

# **The Relation of Career Satisfaction with Some Variables Among Appointed Members In The Civil Defense Directorate In Jordan**

By

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## **Abstract**

The study purpose is to reveal the level of career satisfaction among Appointed Members of the Civil Defense Directorate, also to discover the difference between career satisfaction according to the following variables (gender, military rank, military service). The study sample consisted of (300) employees of the Ambulance, Rescue and Firefighting units in the Civil Defense Directorate in West Amman. They were selected in Purposive Sample to achieve the aims of the study, the researcher developed the career satisfaction scale, verified for validity and reliability. The study results showed that the level of career satisfaction came at "moderate" level. And showed that there were no statistically significant differences in the level of career satisfaction due to gender or military service. The results showed that there were statistically significant differences in the level of career satisfaction due to the rank variable and were in favor of individuals the officers.

**Keywords:** Career Satisfaction, Civil Defense Directorate.

## **1.Introduction**

The General Directorate of Civil Defense is an active part of the comprehensive national security system. It is also considered the official body qualified to protect the lives and properties of citizens from various dangers in all geographical areas, by activating, circulating and adopting instructions and measures of prevention, procedures and self-protection on the one hand, and dealing with rescue, ambulance and firefighting accidents on the one hand. other. The General Directorate of Civil Defense includes a number of specialized departments, including the Ambulance Department and the Fire and Rescue Department. The Civil Defense has also taken upon itself the creation of several teams specialized in dealing with incidents of

hazardous materials, forest fires, water and mountain rescue, as well as a search and rescue team (General Directorate of Civil Defense, 2018). Workers in the field of humanitarian and health services, including employees of the General Directorate of Civil Defense and its various units such as ambulance and firefighting, face many problems and psychological effects resulting from the nature of their work, and the risks, shocks, crises, stresses and various disasters it contains (Khorram-Manesh, et al., 2021). At the same time, such humanitarian professions require working long hours and exerting more physical and psychological effort while dealing with the beneficiaries of these professions, which is affected by the outcome of their job satisfaction as a result of the nature of their work (Wallace & Lee, 2014).

Job satisfaction is a topic of great importance in the field of professional psychology and professional guidance because it is related to the practices and performance of individuals and production in general (Zeidner, et al., 2004; Miller, 2008). Therefore, their feeling of job satisfaction has a great impact on the extent of their effectiveness in doing their work and the extent of their association with it and their affiliation with it (Al-Walidy, 2003; Patterson, et al., 1997). The individual's satisfaction with work depends on the extent to which he finds an appropriate outlet for his abilities, inclinations, personality traits and values. It also depends on his practical attitude and the way of life in which he can play the role that is in line with his growth and experience (Rabee, 2013; Sung and Choi, 2009).

The concept of job satisfaction is one of the most common psychological and professional concepts at the present time, where job satisfaction means the feelings that the individual expresses towards his work in the organization or institution (Hülsheger, et al., 2013). The more positive the difference between them, the greater his job satisfaction. Job satisfaction can be determined by knowing the individual's feelings about what the job entails, including a sense of achievement, consideration and responsibility (Kabir and Parvin, 2011). Therefore, job dissatisfaction can be observed from the employee's feelings about the work environment with its components: organization, physical work conditions, degree of stability, job security, and social status. , wages and work style (Al-Afandi, 2012).

Researchers also see that job satisfaction is a set of concerns about psychological, material and environmental conditions that jointly contribute to creating the situation that the individual is satisfied with, and make him say honestly "I am satisfied with my job" (Rezaee, et al., 2020). Satisfaction with work is a positive attitude of the individual to the work he practices (Hassan, 2016). Job satisfaction is the state in which the individual integrates with his job and work, and becomes a human being who is occupied by the job and interacts with it through his career ambition and desire for growth and progress and achieving his social goals through it. This definition neglected to refer to the factors surrounding the work itself and their impact on achieving this job satisfaction (Al-Zari, 2011), and job satisfaction has to do with the individual's feeling that the return he gets is equivalent to his effort, and what he thinks he deserves (Eichinger, 2006).

Ginzberg and his colleagues identified three different types of job satisfaction as reported by (Warr and Inceoglu, 2012): 1) internal satisfaction factors and they come from two sources: happiness that derives from work activity. And a sense of accomplishment. 2) The accompanying satisfaction factors that are related to the psychological conditions of the individual's work, such as the cleanliness of the place and the ventilation. 3) External satisfaction factors: rewards, wages, and relationships. The researchers confirm that job satisfaction is a complex concept and has different aspects, as some see that satisfying the needs of workers is one of the determinants of this satisfaction, and others give importance in this to some social aspects such as friendship ties and bonds that bind workers with each other, while

others refer to the level of This satisfaction refers to the attitude of subordinates with their superiors and the style of supervision they are subject to (Le Floch, et al., 2019).

