosovo and to assess the impact of social relations on this variable. In order to conduct this analysis, a database from 308 questionnaires was built and the ordered probit regression was implemented. These questionnaires were conducted with employees of small and medium enterprises, in the main regions of Kosovo. The questions were related with family characteristics, job characteristics while the focus was on social relations, such as meeting with family member, relatives, colleagues and lovers.

From the regression is suggested that people that meet their friends, independent weather it is once a month, once a week or every day, makes them more satisfied with their job. Also, meeting the lovers once a month effects job satisfaction. On the other hand, visiting family members or colleagues does not affect job satisfaction.

Keywords: job satisfaction, employees, social relations, ordered probit, Kosovo

Introduction

The objective of this paper is to investigate the job satisfaction in small and medium enterprises in Kosovo with special focus on social relations. Even though this topic has been examined in many disciplines and in many states, for the case of Kosovo this topic has been rarely analyzed while on the other side this issue is very important because it impacts the everyday life of both employees and organizations. According to many studies, the employees tend to be more productive and more committed to their employers when they are satisfied with their workplace. Then, this job satisfaction has a positive impact on their individual well-being and job quality (Diaz-Serrano and Cabral Vieira, 2005). For the case of Kosovo, it is expected that the level of job satisfaction to be low considering that the level of unemployment and poverty are the highest in Europe and wider.

There have been many studies that investigate job satisfaction deriving from job characteristics, however, the impact of social relations on job satisfaction is a recent subject of study while for the case of Kosovo, they are totally missing. The social interactions and their influence on individual behavior, is a topic that now is being investigated in many countries and is the first time that is being conducted for the case of Kosovo.

According to the Society for Human Resource Management (2016), the respectful treatment of all the employees is considered to be the top contributor to the overall job satisfaction. Their research suggest that 67 % of the employees consider this factor as the most important in job satisfaction followed by pay, overall benefits, job security, trust between employees and senior management, relationship with immediate supervision, communication between employees and senior management, among others. Also other studies consider the social relations, in addition to classical contributors such as pay and other benefits, to be an important contributor to the overall job satisfaction.

As social relations are essential for the level of job satisfaction, thus, the main objective of this paper is to investigate through econometric analysis the job satisfaction and the impact of job characteristics and social relations to the overall job satisfaction. In order to conduct this analysis, primary data were collected through surveys with employees of small and medium enterprises in the main regions of Kosovo and an ordered probit model was implemented. The paper is organized as follows: section 2

presents the literature review, section 3 describes the data and provide some main statistics, section 4 presents the econometric model followed by section 5 that interprets the results of the econometric regression and from section 6 that concludes the paper.

Literature Review

In the recent literature, the interest for the analysis of the effect of different variables on job satisfaction has been growing among many authors. As the literature does not provide a clear cut theoretical background as which variables affects more and positively job satisfaction, than it is in the hand of empirical investigation to provide us with such information. Due to this ambiguity in the theoretical background, many empirical studies have been conducted.

Firstly, Locke (1976) writes that job satisfaction is a subjective assessment of an individual for various fields of his/her job whose analysis may provide a number of insights into certain aspects of the labour market. Clark (1996) adds that the decision of a worker to participate in a labour force, more specifically how long to stay in this labour force and how much afford to give from his or her self, depend highly from job satisfaction, meaning that if people are more satisfied with their job may decide to stay longer in the labour force and to provide higher afford in their job.

Clark (1996, 1997) suggests that relations with colleagues and relations with management are significantly correlated with job satisfaction. The same relations are shown also by the work of Souza-Poza and Sousa-Poza (2000). The work of Morgeson and Humphrey (2006) suggest that work environment can effect job satisfaction but in their research was found that social factors were even more important to job satisfaction. One of the studies that deals exclusively with the effect of social relations on job satisfaction is the work of Fiorillo and Napo (2011). According to their research it is suggested that the job satisfaction of the employees is significantly and positively affected by volunteering and meetings with friends, while the religious participation plays biggest role on job satisfaction.

