

TO DESIGN THE FRAMEWORK OF PROFESSIONAL ETHICS WITH IRANIAN-ISLAMIC APPROACH FOR THE EMPLOYEES IN ZANJAN WATER AND WASTEWATER CORPORATION

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Abstract. Ethics includes Islamic transcendental teachings, which has had a profound and imperative role in the development and expansion of Islamic civilization. Professional ethics requires issues, with which can provide and maintain its realization context. In this case, professional ethics will appear and continue in a way that it should be. This research is a descriptive-survey research. The validity of the questionnaire has been obtained by the formal method. The reliability of the questionnaire has been obtained by the Cronbach's Alpha test. It has been made five hypothesis to examine variables (social responsibility, justice, trust, loyalty, sociability) of which four hypothesis has been confirmed and one hypothesis has been not supported. Results show that there is a significant relationship between sociability, justice, trust, and employee loyalty in Zanjan Water and Wastewater Corporation.

Key words: Professional Ethics, Social Responsibility, Trust, Justice, Sociability

1. Introduction

Ethics is the plural of mood and it has two meanings, in words. Some consider ethics as an inner force and nature that may have been only understandable by the foresight and non-appearance, compared to creation that is considered as a tangible form and is understandable by an eye-popping. Others know mood as a firm sensual characteristics which human promptly acts according to it (Sharifi, 2010).

The purpose of professional ethics reflects on the ethical dimension of issues and subjects that are related to specific jobs such as medical ethics, business ethics, etc. (Hosseini, 2011). Professional ethics, which has the meaning within strategic approach as ethical responsibilities of organization and enterprise toward direct and indirect environment, has taken many attentions of Iranian organizations in the recent decades. The dominance of professional ethics has many benefits for the organizations such as internal dimension and aspects of improving relations, increasing understanding atmosphere, reducing conflicts, increasing more commitment and responsibilities for employees, and reducing the costs of control. In addition, the dominance of professional ethics influences the organization from social responsibility aspect by increasing the legitimacy of organization and its actions, moral obligations given the importance of stakeholders, increasing revenue, profitability, and improving competitive advantage of organizational success (Beykzad et al. 2010). Professional ethics has organizational contexts as well as brings cross-organizational results and effects. Promote ethics in the enterprise and moral excellence of organizational culture not only creates a lively environment exposed to increased productivity, but also it plays an effective role in the society beyond the organization. Health and, beyond it, moral excellence of the society are influenced by the enterprises and its organizations (Qaramaleki, 2008). Ethics in all human societies get its base from school, ideology, and applicable value system of the society. Islam is among the schools in which ethics is treated as important and left memorial valuable assets of verse

and traditions, and historical examples.

Reviewing management literature in 19980-1990 indicates the influence of ethical issues and rules, social responsibilities, social thinking on the management of which scope is still under developing and expressing (Nadimi, 1998). Every person is responsible for the environment in which he live (work environment) in addition of his life. One should set his relationship with the environment according to his job so that he does well his main responsibility and duty toward others, at the same time, creating moral conscience. Applying right job ethics in the working environment attracts trust of others and causes more social and economical opportunities to be developed. Access to all these factors requires to respect the right of others and to perform job tasks as best as possible along with the use of moral conscience. Other importance of ethics review is that if moral values do not internalize in a society and its organizations, neither the law nor efforts and government policies nor other tools and mechanism will not have function and be efficient (Qorbazadeh and Kariman, 2009). Today, the most important variable in organization success is professional ethics. Professional ethics is of strong values and charges that comply with them play a role in the organizations and social norms. Professional ethics provides self-control and self-improve power for the person or for the organization. However, comply with professional ethics increases the ability of organizations in business and reduces the costs of society and organizations (Mohammadi and Golverdi, 2013).