Al-Salem (2007) mentions that Keith identified a group of important factors for job satisfaction, namely: adequacy of direct supervision, integration with colleagues, provision of goals in the organization, fairness of economic and other rewards, and health, physical and mental state. Rabee (2013) also mentions that Flippo made another list of factors affecting the satisfaction of individuals, among these factors: pay, stability at work, working conditions, appreciation of work done, fair leadership and efficiency, available opportunities, and harmony with colleagues in Work, benefits other than wages, social status, and work of importance.

Ismail and Razak (2016) pointed out a number of factors that affect job satisfaction, which is represented in the following: the work itself and its conditions, a sense of security and stability, the availability of material and moral rewards and incentives, clarity of work objectives, relations with colleagues, the democracy of work, and the type of supervision. Equal opportunities between individuals, opportunities for growth and promotion, participation in decision-making, and the social position of the job occupied by the individual, in addition to psychological factors, the most important of which is the person's conviction in his work.

### ***1.1 Study Problem and Questions:***

One of the most important reasons for addressing the problem of the current study is to try to understand the nature of humanitarian professions, including the profession of ambulance and rescue in the General Directorate of Civil Defense, and how it affects the productivity of workers in those professions, as well as their satisfaction with their work. Hence, the problem of the study is summarized in its attempt to research the issue of job satisfaction among employees of the General Directorate of Civil Defense in Jordan. As a result of the lack of studies that dealt with this subject among the category of civil defence workers, this study came to answer the following two questions:

1. What is the level of job satisfaction among the workers in the ambulance, fire and rescue units of the Directorate of Civil Defense West Amman?
2. Are there statistically significant differences at the significance level ( $\alpha = 0.05$ ) in job satisfaction due to gender, rank and military service among workers in the ambulance, fire and rescue units of the Directorate of Civil Defense West Amman?

### ***1.2 The Importance of Theoretical and Applied Study:***

This study derives its theoretical importance in that it is one of the few studies that dealt with the subject of job satisfaction among workers in the ambulance, fire and rescue units of the Civil Defense Directorate. The importance of the applied study is to provide data for policymakers and leaders about the level of job satisfaction among employees of the General Directorate of Civil Defense. This study also provides a measure of job satisfaction among employees of the General Directorate of Civil Defense, which researchers and graduate students may use in their future scientific studies.

### ***1.3 Objectives of the Study:***

1. Identifying the level of job satisfaction among workers in the ambulance, firefighting and rescue units of the Directorate of Civil Defense in West Amman.

Detection of differences in the level of job satisfaction according to the variables of gender, rank and military experience among workers in the ambulance, fire and rescue units of the Directorate of Civil Defense in West Amman.

#### ***1.4 Study limits and limitations:***

- Temporal limits: This study was conducted in the second semester of the academic year 2018/2019.
- Spatial boundaries: the geographical framework of the study within the governorate of the capital, specifically the Directorate of Civil Defense in West Amman and its affiliated centers.
- Human limits: This study was conducted on a sample of employees of the General Directorate of Civil Defense who are affiliated with the departments of ambulance, firefighting and rescue.
- Objective limits: the results of the study are determined by the extent of the seriousness and commitment of the examinees to respond on the job satisfaction scale.

#### ***1.5 Previous studies:***

The researcher reviewed previous studies related to the subject of the study, and specialized databases, and the studies that dealt with the variable of the current study were reviewed from the latest to the oldest as follows:

Al-Qaseer, (2017) conducted a study aimed at identifying the level of job satisfaction among trainers of fitness centers in Jordan and its relationship to some variables such as gender, experience, income level, and supervision style. The study sample consisted of (330) male and female trainers in Jordan, and the results of the study concluded that the level of job satisfaction among trainers of fitness centers was low and that there were statistically significant differences according to the gender variable in favors of males, and the results indicated that there were no significant differences A statistic between average job satisfaction according to the variable of experience and the type of supervision.

Moloantoa and Dorasamy (2017) also conducted a study aimed at identifying the factors that affect job satisfaction for academic workers at the National University of Lesotho (NUL) in Turkey. The study sample consisted of (156) faculty members. The results of the study showed that one of the most important factors affecting academic performance is working conditions, relationships with colleagues, access to resources, job security, recognition and advancement. The university would affect job satisfaction, dissatisfaction with incentives, allowances and lack of supplies, as well as institutional mismanagement.