For the case of Kosovo there is a study which does not exclusively dealt with job satisfaction but which considers it in some aspects. According to Bytyqi et al (2010), who have examined the employees' level of work

stress, job satisfaction and organizational commitment in Post and Telecom of Kosovo (PTK) and Prishtina International Airport (PIA), suggest that employees of these two publicly owned organizations in Kosovo are very satisfied and committed but these companies should do more to manage their work stress. The work stress of their workforce is high especially when dealing with uncertain cases and when dealing with issues that are outside ones control, and as such these enterprises should provide assistance programs to help their employees deal with work stress.

While many paper deal with the definition of job satisfaction and its determinant, the very recent literature lies with particular emphasis on social relations. More specifically, do interactions with friends, family, lovers and colleagues influence job satisfaction?

Descriptive Statistics

For the purpose of this research, 308 surveys with employees were conducted. As these data are not provided from the Kosovo Agency of Statistics, it was needed to collect data by ourselves. The surveys were conducted with employees of different small and medium enterprises in the main regions of Kosovo, namely in: Prishtina, Prizren, Mitrovica, Gjilan, Gjakove, Peje, and Ferizaj. In order to analyze the job satisfaction and its determinates, this variable was used in the model as a dependent variable. In order to collect data for this variable, the question "How satisfied are you with your job that you are doing?" was asked. The response for this question had 4 alternatives: "Very Much Satisfies", "Satisfied", "Not Very Much Satisfied", "Not Satisfied at All". These alternatives were codes with numbers from 1 to 4, "Not Satisfied at All" was coded with 1 while the alternative "Very Satisfied" was coded with 4.

The table below provides cross-tabulation for the job satisfaction variable which suggests that most of the people, more than half of the respondents, were satisfied with their current job. Respondents that are very much satisfied with the job account for 30.8 % of the respondents while the respondents that are not very much satisfied and that are not satisfied at all with their job account for 16.63 %. From this table it can be said that people interviewed for the purpose of this paper are satisfied with their current job.

Table 1: Descriptive statistics of the “Job Satisfaction” variable

Level	Frequency (Number of Individuals)	Percent
4. Very much satisfied	94	30.82
3. Satisfied	160	52.46
2. Not very much satisfied	43	14.1
1. Not satisfied at all	8	2.62
Total	305	100

Source: Author’s own calculation

While Job Satisfaction is the dependent variable, the independent variable (control variables) in our regression model that are used in order to assess the Job Satisfaction in small and medium enterprises in Kosovo are variables that are associated with the main characteristics of the employees, job characteristics while the focus is on the social relations. These variables include: age, gender, marital status, household size, presence and age of children, educational level, professional status and activity sector, hours worked, total work experience, experience with the current employer, possession of work contract, contract duration, health security, health status, reading newspapers, homeownership, union, use of a bus/car/foot to go to work, meeting with friends, meeting with family member, with lovers and colleagues, out of work activities, volunteer activities, political and religious activities, relationship with boss and colleagues, reports with customers, the skills of management, stress in the work, among others. These variables are used as control variables in the empirical investigation. In addition, the natural logarithm of the household income is employed as control variable. All the variables are described in detail in Table 2. The correlation matrix between job satisfaction and social relational variables is reported in Table 3.

Through the ordered probit model, these variables will be regressed on job satisfaction. For the purpose of this paper, the focus was on the social relations such as the meeting with friends, family, lovers and colleagues to see if they positively affect job satisfaction. The table below presents the weight summary of all the variables of the model while the results from the regression will be explained in the next section.

4. Econometric Modeling

The econometric model used to assess the job satisfaction as presented by the work of Blanchflower and Oswald (2004) is:

$$\dots\dots\dots(1)$$

where JS stands for job satisfaction and which measures the well-being of an employee i at time t ; S is the vector of variables related to social relations, Y is the household income per year, Z stands for other variables that are assumed to have an effect of job satisfaction, the variables in the table 2 while the ϵ stands for the stochastic component (random error).

