

Job Satisfaction of Swimming Lifeguards in Sports Cities in Jordan

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ABSTRACT:

Using a questionnaire covering five areas (job conditions and nature, reward (material reward), relationship with colleagues, incentives, and relationship with management), this study aimed to determine the level of job satisfaction of swimming lifeguards in sports cities, as well as the impact of years of experience and academic qualification on their job satisfaction.

According to the study design, the researcher used the descriptive approach, which was relevant to the subject matter of the study. The study sample consisted of (21) swimming coaches who were selected intentionally from the north of Jordan.

Among the most prominent results that appeared, according to the viewpoint of the research sample members, was that the field of relationship with colleagues ranked first with a high degree, followed by the field of relationship with management at a high degree as well, and in the third rank came the field of work conditions and its nature with a medium degree, and in the fourth rank was the field of (incentives) with a medium degree, and finally, the reward area (financial return) came to a moderate degree, and the reason for this is that the financial return that swimmers in Jordan obtain is a weak return compared to lifeguards outside Jordan, and this in turn is reflected in their level of satisfaction with the financial return they receive as a result of practicing the training profession. The researcher recommends that lifeguards should be given more incentives and material rewards in return for their work, according to the researcher, so that they can provide for their basic needs throughout the year, and work to increase the financial returns for workers in this

category since they find it difficult to work and interact with visitors in a watery environment that is not the same as other sports.

Keywords: Job Satisfaction, Swimming Lifeguards, Sports Cities..

1. Introduction

In our modern age, physical education is no longer a way to play and relax during downtime and free time in our modern world. Instead, it is now considered to be one of a person's essential requirements. Building an individual's integrated personality from all psychological, social, mental, and physical components has become a study topic among the courses that make up the integrated education curriculum at the various educational levels (Aaron, 1995).

Job satisfaction is an important topic for individuals and societies, as job satisfaction is a group of beautiful sensations (acceptance, happiness, enjoyment) that the employee feels towards himself and his employment and the institution in which he works, which transforms his work and thus his entire life into real pleasure for the fun of work and pleasure life.

It is necessary for an individual to be satisfied with his profession to achieve psychological and social compatibility, since contentment is related to success in work, which is based on society's appraisal of his members. An individual's success in his work is directly related to his commitment and loyalty to the institution, because satisfaction provides for his needs and what the job provides for his motives and employment of his abilities, and job efficiency is a reflection of the degree to which the individual feels consented to his work if it is a product of specialized preparation, training and experience (Alkodare, 1982).

The sport of swimming is characterized by the specificity of performance and the injuries that players may suffer in it. There are many types of injuries that swim players and practitioners are exposed to, and therefore it needs methods and principles of special aid other than the usual methods in public life, and therefore all workers in this field must be aware of all What is new about this game, especially the lifeguards, as they

are among the most exposed and watched for situations that occur inside the swimming pools. Several studies (Al-Tarawneh, 2013; Salem, 1997; Al-Qet, 2004; and Rizq, 2003) have indicated the importance of swimming as a physical activity and a skill practiced by humans for the purpose of running the course of his life and since the Stone Age, starting with canine swimming, then primary breaststroke and even free swimming, or Competing with it, such as practicing different types of swimming in tournaments, or recreation with water games such as water polo and other recreational activities in the aquatic environment.

Thiab (2010) indicates the extent to which the psychological aspect improved during swimming. Psychiatrists recommend swimming for the various medical conditions that individuals suffer from, as it is comfortable for the nerves and relieves pressure. As for the social aspect, the practice of swimming, whether in the swimming pool or on the beaches, creates a special social atmosphere. When adults and children play with each other and practice swimming, they get acquainted and have fun with each other.

First aid is the application of a series of medical emergency procedures that are in line with the accepted fundamentals for treating, safeguarding, and caring for accident victims as soon as they are injured. The function of lifeguards in acquiring job satisfaction and swimming is a direct practical importance that aids in the variables impacting job happiness among these lifeguards and boosts the level of their job satisfaction, increasing the efficiency of their work.

