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Effect of Centralization, Formalization and Job Complexity on Job Satisfaction in Egyptian Enterprises

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Abstract: To optimize work system's design the system's characteristics' should be manipulated through work system design along with the design of jobs to guarantee a consistent, organized and optimized working environment. The aim of this study is to relate different system characteristics of Egyptian organizations to the employees' efficient outcomes in Alexandria private sector enterprises. This study addresses the relationship among centralization, formalization, job complexity -presenting the organizational characteristics - and job satisfaction. This study embraces "job satisfaction" as the measure to indicate the organization's employees' performance. The data are collected from seven enterprises in Alexandria, where 350 questionnaires were mailed to their professional employees, and only 247 responses were received with 71% efficiency, the data were collected and statistically inferred. The ANOVA results showed a significant effect of job complexity on job satisfaction and no significant effect of other studied factors. The results stand for that the five items describing the job complexity should be well addressed by managers for their significant effect ($p < 0.01$) on the perceived job satisfaction and the working environment in Egyptian enterprises.

Keywords: Macroergonomics, Centralization, Formalization, Job complexity