As the variable JS is observed as an ordinal variable that can take the values from 1 to 4, then the equation 1 makes it appropriate for investigation as an ordered probit model:

$$\dots (2)$$

where J takes a value from 1 to 4, is defined as $JS = J-1$ when and Φ is the cumulative normal distribution.

In order to conduct this econometric model through the ordered probit regression, a database from 308 surveys will be used. From the table of Descriptive Statistics are provided the number of observations, the means and the standard deviation for each variable. Our main variable of interest, also the dependent variable, is job satisfaction. From 308 employees interviewed, 305 employees replied to the question: "How satisfied are you with your job?" Most of the people said that they are satisfied with their job as the average of the replies is 3.11.

The descriptive statistics for the control variables are found in the table below.

Table 2: Descriptive statistics

Variable	Observation	Mean	Standard Deviation
Job Satisfaction	305	3.11	0.74
Meeting with Friends	305	1.82	0.99
Meeting with Family	305	2.11	0.84
Meeting with Lovers	295	1.89	1.03
Meeting with Colleagues	303	1.37	1.21
Volunteering	298	0.26	0.44
Out of Work Activity	296	0.33	0.47
Religious activity	301	0.40	0.49
Political activity	301	0.15	0.36
Relations with Boss	291	2.36	0.67
Relations with Colleagues	296	2.68	0.55
Relations with Customers	291	2.69	0.50
Skills of Management team	286	0.86	0.350
Stressful environment	303	0.44	0.50
Works finish on Time	301	0.88	0.32
General work Conditions	301	0.93	0.25
Male	308	0.59	0.49
Single, with partner	308	0.13	0.33
Married	308	0.65	0.48
Divorced	308	0.04	0.19
Widowed	308	0.05	0.22
Age 31-40	308	0.36	0.48
Age 41-50	308	0.22	0.42
Age 51-60	308	0.18	0.39
Age >60	308	0.04	0.19
High School	308	0.37	0.48
High Professional School	308	0.11	0.32
University	308	0.41	0.49
Master/PhD	308	0.07	0.26
Household size	307	4.99	1.89
Children 6-12 years old	308	0.24	0.43

Children 13-17 years old	308	0.13	0.33
Children >18 years old	308	0.22	0.41
Working Hours < 16 hours pw	308	0.03	0.16
Working Hours 17-30 hours pw	308	0.07	0.26
Working Hours 31-40 hours pw	308	0.50	0.50
Wage (ln)	295	6.11	0.49
Bad Health	308	0.02	0.13
Good Health	308	0.47	0.50
Newspapers	308	0.54	0.50
Homeowner	308	0.51	0.50
Unions	308	0.15	0.35
Bus	308	0.22	0.42
Car	308	0.45	0.50
Public Administration	308	0.24	0.43
Education	308	0.11	0.31
Agriculture	308	0.04	0.19
Banks and Finances	308	0.06	0.23
Entrepreneurship	308	0.24	0.43
Construction	308	0.02	0.15
Transport	308	0.04	0.19
Trade	308	0.18	0.38
Public	308	0.39	0.49
Self Employed	308	0.11	0.31
Director	308	0.02	0.15
Manager	308	0.09	0.29
Middle Manager	308	0.12	0.32
Worker	308	0.56	0.50
Professional	308	0.08	0.27

Source: Author's own calculations

From the Correlation Matrix, it can be easily observed how much the Job Satisfaction is significantly and positively related with the control variables that are of special interest in this paper. Until now it was highly discussing the relation of Job Satisfaction with indicators of Social Relations such as: Meeting with Friends, Visiting Family, Meeting with Lovers and Meeting with Colleagues.