It also demonstrates that job satisfaction is not the result of a single factor or dimension, but rather a reflection of the interaction of a number of factors that influence a person's behavior toward his or her job, whether these factors have anything to do with the person in question personally, with the workplace or society's perception of him or her, or with work

procedures, supervision, pay, or relationships with coworkers. The level of the satisfaction that the individual feels he achieves from his work is expressed by these components, which also include the bosses and policies that teach the individual's behavior. The greater the degree to which a person believes that the work he does fulfills all of his needs, the more positively he feels about his job (Alsawalha, 2006).

Importance of the study

This study is significant since it provides information on swim lifeguards' job satisfaction in sports cities. The lifeguard career is regarded as one of swimming's most crucial and challenging occupations. (Abu Eid and Sardah, 2012) holds that a swimmer may be exposed to several types of injuries during swimming activity, whether in swimming pools, on the banks of rivers and sea shores, such as exposure to muscle spasms, eye injuries, or falling to the ground and the resulting sprains, bruises, fractures, and wounds that may lead to serious injuries to the spine and neck, and result in permanent disabilities or death of the person if not treated. With her professional knowledge, The lifeguard's success means saving many lives, and this requires special preparation for lifeguards and a distinguished qualification to perform their profession and to reveal the factors that cause their job satisfaction to carry out their duties faithfully. Hence, the importance of the study in knowing the job satisfaction of swim lifeguards in sports cities.

Problem of the study

The study's problem stems from the researcher's perception of the lack of job satisfaction among swim lifeguards in sports cities, from her prior experience as a lifeguard in Al-Hassan Sports City, where she observed the lack of interest in lifeguards, and from the perception that the lifeguards' performance and commitment to their profession began to wane and decline to the point where it caught the attention of researchers and specialists in the field, and through the researcher's meeting with lifeguards, she feels that there is constant grumbling and criticism by the lifeguards for their profession, as many of them

want to leave work as a result of feeling psychological and social discomfort. Therefore, this study came to reveal the job satisfaction of the lifeguards in the sports cities.

Objectives of the study

1. Identifying the level of job satisfaction of swimming lifeguards in sports cities.
2. Identifying the differences in job satisfaction according to the variables of academic qualifications and years of experience.

Questions of the Study

1. What is the level of job satisfaction of swimming lifeguards in sports cities?
2. Are there statistically significant differences in the level of job satisfaction of swimming lifeguards in sports cities according to the variables of academic qualifications and years of experience?

Limitations and fields of the study:

The study was limited to the following limitations:

1. The human determinant: swimming lifeguards in sports cities
2. Spatial determinant: swimming pools in sports cities in Jordan.
3. Time limit: This study was conducted in the period between 1/1/2022 and 1/8/2022.

Terminology

Job satisfaction: It is the feelings of employees about their work, which results from their awareness of what the job offers them and what they should get from their jobs. It is also the sum of the special trends towards the various elements related to work, which are represented by the management policy in organizing work, the benefits of work in the organization, safety at work, work responsibilities and achievement, recognition and appreciation.

“An individual's psychological feeling of satisfaction and contentment as a result of the work he performs, and there is no doubt that this psychological feeling is a result of a variety of

factors, such as the work itself, the circumstances surrounding it, relationships with colleagues, work systems, salaries, rewards, promotions, and relationships with superiors” (Saud, 1990).

Swimming lifeguard: is someone who has a license from the Leadership Development Center for Swimming that allows them to operate as lifeguards in both public and private swimming pools (procedural).

Sports Cities: Huge complexes located all over the world that contain a variety of stadiums and arenas for playing sports as well as numerous facilities, swimming pools, and housing options.