Jawabreh's study (2017) examined the level of general job satisfaction and the factors responsible for it among faculty members in the private sector in UAE universities. The sample consisted of (656) faculty members. The results of the study showed that academic staff in private universities in the United Arab Emirates are highly satisfied with their jobs. It was also found that only a few factors positively affected job satisfaction, notably supervisor support, promotion, and peer support.

Al-Daeis study (2016) aimed to identify the degree of job satisfaction among faculty members at Sana'a University and its relationship to some variables, which consisted of (400) faculty members. The results of the study showed that the degree of total job satisfaction among faculty members was medium, and the results showed that there were statistically significant differences in the degree of job satisfaction according to the variables of specialization in favor of the humanities, and the scientific rank and in favor of the higher rank.

Kangina (2015) also conducted a study that aimed to assess job satisfaction and dissatisfaction among academics from Shiraz University of Medical Sciences, in Iran. The study sample consisted of (206) academics at the university. The results of the study showed

that the degree of job satisfaction for academics was moderate. The results also showed that improving salaries, correcting the promotion process and improving the management system are among the factors that need more attention from the authorities, in order to increase the level of satisfaction of faculty members.

### ***1.6 Commenting About Previous Studies***

It is clear from the presentation of previous studies, that these studies have multiplied and differed according to the different goals they sought to achieve, the different sectors they dealt with, and the different environments in which they took place. In the Al-Qusayr (2017), Jawabreh's study (2017) sought to identify the level of general job satisfaction and the factors responsible for it among faculty members in the private sector in the universities of the United Arab Emirates.

This study met with many previous studies in some of its objectives and some of them differed them. As for studies, educational matters are schools, colleges and universities. As for the environment in which these studies were carried out, it is noted that some of them are included in Arab environments, and others are in Western environments. By examining the previous studies, it becomes clear that the previous studies of the previous studies, the previous studies, the previous studies, the methodology, the previous curriculum, and the previous studies.

The current study is distinguished from the rest of the studies in that it will use the descriptive approach to study the level of job satisfaction among cadres working in civil defense. of recommendations. The researcher's areas of benefit from previous studies can be summarized by guiding to sources, references, research and studies that the researcher has not seen before, formulating the objectives of the study, building theoretical literature, forming a comprehensive conception of the subject, building and developing the study tool, and verifying honesty and consistency.

## **2. Method and Procedure**

### ***2.1 Study Methodology***

This study adopted the descriptive approach as it is the most appropriate for the objectives of this study, as this approach describes the level of job satisfaction.

### ***2.2 Study Population***

The study population consisted of all cadres working in the General Directorate of Civil Defense in the West Amman Directorate, specifically those working in the ambulance, fire and rescue units, whose number is (950) rescuers and paramedics, according to the statistics of the General Directorate of Civil Defense 2018/2019, and table (1) shows Distribution of the community according to the study variables.

**Table (1):** *Distribution of study community members according to gender, military rank and military service.*

	<b>Variable</b>	<b>Number</b>
Gender	Male	855
	Female	95
Military rank	Individuals	852
	officers	98
Military service	Less than 5 years old	112
	More than 5 years	838

### 2.3 Study sample

The study sample consisted of (300) workers in the ambulance, fire and rescue units from the Directorate of Civil Defense in West Amman, and they were selected intentionally, taking into account the factors of gender, rank, and military service, and table (2) shows the distribution of the sample according to the study variables.

**Table (2).** *Distribution of study sample members according to gender, military rank and military service.*

Variable		Number
Gender	Male	244
	Female	56
military rank	Individuals	252
	officers	48
Military service	Less than 5 years old	55
	More than 5 years	245

### 2.4 Study Tool

**Job satisfaction scale:** After reviewing the educational literature, and some previous measures related to the subject of the study (Al-Afandi, 2012; Al-Walidy, 2003), the researcher developed a scale to be used in collecting data about job satisfaction. Job satisfaction among workers in the ambulance, fire and rescue units in the Directorate of Civil Defense West Amman in Jordan, and the five-year Likert scale was adopted to estimate the level of job satisfaction included in each statement.