Table 3: Correlation matrix of Job satisfaction with the variables of social relations

	Job Sat.	Meeting Friends	Visiting Family	Meeting Lovers	Meeting Colle.	Out Work Act.	Rel. Act.	Pol. Act.	Rel. Boss	Rel. Coll.	Rep. Cus.
Job Satisfaction	1										
Meeting Friends	0.23 ***	1									
Visiting Family	0.25 ***	0.07	1								
Meeting Lovers	0.18 ***	0.43 ***	0.12	1							
Meeting Colleagues	0.23 ***	0.45 ***	0.25 ***	0.35 ***	1						
Out of Work Activities	0.26 ***	0.18 ***	0.17 ***	0.17 ***	0.35 ***	1					
Volunteering	0.07	0.06	0.14	0.12	0.31 ***	0.27 ***					
Religious Activities	0.07	0.04	0.03	0.04	0.25 ***	0.08	1				
Political Activities	0.05	0.17 ***	-0.01	0.16 **	0.14	0.06	0.06	1			

Relations with Boss	0.45 ***	0.28 ***	0.16 ***	0.18 ***	0.19 ***	0.17 ***	0.09	0.01	1		
Relations with Colleagues	0.24 ***	0.17 ***	0.21 ***	0.18 ***	0.29 ***	0.21 ***	0.13	0.11	0.4*	1	
Reports with Customers	0.19 ***	-0.01	0.09	0.1	0.11	0.18 ***	-0.04	0.14	0.26*	0.4431*	1

Note: Asterisk *** denotes that the coefficient is statistically significant at the 1 % level.

Source: Author's own calculation

From the Correlation Matrix is suggested that our dependent variable, job satisfaction, is significantly and positively correlated with all the indicators of social relations: meeting with friends, visiting family, meeting with lovers and also with meeting with colleagues. This variable is also related positively and significantly with out of work activities, relations with boss, relations with colleagues and also with reports with customers. Also the variables are significantly related with each other. The detailed information can be observed from the table above.

Econometric results

In this section of the paper, are presented the results of the ordered probit regression from the data collected through 308 questionnaires. The Job Satisfaction variable was regressed on many other control variables as presented in table 2, while the table 4 suggests which variables effect more the job satisfaction and in which direction. In Table 5 are presented the results of the marginal effect of the ordered probit model and which reports the probability of change in the dependent variable of being very dissatisfied, not very much satisfied, satisfied, and very much satisfied with one's job.

Table 4: Ordered probit estimates for Job Satisfaction

Job Satisfaction	Coefficient		Std. Err.
Male	0.155		0.216
Single Partner	-0.816	**	0.351
Married	-0.410		0.327
Divorced	-0.239		0.516
Widowed	-1.010	*	0.518
Age 31_40	0.590	**	0.279
Age 41_50	0.509		0.349
Age 51_60	0.207		0.402
Age over 60	1.110	*	0.605
High School	-0.941	*	0.536
High Professional School	-0.842		0.597
University	-0.957	*	0.556
Master/ PhD	-0.692		0.651
Children ₆ 12	0.209		0.253
Children ₁₃ 17	0.441		0.314
Children _{Over} 18	-0.276		0.265
Public Administration/ Government	-0.247		0.497
Education	0.818		0.569
Agriculture	0.090		0.603
Banks/ Finances	-0.316		0.479
Entrepreneurship	-0.189		0.365
Construction	0.630		0.768
Transport	-0.466		0.563
Trade	-0.404		0.414
Public	-0.065		0.492
Self Employed	-0.295		0.995
Director	-0.291		1.016
Manager	-0.796		0.951
Middle Manager	-0.543		0.925
Worker	-0.872		0.896
Professional	-1.061		0.965