Previous studies

One aspect of life and its continuation is that a person uses his or her abilities and resources, as well as what he or she encounters from the circumstances and situations, to try and meet the requirements and needs, in order to ensure a suitable level of safety and stability. Since this feeling is frequently an expression of a number of component variables surrounding the work environment and since the term "job satisfaction" is frequently used by superiors and subordinates in most fields of work and jobs since the 1930s, the topic of job satisfaction is one of the fundamental factors in maintaining an appropriate level of development and productivity in various work sites and fields (Alomare, 1994).

Since Hoppock (1935) measured employee job satisfaction and looked at elements influencing job satisfaction such working conditions, supervision, and achievement, it is considered to be the true foundation of job satisfaction research. It is regarded as one of the published, systematic research on job satisfaction. In the latter half of the 1960s and the beginning of the 1970s, studies and research in the field of organizational and human behavior focused on interactions between workers and their work environments as well as how they interacted with one another. As a result, job satisfaction research expanded and became more complex than ever before, (Aledale, (1983).

First: Arabic Studies:

(Tahainah *et al.*, 2008) conducted a study in order to determine the level of job satisfaction among sports supervisors employed by Jordanian universities as well as the correlations between age, educational background, and years of experience. The research used a sample of (65) sports supervisors who responded to a questionnaire composed of (55) paragraphs divided into six categories: (relationships with immediate management, relationships with coworkers, nature and conditions of the job, pay and benefits, chances for advancement and professional growth. The findings showed that overall job satisfaction was moderate, and that among sports supervisors,

(Alsaud, *et al.*, 2010) conducted a study in order to understand the role of the Olympic Committee and the sports federations in enhancing job satisfaction for Jordanian national team coaches, as well as to determine the effects of each of the variable(game type, experience level, and training degree) on their job satisfaction. To do this, a specific questionnaire with (60) items spread over (6) categories and a study sample of (61) coaches was used. The study's findings revealed that national team coaches had a medium level of job satisfaction on the overall dimension of the scale, while the field of work nature and profession recorded a high level and placed second, and the field of compensation and incentives recorded a low level and placed last.

Second: Foreign Studies:

Using ten dimensions based on Herzberg's theory of motivation (1967), (Geger, 2002) conducted a study to ascertain the level of job satisfaction for faculty members at the University of Florida and to understand the impact of gender, age, and differences in the level of job satisfaction for faculty members. The survey concluded that faculty members in general expressed job satisfaction, with the job dimension itself showing the highest level of satisfaction and the salary dimension showing the lowest level of job happiness. The findings demonstrated that the faculty members were content with their work in

the dimensions (achievement, work, and relationships among coworkers), and that the dimensions were the source of their discontent (growth, politics, leadership, supervision, salary).

(Romen, 2004) aimed to identify the internal and external causes of professional satisfaction among physical education teachers, and confirmed that the external causes (wages, work conditions, supervision) showed a low level of professional satisfaction, and the internal factors (achievement, excellence, work itself) were associated with high levels of satisfaction with the profession.

2. Methodology

This chapter includes a set of the study procedures that aimed to identify the level of job

satisfaction among swim lifeguards in sports cities.

Study Approach

The descriptive survey method was used due to its suitability to the nature of this study.

Study population and sample

The tool was applied on a pilot sample of (5) lifeguards in order to confirm its reliability before they were later omitted from the study population, which was made up of a total of (77) lifeguards in the sporting cities. For statistical analysis, the study tool was distributed to (77) lifeguards. The distribution of the study sample's participants across its variables is shown in Table (1).

Table (1) Distribution of study sample members according to job variables

variable	Level	N	percentage
Qualification	High school or lower	11	14.3%
	diploma	12	15.6%
	Bachelor's degree or higher	17	22.1%
Experience	Less than 5 yrs	10	13.0%
	1567-1581 yrs	12	15.6%
	more than 10 yrs	15	19.5%
Total		77	100 %

Preparation of the Tool

After evaluating it and consulting experts, the researcher employed the job description index scale, which was prepared by (Smith, Kindall, and Hulin, 1969). It consists of 72 paragraphs divided into five categories, including salary and the nature of the employment. The researcher selected some paragraphs that were appropriate for the study's subject and the Jordanian environment consisting of (34) paragraphs, which covers five categories: the field of work conditions and nature, and included (9) paragraphs; the field of rewards (material return) and contained five paragraphs, seven paragraphs on relationships with coworkers, six paragraphs

on incentives, seven paragraphs on relationships with management. Then the tool was presented to specialized arbitrators to verify its validity.