**Scale validity indications:** To verify the indicators of the job satisfaction measure developed in the current study, the following validity indicators were extracted:

**First: Apparent honesty:** To verify the validity of the job satisfaction scale in its initial form, it was presented to (10) arbitrators from faculty members specializing in educational psychology and psychological counseling, with the aim of judging the scale in terms of the comprehensiveness of the scale's items, the accuracy of the linguistic formulation, and the clarity of the items. The inappropriate statements were deleted or new statements were proposed, and the arbitrators' comments about the scale were taken into account, since, no statement was deleted, and the percentage of agreement between them was (80%), and modifications were made to some statements of the scale based on the comments made by the arbitrators.

**Second: Discriminatory indications:** To verify the validity of the construction of the scale, it was applied to a sample consisting of (40) paramedics and rescuers from the General Directorate of Civil Defense, from outside the study sample and within the community. It is shown in Table No. (3).

**Table (3).** *Statement correlation coefficient with the total degree of job satisfaction scale.*

Statement	Correlation the statement with the whole scale	Statement	Correlation the statement with the whole scale	Statement	Correlation the statement with the whole scale
1	0.70	10	0.55	19	0.74
2	0.31	11	0.33	20	0.71
3	0.63	12	0.84	21	0.63
4	0.84	13	0.75	22	0.67
5	0.72	14	0.79	23	0.78
6	0.61	15	0.85	24	0.83
7	0.38	16	0.67	25	0.45
8	0.69	17	0.65	26	0.77
9	0.67	18	0.58		

It is noted from the data in Table (3) that the values of the statement's correlation coefficients with the total score of the scale ranged between (0.31 - 0.85), and the acceptance criterion for the statement has been adopted that its correlation coefficient with the total score of the scale is not less than (0.30), which indicates the enjoyment of the statements have a good discriminatory significance, which indicates the sincerity of the statement construction.

**Scale stability indications:** To ensure the stability of the job satisfaction measure, the internal consistency coefficient of the scale was calculated according to the Cronbach alpha equation for internal consistency, and the retest method, as it was applied to a pilot sample consisting of (40) rescuers and paramedics from civil defense cadres, from outside the study sample. Within the community, the value of the Cronbach's alpha coefficient of the tool was (0.95), and the stability value of the scale by the re-test method was (0.91), and therefore the scale was adopted in its final form, where the scale in its final form consists of (26) items.

**Scale correction:** In order to correct the scale, a five-point Likert scale was adopted to measure the level of job satisfaction among workers in the ambulance, fire and rescue units from the Directorate of Civil Defense West Amman in Jordan. degrees), I agree with a medium degree (3 degrees), I agree with a slight degree (two degrees), I do not agree (one degree), and it reached the highest degree that the examinee could obtain (130), and the lowest degree (26), and all the items were positive except for the items (2, 7, 11) were negative, and the averages of estimating the degree of use of job satisfaction were judged as follows:

1. From (1.00-2.32) a low degree of job satisfaction.
2. From (2.33-3.65) a medium degree of job satisfaction.
3. From (3.66-5.00) a high degree of job satisfaction.

## **2.5 Study Procedures**

The study proceeded according to the following procedures: The educational literature was reviewed, the study tool developed, and the validity and reliability indications were extracted using the specified methods. Then, an important facilitation letter was obtained from the Deanship of the Faculty of Educational Sciences at the University of Jordan, directed to the General Directorate of Civil Defense, and also in order to obtain an important facilitation letter from the General Directorate of Civil Defense to apply the study tool to the study sample. Then the researcher applied the study tool to the study sample members, and the first page of the scale was devoted to clarifying and explaining how to fill in the required data for the study sample members, emphasizing that the required data should be filled accurately, and answering all the paragraphs of the scales with the clarification that all information is confidential, and will only be used for the purposes of scientific research. Then the data was entered and analyzed using SPSS software. To answer the first question, the arithmetic means and standard deviations were extracted. To answer the second question, multiple analysis of variance was used. In the end, the results of the study were extracted, and discussed and recommendations were made.