2. Problem Statement

Professional ethics, which has the meaning within strategic approach as ethical responsibilities of organization and enterprise toward direct and indirect environment, has taken many attentions of Iranian organizations in the recent decades. One of the main concerns of efficient managers at different levels is how to provide appropriate opportunities for human factors working in all profession so that they can deal their tasks in their society and business with responsibility and commitment and comply with ethics principals governing their profession. Professional ethics is as a double-edge sword whose one-edge is threat. Weakness in the system of morality leads to reduce communications and increase damages in the organization; and management will rely more on retrospective control because people do not convey information to the management. In this case, the energy of organization is converted to the negative energy. In other words, organization power will be spend on rumor, gossip, and layoff instead of organizational goals. The other edge of the sword is opportunity. Professional ethics dramatically influences on activity and results of the organization. Professional ethics increases productivity, improves communications, and reduces risk degree because information flow easily facilitates and the manager can be informed before the event when professional ethics dominates in the organization. Therefore, the dominance of professional ethics in the organization is significantly able to assist the organization in order to reduce tensions, achieve successfully the efficiency goals, and make it responsive (Beykzad et al. 2010).

3. Importance Of Subject

As Islamic perspective, importance and necessity of professional ethics is the moral decay and breakdown of moral boundaries, in which case nothing will be left to be health and humanity collapses. This is of critical and special situation in the administration affairs. Because when a person moves out of individual privacy, he/she is linked to other human beings, and this link forms administrative, if good ethics not govern on human relationships, the tragedy will be multiplied. Therefore, the highest criterion in any administrative organization is to belong to human ethics.

Working is sweet and with job satisfaction and feeling of satisfied and self-actualization, on the one hand, and people consent and the work prosperity, on the other hand. Consequently, working leads to satisfaction of the creator, precipitation of blessings, development of human talents toward absolute perfection in the working field and acting based on the fundamentals of professional ethics. Lack of professional ethics is to eliminate the context and bed of human and society flourishing toward absolute perfection. Moral decays is to rise a sense of self-dissatisfaction, a sense of vanity, a sense of decline and destruction, the rise of which appears as anger, intolerance, abuse, boredom, disloyal, absenteeism, and psychosomatic disease. Professional ethics removes repetitive, boring, and tedious aspects of working and gives people a sense of excellence. The sense of excellence seriously affects on work-esteem and human relationships with others. By ethics to be broken, all privacies are breached. When privacies are breached, any evil can penetrate in the inside, outside, and relations. Imam Ali (AS) has said, "lest break the excellent moral, change it, and convert to bad moral" (Qaramaleki, 2009).

Today, many countries in the industrialized world have reached the maturity that disregard ethical issues and evade from responsibilities and social commitments leads to the loss of entity. Therefore, many successful countries feel the needs to develop ethical strategies. They have reached the belief that and ethics-based culture should penetrate in the organization. Thus, they have tried to give a special position to the researches about professional ethics (Amiri et al. 2010). Understanding our rich heritage in professional ethics can help us to encourage the development of this knowledge and show its way. Islamic ethics teachings are one of rich sources to understand professional ethics. Due to current poverty in the field of professional ethics in our country, we try to design a framework model of professional ethics with Iranian-Islamic approach in the research, which is one of the most important sources of ethics in Islam (Farahani, 2011).

4. Literature Review

Ethics is included in sublime teachings of Islam that has had a dramatic and imperative role in the creation and development of Islamic civilization. To show the importance of ethics, it is enough to say that the Seal of Prophethood (Mohammad) communicated his mission statement to the world after his designation to the prophet position that was "to perfect moral standards." Since he says, "I have been designated as a prophet to perfect moral standards."

Of course, the prophetic ethics is the most effective means of Islam development after the Quran in Peninsula Arabia and the geography of the world. God says in the Quran about Prophet, "and most surely you conform (yourself) to sublime morality."

In other verse, God addresses the Seal of Prophethood as the prophet of mercy: "and we have not sent you but as a mercy to the worlds."

The important key of the progress and development of Islamic civilization after the miracle of Quran is prophetic ethics, which brings Islamic civilization to the glory as far as Muslims were placed at the height of cultural and civilization achievements in the fourth century. Prophet moral is sacred and divine ethics. Ethics philosophies have differentiated between sacred ethics and secular ethics. Sacred ethics is God-centered and perfectionist but secular ethics is human-centered and pragmatic. It can be noted the following items from the features of Islamic and prophetic ethics, of which increasing creation and development of Islamic civilization has resulted: protection of human dignity, justice-centered, meritocracy, the spirit of mercy and compassion, forgiveness, tolerance for oppositions, compliance with human right, and having moderation policy in manners and methods (Hedayati et al. 2011).