Reliability of the Tool

The study tool was tested twice on a pilot sample with a two-week interval to ensure its reliability. The exploratory sample included (5) rescuers from all classifications of the study community, and it was excluded from the original sample. Using the correlation coefficient (Pearson), we calculated the relationship between the two applications, and our results indicated a high degree of reliability for all aspects of the study and for the tool in general. Cronbach's alpha equation was also used to extract stability values.

Table (2) Pearson correlation coefficients between the two applications on the pilot sample, and the reliability coefficient of Cronbach's alpha method on the original sample

Domain	Pearson correlation coefficient	Cronbach's alpha
job conditions and its nature	0.85	0.82
Rewards (financial return)	0.87	0.83
Relationship with colleagues	0.85	0.79
Incentives	0.91	0.88
Relationship with management	0.83	0.83
The tool as a whole	0.86	0.81

Scale correction

The study tool questions were answered on a five-point Likert scale, with the responses "strongly agree" receiving five points, "agree," four points, "neutral," three points, "I do not agree," two points, and "strongly disagree" takes one point. The trainer average was graded according to the following scale:

Low levels of satisfaction are indicated by the mean (less than 2.33).

The average level of satisfaction (from 2.34 to 3.66) is a medium level.

High levels of satisfaction are represented by the mean (from 3.67 to 5.00).

Study Variables:

First, the independent variables:

1. Academic qualification and it has three levels: high school or lower, diploma, bachelor's degree or higher.
2. Years of experience and has three levels: less than 5 years, 1567-1581 years, and more than 10 years.

Dependent variables

Responses and opinions of participants regarding the items of the scale on its various fields.

Statistical processing

In order to extract the results and answer the study questions, the researcher used the following statistical methods:

- Means and standard deviations of all the paragraphs of the tool.
- The analysis of variance was used to detect differences in job satisfaction among swimming coaches in the north based on the variables (educational qualifications and experience) across all fields of study.

3. Results

This chapter includes the presentation and discussion of the results of the study, which aimed to identify the level of job satisfaction among the swim lifeguards in the sports cities, and the results will be presented based on the study questions.

Presentation and discussion of the first question, which states: What is the level of job satisfaction of swimming lifeguards in sports cities?

To answer this question, the means and standard deviations of all the paragraphs of the tool and their total sum were extracted. The results are presented below:

Table (3) Means and standard deviations of all domains of the level of job satisfaction of swimming lifeguards in sports cities

No.	Domain	Mean	SD	rank	Level of satisfaction
1	job conditions and its nature	3.65	0.36	3	Medium
2	Rewards (financial return)	2.59	0.88	5	Medium
3	Relationship with colleagues	4.21	0.45	1	High

4	incentives	3.41	0.55	4	Medium
5	Relationship with management	4.06	0.63	2	High
	The tool as a whole	3.65	0.34		Medium

The following is a presentation of the means and standard deviations of all paragraphs of the level of job satisfaction of swimming lifeguards in

sports cities according to the domain to which they belong:

The first field: job conditions and its nature

Table (4) Means and standard deviations of all paragraphs of the domain of job conditions