## **3.The Results**

### **3.1 First: the results related to the first question**

The totality of the scale, and table (4) shows the results:

**Table (4).** *The arithmetic averages and standard deviations of the answers of the study sample members on the items of the job satisfaction scale are arranged in descending order.*

No	Statement	Arithmetic mean	standard deviation	The Level
10	My salary is commensurate with the efforts made by me, my years of military service, and my educational qualifications	3.76	1.348	high
7	I wish I could exchange my job for another job	3.73	1.368	high
25	My workplace is close to my place of residence or my family's residence	3.68	1.346	high
8	I think my current job is the one I've always dreamed of	3.63	1.324	moderate
2	I'm bored or upset with my job	3.61	1.276	moderate
9	My work provides additional material and moral incentives	3.60	1.395	moderate
24	The Civil Defense provides me with an opportunity to develop my professional and field qualifications	3.57	1.179	moderate
26	There is an objective evaluation system for my work performance	3.52	1.340	moderate
1	My job is the source of my happiness	3.51	1.460	moderate
4	I go to work energetic and relaxed	3.45	1.293	moderate
13	My job provides the capabilities and facilities required to complete my work	3.45	1.309	moderate
23	I think my career fulfills my ambitions	3.43	1.279	moderate
5	I feel like my daily work ends quickly	3.41	1.344	moderate
15	I think that the work environment is suitable for the profession I do	3.40	1.232	moderate
19	Managers and officials appreciate the humanitarian and professional work I do	3.39	1.292	moderate
16	I think my working hours and hours are appropriate	3.34	1.341	moderate
14	There are rest times during work and weekly, monthly and yearly holidays	3.20	1.412	moderate
12	Safety and protection from dangers are available in my profession	3.19	1.280	moderate
20	I feel job stability in my work	3.18	1.377	moderate
3	I think my job matches my capabilities and skills	3.15	1.437	moderate
6	I find real pleasure in doing my job	3.14	1.399	moderate
11	My salary is not enough for my personal and family needs	3.09	1.563	moderate
18	An atmosphere of familiarity and harmony prevails between me and my colleagues in the apparatus in other departments	3.04	1.236	moderate
17	I work with my colleagues to get the work done	2.99	1.504	moderate
21	My profession provides me with future security, such as military housing, pension and health insurance	2.88	1.341	moderate
22	I feel proud and honored when completing the required work professionally and professionally	2.44	1.477	moderate
	Total	3.43	.774	moderate



Table (4) shows that the arithmetic averages of the responses of the study sample members to the items on the job satisfaction scale ranged between (2.44-3.76), and paragraph (10) came in the first place, which states, “My salary is commensurate with the efforts exerted by me, my years of military service and my educational qualifications” with an Moderate of My account was (3.76) and at a “high” level, while paragraph (22) came in the last place, which states “I feel proud and proud when I complete the required work with high professionalism” with an Moderate of (2.44) and at a “medium” level. The arithmetic average of the job satisfaction scale scores (3.34) with a standard deviation of (0.774) and at a "mean" level.

Also, the arithmetic averages and standard deviations of the answers of the study sample members were extracted for the job satisfaction scale according to gender, military rank and military service, and table (5) shows the results.

### 3.2 Second: The results related to the second question

To answer the question, the arithmetic averages and standard deviations of the answers of the study sample members were extracted for the job satisfaction scale according to gender, military rank and military service, and table (5) shows the results.

**Table (5).** Arithmetic averages and standard deviations of the answers of the study sample members on the job satisfaction scale according to gender, military rank and military service.

Variables		Arithmetic mean	standard deviation
Gender military rank	Male	3.36	.777
	Female	3.22	.755
military service gender	Individuals	3.25	.734
	officers	3.82	.808
military rank	Less than 5 years old	3.39	.741
	More than 5 years	3.33	.782

Table (5) shows that there are apparent differences in the average responses of the study sample members on the job satisfaction scale according to gender, military rank and military service. To verify whether these apparent differences are statistically significant, a 3-Way ANOVA was performed, and Table (6) shows the results:

**Table (6).** Multiple analysis of variance (MANOVA) according to the study variables.

Contrast source	sum of squares	D.F	mean squares	f value	Statistical significance
gender	1.202	1	1.202	2.160	.143
military rank	13.279	1	13.279	23.872	.000
military service	.045	1	.045	.081	.776
error	164.657	296	.556		
Total	179.156	299			

Table (6) shows that there are no statistically significant differences at the level of significance ( $\alpha = 0.05$ ) on the job satisfaction scale due to the variable of gender or military service, as all “f” values were statistically significant higher than (0.05), and therefore no There are statistically significant differences at the significance level ( $\alpha = 0.05$ ) in job satisfaction due to gender and military service among workers in the ambulance, fire and rescue units of the Directorate of Civil Defense in West Amman. As for the military rank variable, the results showed that there were statistically significant differences at the level ( $\alpha = 0.05$ ) on the job satisfaction scale in favor of the officers.