WorkingHours31_40	0.406	**	0.224
WorkingHours17_30	-2.234	***	0.682
WorkingHoursLess16	0.127		0.221
Working Overtime	0.624	**	0.279
Ln Wage	0.945	**	0.400
Working with Contract	-0.203		0.258
ContractDuration1_3years	0.022		0.296
ContractDuration6_12months	1.434	**	0.595
Health Security	0.396		0.241
Good Health	-0.094		0.204
Bad Health	0.232		0.769
Newspapers	-0.224		0.209
Unions	0.066		0.278
Homeowner	-0.017		0.240
Bus	-0.048		0.241
Car	-0.001		0.232
Meeting Friends Once Month	0.998	***	0.347
Meeting Friends Once a Week	0.850	**	0.371
Meeting Friends Every Day	0.736	*	0.404
Visiting Family Once a Month	0.150		0.443
Visiting Family Once a Week	0.709		0.444
Visiting Family Every Day	0.650		0.437
Meeting Lovers Once a Month	-0.672	**	0.329
Meeting Lovers Once a Week	-0.128		0.314
Meeting Lovers Every Day	-0.340		0.317
Meeting Colleagues Once a Month	0.201		0.258
Meeting Colleagues Once a Week	0.219		0.291
Meeting Colleagues Every Day	0.319		0.298
Out of Work Activities	0.068		0.223
Volunteering	-0.237		0.253
Religious Activities	0.319	**	0.198
Political Activities	-0.087		0.271
Not Very Good Relations with Boss	-0.762		0.670
Good Relations with Boss	-0.222		0.582

Very Good Relations with Boss	0.254		0.578
Not Very Good Relations with Colleagues	-0.618		0.965
Good Relations with Colleagues	-0.420		0.875
Very Good Relations with Colleagues	-0.311		0.856
Not Very Good Reports with Customers	-1.942	**	0.935
Good Report with Customers	-1.548	**	0.708
Very Good Reports with Customers	-1.661	**	0.656
Good Skills	0.558	**	0.266
Stressful Environment	-0.810	***	0.205
Finish Works on Time	0.182		0.257
Good Work Conditions	0.338		0.362

Note: Asterisk *** denotes that the coefficient is statistically significant at the 1 % level.

From the table above, it is suggested that single partners are for 15.8 % less satisfies than people with no partners, also widowed people are a little less satisfied than single partners compared to people with no partner. While being married or divorced does not impact the job satisfaction.

Regarding the variable of age, employees between 31 and 40 years old are more satisfied with their job compared to people below 30 years old show. This age group is associated with 16.6 percent probability of showing oneself very satisfied with one's job. Also people over 60 year old show 39.9 percent probability of showing oneself very satisfied with one's job compared to people below 30 years old, however, it is at lower significance level.

In addition, education plays role in job satisfaction and in this regard, the employees with high school and with university are less satisfied with their job compared to employees with no education and this is accompanied with 22.1 percent and 23.0 percent higher probability of showing oneself very satisfied with one's job. Family size does not impact job satisfaction, according to the result of this regression and neither does the sector of employment. Working in the public sector or in the private sector does not affect job satisfaction and neither does the position of the employee in his/her institution effect the job satisfaction. Regarding the working hours, people that work less than 16 hours per week are less

satisfied while people who work 31 to 40 hours per week is associated with 10.6 percent probability of declaring oneself very satisfied with one's job. On the other side, having a better wage and having a working contract is associated with 17.3 percent and 51.4 percent higher probability of displaying oneself very satisfied with one's job, respectively.

Regarding the variables which are the focus of this study, from the regression is suggested that people that meet their friends, independent weather it is once a month, once a week or every day, makes them more satisfied with their job. This is associated with 30.5 percent, 25.4 percent and 21.7 percent higher probability of displaying oneself very satisfied with one's job, respectively. On the other hand, meeting the lovers once a month effects negatively job satisfaction, 14.8 percent, while visiting family and meetings with the colleagues does not affect job satisfaction.

As in the study of Fiorillo and Napo (2011) that was suggested that religious activities impact job satisfaction, also in this study it is suggested the same relation. This variable is associated with 8.7 higher probability of displaying oneself very satisfied with one's job. While the other variables are not significant, there are many variables that effects significantly and negatively the job satisfaction and these variables are: not very good reports with customers, good report with customers, very good reports with customers and stressful environment. These variables are associated with 18.8 percent, 28.8 percent, 51.3 percent and 20.3 percent higher probability of displaying oneself very satisfied with one's job, respectively. While the good skills of the management affects significantly and positively job satisfaction with 12.4 higher probability of displaying oneself very satisfied with one's job.