No.	Paragraph	Mean	SD	Rank	degree of satisfaction
1	Doing my job gives me a sense of accomplishment.	4.63	0.53	1	HIGH
2	My work makes me feel valued and self-actualized.	4.58	0.61	2	HIGH
3	My work allows me to participate in courses related to my field.	4.19	0.88	5	HIGH
4	I am aroused by the cheers of the audience while doing my work.	2.60	1.16	8	MEDIUM
5	My work gives me the opportunity to be creative and to develop in my professional field.	4.26	0.81	4	HIGH
6	I do not want to participate in the rescue during matches with a large crowd.	1.46	0.79	9	LOW
7	My job provides opportunities for professional growth and career advancement.	4.19	0.82	5	HIGH
8	My work allows me to have direct contact with officials, colleagues and the local community.	4.27	0.66	3	HIGH
9	Media criticism of my performance affects my work.	2.66	1.24	7	MEDIUM
	overall average	3.65	0.36		MEDIUM

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The second field: Rewards (Material Return)

Table (5) Means and standard deviations of all items in the field of Reward (material return)

No.	Paragraph	Mean	SD	Rank	degree of satisfaction
10	The reward I get is suitable to the effort I do in the work.	2.82	1.23	1	MEDIUM
11	The reward covers my and my family's basic needs and provides me with a good life.	2.35	1.06	5	MEDIUM
12	The reward for my participation satisfies my ambitions.	2.46	1.04	4	MEDIUM
13	I feel that the reward for the degree I am occupying is sufficient.	2.54	1.04	3	MEDIUM
14	The reward is decent compared to my colleagues in other leagues.	2.80	1.32	2	MEDIUM
	overall average	2.60	0.89		MEDIUM

The third field: Relationship with colleagues

Table (6) Means and standard deviations of the paragraphs of the field of relationship with colleagues

No.	Paragraph	Mean	SD	Rank	degree of satisfaction
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15	My colleagues and I are keen to exchange information and sources of knowledge.	4.33	0.70	2	HIGH
16	Co-workers cooperate to carry out the responsibilities assigned to them.	4.18	0.72	4	HIGH
17	My Colleagues exchange feelings of cordiality and respect.	4.18	0.75	4	HIGH
18	My Colleagues are keen to develop social activities among themselves.	4.08	0.70	6	HIGH
19	My relationship with colleagues is characterized by a team spirit.	4.28	0.63	3	HIGH
20	My personal relationship with my colleagues is strong.	4.08	0.78	6	HIGH
21	I have the personal appreciation and respect of my colleagues.	4.39	0.59	1	HIGH
overall average		4.22	0.46		HIGH

Fourth Field: Incentives

Table (7) Arithmetic averages and standard deviations of the incentives domain paragraphs

No.	Paragraph	Mean	SD	Rank	degree of satisfaction
22	I feel fair about the incentives I get.	2.89	1.12	5	Medium
23	There is justice in getting promotion.	3.53	1.08	3	Medium
24	I have the opportunity to be promoted in my work.	3.91	0.85	1	HIGH
25	The incentives I receive from the Rescue Service drive me to work.	3.52	1.18	4	Medium
26	Opportunities for promotion depend on personal relationships.	2.73	1.37	6	Medium
27	Opportunities for promotion depend on clear and known criteria.	3.89	1.03	2	HIGH
overall average		3.41	0.55		Medium

The fifth area: the relationship with management

Table (8) Arithmetic averages and standard deviations of the paragraphs of the field of relationship with management

No.	Paragraph	Mean	SD	Rank	degree of satisfaction
28	My relationship with my superiors is characterized by appreciation and respect.	4.62	0.49	1	HIGH
29	I feel the justice of the bosses at work.	3.88	1.04	6	HIGH
30	Principals understand the coach's individual circumstances.	3.95	0.91	5	HIGH
31	My immediate supervisor takes the initiative to help me solve my professional problems.	4.02	0.83	3	HIGH
32	The complaints of the trainers receive the necessary attention from the management.	3.85	1.03	7	HIGH
33	I gain gratitude and appreciation from the participation officer for my efforts.	4.02	0.93	3	HIGH
34	Club management provides harmony among colleagues to achieve the desired goals.	4.09	0.89	2	HIGH
overall average		4.06	0.64		HIGH

Presentation and discussion of the results of the second question:

Are there statistically significant differences in the level of job satisfaction of swimming lifeguards in sports cities according to the variables of academic qualifications and years of experience?