5. Professional ethics

Professional ethics is to find an executive mechanism to change general ethical principles and theories to administrative and organizational environment that is highly monitor the existence needs and damages in the working and society environment. Professional ethics is a set of accepted ethical actions and reactions that are established for professional community by the organizations (Salamati, 2004).

Professional ethics can be considered as the application of ethical principles in life and professional relations. The main question of professional ethics can be stated in the manner that how do we behave in our professional and working relations to be adhered to professional ethics (Deilami, 2008)?

Professional ethics is a branch of applied ethics. There are both traditional and new approaches in professional ethics. The traditional approach is to turn the human resources management to professional ethics, which focuses on ethical responsibility of individuals in jobs, businesses, and occupations. The new approach, which has become common in recent decays, is the approach of strategic management toward professional ethics. In this approach, it is focused on the organization responsibility with system approach (Beykzad et al. 2010). As authors view, professional ethics is generally to apply normative ethical principles of a specific school and system to prevent and control an organization or enterprise based on existing and advanced damages, needs, and requirements (Mohammadi and Golverdi, 2013).

5.1. The concept of professional ethics

Professional ethics is a branch of applied ethics that deals with ethical issues in business. Business owners have two expectations from ethics knowledge: systematically expressing ethical responsibilities in the business and accurately determining and effectively solving ethical problems in the business. Primarily, the concept of professional ethics was applied as working and jobs ethics. Today, some authors of professional ethics use its primary meaning to define it. Terms such as "professional ethics" or "work ethics" are used for professional ethics in Persian language. It has various definitions for professional ethics as following (Qaramaleki, 2008):

- a. Work ethics is mental and physical energy of individual or group to be committed to collective idea in order to obtain power and talent within the group and the individual to develop in any form;
- b. Professional ethics is a new branch of ethics that seeks to answer ethical issues of various professions; it is considered certain principles.
- c. Professional ethics deal with ethical issues, questions, principles, and values of a professional system; it monitor ethics in a professional environment;
- d. The purpose of professional ethics is a set of rules that individual must voluntary observe based on their voice of conscience and nature to perform professional work without having any external obligations or be subjected to legal penalties in case of violation;
- e. Personal ethics is a person's responsibility against his/her own behavior just as a human being. Job ethics is a person's responsibility against his/ her own professional and working behavior as the owner of professional or organizational position;
- f. The ethics includes a set of worth laws, behavior and treatment obligations, and instructions to implement them;
- g. Professional ethics studies ethical obligations in a profession and its ethical issue as a branch of ethics science. As a definition of profession, it is known as a certain activity that leads a person to be directed to a determined situation along with special ethics.

The definition of professional ethics is as follows:

1. Professional ethics is a common behavior among people of a

- profession;
2. Professional ethics is the management of human behavior and treatment when doing professional work;
 3. Professional ethics is a field of ethics science that studies job relations;
 4. Professional ethics is a set of rules that is primarily obtained from the nature of profession and job (Amiri et al. 2010).

5.2. Governing professional ethics

Governing professional ethics benefits more for the organization in terms of internal aspects such as improved relationships, increased atmosphere of understanding, reduced conflict, increased employee commitment and responsibility, and reduced costs of control. It can influence the organization in terms of social responsibility by the legitimacy of organization and its actions, ethics necessity given the importance of stakeholders, increased revenue and profitability, competitive advantage, and organizational success. Today, having professional ethics is introduced as a competitive advantage in the organization. Fred David believes that good ethics principles are preconditions of a good strategic management. Good ethics principles mean a good company. He believes that the growing belief toward adherence to ethics will lead to strategic advantage and will become more common among managers (Beykzadeh et al. 2010). Therefore, professional ethics has its own features and properties in every culture. For example, the privacy of individual is different between an east society and western society (Taqizadeh, 2009). Since Islamic Republic of Iran is an Islamic society, it is so important to recognize principles of professional ethics. According to the principles of professional ethics in Nahj al-Balagha as the second important Shiite books, one of the advantages of which is comprehensive and universality, it has been always given attention to morality and ethics that is worthy. In every research, it is necessary to review already done researches to achieve objectives of the research so we can use their scientific experience. Therefore, several researches are presented in this section.