Table 5: Marginal effect of ordered probit model

Variable	Not Satisfied at All	Not Very Much Satisfied	Satisfied	Very Much Satisfied
Male	0.000	-0.018	-0.022	0.040
Single Partner	0.002	0.147	0.009	-0.158
Married	0.000	0.043	0.071	-0.114
Divorced	0.000	0.033	0.024	-0.057

Widowed	0.004	0.214	-0.053	-0.165
Age 31_40	0.000	-0.061	-0.105	0.166
Age 41_50	0.000	-0.048	-0.102	0.150
Age 51_60	0.000	-0.022	-0.036	0.058
Age over 60	0.000	-0.058	-0.334	0.393
High School	0.001	0.136	0.084	-0.221
High Professional School	0.002	0.154	0.004	-0.160
University	0.001	0.133	0.096	-0.230
Master/ PhD	0.001	0.123	0.011	-0.135
Children612	0.000	-0.022	-0.035	0.058
Children1317	0.000	-0.040	-0.093	0.133
ChildrenOver18	0.000	0.036	0.031	-0.068
Public Administration/ Government	0.000	0.032	0.029	-0.061
Education	0.000	-0.059	-0.209	0.269
Agriculture	0.000	-0.010	-0.015	0.025
Banks/ Finances	0.000	0.045	0.027	-0.073
Entrepreneurship	0.000	0.024	0.024	-0.048
Construction	0.000	-0.045	-0.162	0.207
Transport	0.001	0.074	0.024	-0.099
Trade	0.000	0.057	0.036	-0.094
Public	0.000	0.008	0.009	-0.017
Self Employed	0.000	0.041	0.028	-0.070
Director	0.000	0.042	0.025	-0.067
Manager	0.002	0.146	0.004	-0.151
Middle Manager	0.001	0.085	0.031	-0.117
Worker	0.001	0.097	0.143	-0.240
Professional	0.004	0.226	-0.058	-0.172
WorkingHours31_40	0.000	-0.048	-0.058	0.106
WorkingHours17_30	0.075	0.602	-0.482	-0.195
WorkingHoursLess16	0.000	-0.015	-0.018	0.033
Working Overtime	0.000	-0.072	-0.092	0.165
Ln Wage	-0.003	-0.180	0.009	0.173
Working with Contract	0.000	0.025	0.026	-0.051
ContractDuration1_3years	0.000	-0.002	-0.003	0.006

ContractDuration6_12months	0.000	-0.062	-0.452	0.514
Health Security	0.000	-0.039	-0.074	0.114
Good Health	0.000	0.011	0.014	-0.025
Bad Health	0.000	-0.022	-0.045	0.067
Newspapers	0.000	0.026	0.034	-0.060
Unions	0.000	-0.007	-0.010	0.018
Homeowner	0.000	0.002	0.002	-0.004
Bus	0.000	0.006	0.007	-0.012
Car	0.000	0.000	0.000	0.000
Meeting Friends Once Month	0.000	-0.088	-0.216	0.305
Meeting Friends Once a Week	0.000	-0.079	-0.175	0.254
Meeting Friends Every Day	0.000	-0.070	-0.146	0.217
Visiting Family Once a Month	0.000	-0.016	-0.025	0.041
Visiting Family Once a Week	0.000	-0.077	-0.118	0.196
Visiting Family Every Day	0.000	-0.067	-0.116	0.184
Meeting Lovers Once a Month	0.001	0.103	0.043	-0.148
Meeting Lovers Once a Week	0.000	0.016	0.017	-0.033
Meeting Lovers Every Day	0.000	0.043	0.042	-0.085
Meeting Colleagues Once a Month	0.000	-0.021	-0.034	0.056
Meeting Colleagues Once a Week	0.000	-0.023	-0.039	0.061
Meeting Colleagues Every Day	0.000	-0.033	-0.056	0.090
Out of Work Activities	0.000	-0.008	-0.010	0.018
Volunteering	0.000	0.030	0.029	-0.059
Religious Activities	0.000	-0.035	-0.051	0.087
Political Activities	0.000	0.011	0.012	-0.022
Not Very Good Relations with Boss	0.002	0.142	-0.001	-0.142
Good Relations with Boss	0.000	0.026	0.032	-0.058
Very Good Relations with Boss	0.000	-0.029	-0.039	0.068
Not Very Good Relations with Colleagues	0.001	0.108	0.011	-0.121