According to the variables (educational attainment, experience), the averages and standard deviations of all areas of the level of job satisfaction of the swimming lifeguards in the sports cities and the tool as a whole were computed to address this topic. The results are as follows:

The first field: Work conditions and its nature

Table (9) Means and standard deviations of the field of work conditions and its nature

variable	Level	M	SD
Qualification	High school or lower diploma	3.76	0.34
		3.71	0.42
	Bachelor's degree or higher	3.60	0.35
Experience	Less than 5 yrs	3.59	0.35
	1567-1581 yrs	3.73	0.36
	more than 10 yrs	3.74	0.42

To reveal the statistical significance of these differences,

analysis of variance was applied as shown in Table (10) below:

Table (10) Analysis of variance to reveal the differences in the means for the field of work conditions and its nature

source of variance	Sum of squares	Degrees of freedom	Mean of squares	F value	significance
Qualification	0.302	2	0.151	1.151	0.320
Experience	0.016	2	0.008	0.060	0.942
Error	15.333	117	0.131		
Total	16.354	124			

The second field: reward (material return)

Table (11) Means and standard deviations of the rewards domain (financial returns)

Variable	Level	M	SD
Qualification	High school or lower	2.68	0.87
	Diploma	2.83	0.70
	Bachelor's degree or higher	2.51	0.93
Experience	Less than 5 yrs	2.65	0.92
	1567-1581 yrs	2.48	0.86
	more than 10 yrs	2.63	0.84

To reveal the statistical significance of these variables,

analysis of variance was applied as shown in Table (12) below.

Table (12) Analysis of variance to detect differences in the means of the field of rewards

source of variance	Sum of squares	Degrees of freedom	Mean of squares	F value	significance
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Qualification	7.956	3	1.478	1.913	0.152
Experience	0.318	3	0.159	0.206	0.814
Error	90.393	117	0.773		
Total	98.117	124			

It appears from Table (12) above that all (F) values are not statistically significant at the significance level ($\alpha \leq 0.05$) according to the

variables (educational qualification, experience) in the level of satisfaction of the swim lifeguards with the reward (material return).

The third area: Relationship with colleagues

Table (13) Means and standard deviations of the field of relationship with colleagues

variable	Level	M	SD
Qualification	High school or lower	4.22	0.43
	Diploma	4.00	0.38
	Bachelor's degree or higher	4.27	0.48
Experience	Less than 5 yrs	4.26	0.46
	1567-1581 yrs	4.18	0.49
	more than 10 yrs	4.10	0.40

It appears from Table (13) that there are apparent differences between the means of the items of the field of relationship with colleagues according to the variables (educational qualification,

experience), and to reveal the statistical significance of these variables, analysis of variance was applied.

Table (14) Analysis of variance to detect differences in the averages of the field of relationship with colleagues

source of variance	Sum of squares	Degrees of freedom	Mean of squares	F value	significance
Qualification	1.024	3	0.512	2.415	0.094
Experience	0.054	3	0.027	0.128	0.880
Error	24.801	117	0.212		
Total	26.760	124			

As shown in Table (14) all values of (F) are not statistically significant in terms of the relationship between swimming coaches and their colleagues, after taking into account the variables (education, experience).

Fourth Field: Incentives

Table (14) shows that all values of (F) are not statistically significant at the significance level (α

≤ 0.05) according to the variables (educational qualification, experience) in the level of satisfaction of swimming coaches with regard to the relationship with colleagues, and this indicates that the relationship of lifeguards among them is It has love, respect and appreciation as mentioned previously, and it showed that years of experience have no effect on job satisfaction.