Mahini (2007) in the research entitled "basics and patterns of professional ethics in Nahj al-Balagha" states:

The effect of Nahj al-Balagha on the development and evolution of Islamic civilization and culture as well as its importance in the promotion of professional ethics based on Islam makes necessary to study professional ethics and communicative behavior pattern introduced in the Nahj al-Balagha. Ultimate criterion of ethics in the Nahj al-Balagha is divine satisfaction; and respect for individual rights is operational basis of professional ethics in the Nahj al-Balagha.

Moarefi (2009) in the research entitled "study the ethos in Shiite thought based on verses of Quran and traditions of Nahj al-Balagha using content analysis method" studied the ethos in Quran and Nahj al-Balagha. Results indicate that Islam religion and Shi'ism focus on ethics and professional ethics. Substantial difference of the ethos between Islamic/Shiite thoughts and other perspectives is on attitudes and ideology. Ethics in Islamic and Shiite thoughts is founded based on unity principle, responsibility, human authority, and the effect of human moral thoughts and behavior on his life after death (visualize action).

5.3. Professional ethics in Islam

Behavioral patterns at the level of institutes and social organizations are unifying religious community. A general definition of ethics and communicative behavior patterns is responsibility for individual rights. Religious society involves many issues in terms of interaction of organizations and social institutes in them as well as individual communicative behavior. The issues arise from religious determination of such societies and they should be answered by religious determination. Ethics is organizing communicative behavior in terms of individual, organization, society, and international relations. Interpersonal and intra-personal communicative behavior in private life and

professional life is integrated and organized through ethics. However, communicative behavior of organization with the environment and the interaction of social institutes with each other consolidate based on ethics in both national and international level. To determine the functional components of professional ethics (Islamic), one can use strategic principles of professional ethics in Islam. The main strategic principles of Islam include genuine and unconditional respect for people, respect for human freedom, justice for humans, trusteeship in behavior and personal insight (Ameli, 2009).

Professional ethics in administrative system of the Islamic Republic of Iran should have Islamic identity. It should be formed based on Islamic ethics. Having Islamic identity of professional ethics in our country, it can be point out four reasons (Jaznee, 2003):

- a. In terms of cultural, due to dependence of the mass of our people to the belief system;
- b. In terms of religious, due to the inherent of ethics and religion in Islam context;
- c. Need dynamics in Islamic culture according to its exposure to the challenges of globalization;
- d. In terms of the system of government, oblige to religion-centered theocracy; in terms of law, adoption of Islamic law emphasized by the constitution in the Article VIII.

Islamic ethical system is so that it combines with professional ethics and is inseparable. Because, final criterion and ultimate human happiness is God in this system; and man is the center of ethical attention as a caliph and successor of God on earth. This means that human pleasure and serves him leads to God satisfaction and nearness to him (Qaramaleki, 2005).

It should be said about the latter that the ultimate criterion of ethics is omnibenevolent God's will. The most important strategic principles that can be the origins of forming functional components of professional ethics (Islamic) include: a) human dignity; b) individual liberty; c) social justice: put each thing in its proper place in terms of general concept; d) trusteeship in both bailment and trust-oriented insights. Amongst all, the fourth principle is the most important principle (Amiri et al. 2010).

5.4. Framework of professional ethics from the perspective of Islamic teachings

Professional ethics requires and ethical system. There are different ethical systems in the world. Some ethical systems are free of the religion and completely secular. Some other ethical systems are based on revelation and religious teachings. Islam is the religion, one of whose mission is ethics. Professional ethics obtain its ultimate criterion of ethics and strategic principles form the Quran and traditions due to Islamic identity (Qaramaleki, 2009). Therefore, professional ethics should be Islamic in addition of being professional. The purpose of being Islamic is to utilize very important sources of the Quran and traditions. Of course, this means that there is no need of other sources.