## 4. The Discussion

The results of this first question showed that the level of job satisfaction among workers in the ambulance, firefighting and rescue units of the Civil Defense Directorate in West Amman came at a “medium” level, and the results of the current study agree with the results of a study conducted by Molonto and Moloantoa (Dorasamy & Moloantoa, 2017) and the Al-Daeis study (2016), Al-Samadi and Qablan study (2015), Kangina study (2015), Batayneh study (2014), interview study (AL-Maqableh, 2011), Karba study (Kariba, 2012), Al-soud, Abo-Zemei study. and AI-ateiet, 2010)), and the results of the current study differ from the results of the Al-Qusayr study (Al-Qaseer, 2017) and the Jawabreh study (2017).

This result is statistically appropriate, but it does not reflect an acceptable degree on the ground for workers in the ambulance, rescue and firefighting units in the Directorate of Civil Defense in West Amman. It can be attributed that the level of job satisfaction was moderate, not high, to the fact that the level of job satisfaction of the worker and his attitude towards his work is greatly affected by the level of various psychological pressures that the worker faces in institutions and work centers in general and in the General Directorate of Civil Defense in particular; Where civil defense workers face many psychological, professional and material pressures that made their level of satisfaction and their attitude towards the tasks and work entrusted to them average, and low salaries that are not commensurate with the pressure of work and life requirements, which affects the level of job satisfaction among workers and the quality of work that they present it to the people, and also the long working hours associated with the alarm bell that governs their thoughts and feelings related to the number of bells. These cadres remain to wait and are ready to launch the bell, which indicates the arrival of a notification requesting assistance and the necessity to leave as soon as possible, and that the delay affects their evaluation at work and receiving various penalties and The dire consequences that, God forbid, will occur if they delay in responding, in addition to the emergency period that extends to the length of the winter and sometimes in the summer because the winter season has various risks that follow rain and snow, such as accidents and fires due to the work of heaters, except for suffocation in them, and the misuse of safety means from Before the citizens mentioned about it and not taking the precautions issued by the Department of Information and Preventive Education of the General Directorate of Defense A civil.

The results of this second question showed that there were no differences in the level of job satisfaction due to the variable of gender or military service. As for the military rank variable, the results showed that there were differences in the level of job satisfaction in favor of the officers. This result can be attributed to the fact that the psychological support programs provided by the Psychological Support Division at the beginning of the appointment of individuals of different genders, reduce the differences between the genders, as the Directorate of Civil Defense is concerned with maintaining the psychological comfort of its working cadres; Because their comfort enhances the quality and accuracy of work, and all of this is reflected in the high level of job satisfaction, in addition to gender equality, which reduced the gap, increased the efficiency of fieldwork and reduced many difficulties. In addition, both genders deal with the same traumatic and stressful events and situations with the same intensity. They provide assistance services with the same professionalism, the same performance and the same working conditions.

As for the results related to the variable of military rank, the reason can be attributed to the fact that the difference in rank means less hard work, an increase in the monthly salary, as well as dealing with more serious, professional, older, more aware and mature co-workers, as

well as the nature of the officer's work that is characterized by example and leadership for lower-ranked groups. Which improves the level of job satisfaction of officers is higher than that of individuals, because the privileges offered to the officer differ from the individual in terms of salaries, external dispatch, leadership positions and administrative tasks that are easier than field work, in addition to the fact that the level of services provided to the officer enhances the level of efficiency, professionalism and discipline at work. The officer with his military rank receives respect and honor from the employees of the apparatus, which also increases the level of self-respect and appreciation, which in turn increases the level of job satisfaction of the officers compared to their fellow individuals.

## 5. Conclusion

This study aimed to identify the level of job satisfaction among workers in the ambulance, fire and rescue units of the Directorate of Civil Defense in West Amman. In addition to revealing the differences in the level of job satisfaction according to the variables of gender, rank and military experience among workers in the ambulance, fire and rescue units of the Directorate of Civil Defense in West Amman.

The study population consisted of all cadres working in the General Directorate of Civil Defense in the West Amman Directorate, specifically those working in the two ambulance units. "Moderate". The results of this second question showed that there were no differences in the level of job satisfaction due to the variable of gender or military service. As for the military rank variable, the results showed that there were differences in the level of job satisfaction in favor of the officers.

Based on these results, the study recommended making counselling and remedial programs aimed at enhancing and improving the level of job satisfaction among employees of the General Directorate of Civil Defense in Jordan. And strengthening the role of the Psychological Support Division and its services provided to employees of the General Directorate of Civil Defense in Jordan. In addition, it recommended conducting scientific studies and research dealing with the variables of the current study with other military sectors.

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