Fourth Domain: Incentives

Table (15) Means and standard deviations of the domain of incentives

variable	Level	M	SD
Qualification	High school or lower	3.52	0.59
	Diploma	3.47	0.45

Experience	Bachelor's degree or higher	3.36	0.56
	Less than 5 yrs	3.44	0.46
	1567-1581 yrs	3.39	0.71
	more than 10 yrs	3.35	0.54

According to Table (15), the averages of the incentive field differ according to the variables (educational qualification, experience), and in

order to determine the statistical significance of these variables, the analysis of variance was conducted, as shown in Table (16).

Table (16) Analysis of variance to reveal the differences in the means of the incentives field

source of variance	Sum of squares	Degrees of freedom	Mean of squares	F value	significance
Qualification	0.898	4	0.449	1.439	0.241
Experience	0.209	3	0.105	0.335	0.716
Error	36.515	117	0.312		
Total	37.808	124			

According to the variables (educational background, experience) in the level of satisfaction of the swimming lifeguards with the

incentives, it appears from Table (16) that all values of (F) are not statistically significant at the significance level ($\alpha \leq 0.05$),

The fifth field: The relationship with management

Table (17) Means and standard deviations of the field of relationship with management

variable	Level	M	SD
Qualification	High school or lower	4.27	0.46
	Diploma	4.20	0.57
	Bachelor's degree or higher	3.96	0.68
Experience	Less than 5 yrs	3.99	0.63
	1567-1581 yrs	4.18	0.59
	more than 10 yrs	4.09	0.76

According to the results presented in Table 17, there are noticeable disparities between the averages for the field of relationship with management according to the

variables (educational qualification, experience). Analysis of variance was used to determine the statistical significance of these factors, as shown in table (18).

Table (18) Analysis of variance to reveal the differences in the means for the field of relationship with management

source of variance	Sum of squares	Degrees of freedom	Mean of squares	F value	significance
Qualification	1.479	4	0.739	1.830	0.165
Experience	0.094	3	0.047	0.116	0.890
Error	47.272	117	0.404		
Total	50.174	124			

It appears from Table (18) that all (F) values are not statistically significant at the significance level ($\alpha \leq 0.05$) according to the variables (educational qualification, experience) in the level of

satisfaction of the swim lifeguards with the relationship with the management, and the reason for this is that all lifeguards have Intimate relationships with management.

overall satisfaction level

Table (19) Means and standard deviations of the tool as a whole / the level of total satisfaction

variable	Level	M	SD
Qualification	High school or lower	3.76	0.30
	Diploma	3.70	0.40
	Bachelor's degree or higher	3.61	0.35
Experience	Less than 5 yrs	3.65	0.34
	1567-1581 yrs	3.67	0.34
	more than 10 yrs	3.65	0.46

It appears from Table (19) that there are apparent differences between the averages of the tool as a whole / the level of total satisfaction according to the variables (educational qualification,

experience), and to reveal the statistical significance of these variables, analysis of variance was applied. Table (20) illustrates this.

Table (20) analysis of variance to detect differences in the averages on the tool as a whole / the level of total satisfaction

source of variance	Sum of squares	Degrees of freedom	Mean of squares	F value	significance
Qualification	0.418	3	0.209	1.675	0.19
Experience	0.010	4	0.005	0.038	0.96
Error	14.589	117	0.125		
Total	15.127	124			

Table (20) shows that according to the variables (educational background, experience) on the instrument as a whole / the degree of overall satisfaction, all (F) values are not statistically significant at the significance level ($\alpha \leq 0.05$).