Good Relations with Colleagues	0.000	0.058	0.042	-0.100
Very Good Relations with Colleagues	0.000	0.033	0.054	-0.087
Not Very Good Reports with Customers	0.044	0.535	-0.390	-0.188
Good Report with Customers	0.007	0.305	-0.026	-0.286
Very Good Reports with Customers	0.001	0.144	0.368	-0.513
Good Skills	-0.001	-0.084	-0.039	0.124
Stressful Environment	0.001	0.105	0.098	-0.203
Finish Works on Time	0.000	-0.023	-0.022	0.045
Good Work Conditions	0.000	-0.049	-0.029	0.078

Author's own calculations

Conclusion

While the studies for job satisfaction are assessed in many countries, its determinants and the effects of social relations on job satisfaction are rare while for the case of Kosovo. It is the first time to conduct such analysis. As a result, for the purpose of this research, 308 surveys with employees were conducted. As these data are not provided from the Kosovo Agency of Statistics, it was needed to collect data by ourselves. The surveys were conducted with employees of different small and medium enterprises in the main regions of Kosovo, namely in: Prishtina, Prizren, Mitrovica, Gjilan, Gjakove, Peje, and Ferizaj.

In order to analyze the job satisfaction and its determinates, the ordered probit regression was implemented where the Job Satisfaction was as the dependent variable, while as the independent variables (control variables) were variables associated with the main characteristics of the employees, job characteristics and social relations. These variables included: age, gender, marital status, household size, presence and age of children, educational level, professional status and activity sector, hours worked, total work experience, experience with the current employer, possession of work contract, contract duration, health security, health status, reading newspapers, homeownership, union, use of a bus/car/foot to go to work, meeting with friends, meeting with family member, with lovers and

colleagues, out of work activities, volunteer activities, political and religious activities, relationship with boss and colleagues, reports with customers, the skills of management, stress in the work, among others. These variables were used as control variables in the empirical investigation. In addition, the natural logarithm of the household income was employed as control variable.

For the case of Kosovo, it is expected that the level of job satisfaction to be low considering the level of unemployment and the poverty rates, however from this research is shown that most of the people, more than half of the respondents, were satisfied with their current job. Respondents that are very much satisfied with the job account for 30.8 % of the respondents while the respondents that are not very much satisfied and that are not satisfied at all with their job account for 16.63 %. It can be said that people interviewed for the purpose of this paper are satisfied with their current job.

While the variables that effect significantly and positively job satisfaction are many. For example, employees between 31 and 40 years old and over 60 year old are more satisfied with their job. Employees who work in the sector of education and also who have higher wage, working contract and also a health security, make them more satisfied.

Regarding the variables which are the focus of this study, from the regression and marginal effect analysis is suggested that people that meet their friends, independent weather it is once a month, once a week or every day, makes them more satisfied with their job. This is associated with 30.5 percent, 25.4 percent and 21.7 percent higher probability of displaying oneself very satisfied with one's job, respectively. On the other hand, meeting the lovers once a month effects negatively job satisfaction, 14.8 percent, while visiting family and meetings with the colleagues does not affect job satisfaction.

Even though, we have expected that more variables will be positively and significantly associated with job satisfaction, we believe that the limited number of observations in this analysis limit also the significance and the direction of the relation of control variables with job satisfaction.

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