4. Discussion

This is due to the fact that the financial return obtained by the swim lifeguards in Jordan is weak compared to the lifeguards outside Jordan, and this in turn is reflected in his level of satisfaction with the material return which they receive as a result of practicing their rescue profession. As for the relationship with colleagues, it was high as a result of the relations of respect and cooperation that prevail among the lifeguards. The total mean of the level of job satisfaction for the swimming lifeguards in the sports cities was (3.65), which expresses a medium level of satisfaction, the reason for this is that job satisfaction expresses how much an individual's needs are met as a result of a variety of factors, including internal and external factors (such as the work environment) that the individual performs, willing to accept it without complaining, fulfilling his ambitions, desires, and inclinations, and commensurate with what he wants from his

work, and what he actually obtains or exceeds his expectations for. The reason for this is that swimming lifeguards feel accomplished when doing their work, but are bothered by the presence of a large number of crowds because of the inconvenience caused by these crowds. the results of the study of (Al-Saud, *et al.* 2010) in the field of the nature of work and profession showed a high level of job satisfaction and it ranked second. the reason for this is that the reward for each match is rewarding and satisfies the savior, but the size of the matches he manages and therefore the size of these grants throughout the year is not sufficient to meet all the needs of the family. The results of the study (1986, Chan,) showed that the salary has significant relationships consistent with the manifestations of job satisfaction. The reason for this is due to the fact that the relationship of the swimming lifeguards is a professional relationship, and there are no significant relationships between them outside the framework of work, so the rescuer feels that these relationships bring respect for him, and exchanges information with his colleagues, and Maslow's theory of the hierarchy of needs refers to the social need represented by

the need to belong and be members of the group, and to have friends who will exchange love, kindness and attention, i.e. the individual's need for belonging, social appreciation, and love of others, because man is by nature a civil person. and this clearly indicates that the promotion of swimming lifeguards is carried out according to clear and objective bases in terms of the time period of existence in the degree and passing the theoretical and practical proficiency exams, and that these foundations cannot be bypassed due to the personal relationships between the rescuers, and it was previously indicated that the relations of the rescuers among them are based on respect and the exchange of information, and therefore the criteria for promotion are not affected by these relations. Therefore the degree of satisfaction of all the paragraphs of this field is high, which means that the management in the work environment of the swimming lifeguards is successful in terms of mutual relations based on respect. The researcher attributes the reason for this to the fact that the working conditions of the swimming lifeguards are similar, as they are all subject to similar working conditions. This indicates that the relationship of lifeguards among them is based upon love, respect and appreciation as mentioned previously, and the table also showed that years of experience have no effect on job satisfaction. The reason for this is due to the similar level of incentives for lifeguards, as the opportunity for promotion is available to all trainers due to the existence of specific and clear criteria for the purpose of promotion according to the time period and the proficiency test. the researcher attributes the reason to the similarity The problems that lifeguards suffer from, especially in the financial aspect, The paragraph "My relationship with my superiors is characterized by appreciation and respect" emerged in the second place in this field, and that the averages for all categories of study variables (educational qualification, experience) were close. The researcher attributes this to the fact that swimming lifeguards are not affected by their personal variables (educational qualification and experience) in achieving the level of satisfaction in their work. The results of this study

agreed with the results of the (Batayneh, 1998), which showed that there were no differences in the degree of job satisfaction due to gender, experience and educational qualification.

5. Conclusion

This chapter includes the conclusions and recommendations that were reached through the study:

First: Conclusions.

Based on the results of the study, the following conclusions were reached:

- 1- The lifeguards in the sports cities get along well with one another and work as a cohesive unit with their colleagues and the administration.
2. The management's policies regarding promotion policies and the criteria for promotions to various categories are acceptable to the swimming lifeguards.
3. Swimming lifeguards in sports cities earn insufficient money each year from their jobs as lifeguards, particularly during the Winter season, therefore the majority of them are obliged to take additional jobs to cover their expenses.

Second: Recommendations.

Following are the recommendations made by the researcher in light of the findings and prior results:

1. Increasing the incentives and material prizes offered to lifeguards in exchange for their employment, so that they should be able to satisfy the majority of their basic needs all year long, not just during the summer.
2. Conducting comparable research on all lifeguards in various locations, institutions, and hotels to gauge their level of job satisfaction and identify the biggest challenges they experience so that appropriate solutions can be developed.

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7. Author Declaration

- All authors confirm originality of work

- All authors declare no conflicts of interest

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