5.5. Responsibility

Human perfection relies on the perfection of his responsibility. Imam Ali (AS) determined the areas of responsibility much broader. He asked his agents and employees to be responsible for all works and actions as well as their relations (Seyed Razi, 2008).

Responsibility is the basis principle on professional ethics in such way that any kind of irresponsibility is to get out of the right direction and to walk in unrighteousness and obliquity. Human perfection relies on the perfection of his responsibility. Everyone who fails to take responsibility, deterioration will be more in his job. However, everyone who takes more responsibility, he will be perfect in terms of individual behavior and professional ethics (Delshad Tehrani, 2000). Imam Ali (AS)

emphasized more on responsibility and determined the areas of responsibility for his agents much broader. As illustrated in the sentence "Fear Allah in the matter of His creatures and His cities because you will be questioned even about lands and beasts" (Nahj al-Balagha, sermon 167), the scope of agent responsibility not only include people but also cities and beasts. As illustrated, Imam Ali (AS) asked his agents to be responsible for all actions and relations.

5.6. Justice

Justice means endurance and consistent in word. The concept calls for justice whatever is a source of moderation, balance, and endurance. Imam Ali (AS) define justice: justice puts everything in its place (Seyed Razi, 2008). This means that the right of everyone and everything will be given to him. Some schools of ethics philosophy consider justice as the ultimate criterion of ethics; some consider justice not as the ultimate criterion but strategic principles of professional ethics (Izadifard, 2007).

Justice attracts peoples' trust and the person can correctly do his task (Delshad Tehrani, 2000). Respect for justice and fairness in administrative relations and serving to people is a principle that administrative system goes out of human form without it; and it will be suffered of any corruption and depravity. The rule of justice on administrative system, honoring justice, protect the rights of others as our own right in arbitration position, respect for the equal right of the parties. In addition, give rights to others equal to our own rights are the most important issue that is to protect the health and strength of administrative system and the cause of heart transplant. Imam Ali (AS) said, "treat people with fairness to trust you" (Tuhaf al-Uqul, 49).

5.7. Loyalty

Loyalty is one of social values. It is of great importance in our life and relationship with people. Loyalty has been defined as honesty, trueness, integrity, sincerity, and being faithful in life and relations. In fact, loyalty can be defined as stability and stableness in relations, honesty in interactions, and act upon obligations. The purpose of loyalty to the organization is to employ all the employees' ability to achieve organizational targets, responsibility, eagerly do the work, doubled effort, coordination with changes, etc. There are various definitions for the loyalty (Mohammadi and Golverdi, 2013). H. Becker believes that:

"If a person refuses a job in order to maintain his/her current job having known better situation, higher wages, and more appropriate conditions of that job; it will considered as his/her loyalty to the organization."

Spiritual and emotional sense of belonging to the organization and be sensitive to it is what represents the organization and it is intended as belonging to it (Amiran, 2005). Interested and loyal employees have a higher job performance; they tend to remain in the organization more; they have less absenteeism; they have higher work motivation; and they are more accompanied by changes in the organization. Imam Ali (AS) says about the importance of loyalty "honor covenant particularly with loyal ones" (Seyed Razi, Nahj al-Balagha, sermon 155).

Covenant amongst all nations (Muslim and non-Muslim) is revered and scared. In Islam, it has been too much attention given to fulfill the covenant (Farahani, 2011).

Loyal employee to the organization and their long-term staying in the organization strengthens the human resources department of the organization and brings resources of experiences for the organization. Employees who are loyal to the organization; work for the organization over the years; are well familiar with strategies and mission of the organization; know how they should take step toward the interest of organization, they do not need training, justification and such issues. In contrast, continuous changes of the employees and lack of loyalty to the

organization causes high costs to the organization. In fact, some kind of duplication occurs in the organization and resources of the organization will be wasted.

Loyal employee to the organization is responsible towards organization goals. They work toward these goals and implement managers' decisions. A person, who is loyal to the organization, accepts faster and more pleasing changes in the organization, adapts himself with them because he knows himself as a part of the organization, and understands policies of the organization (Farahani and Ahrafi, 2014).

5.8. Sociability

Individual socialization is the process through which employees identify organizational values and learn organization expectations about behaviors related to their jobs and required knowledge to play their role as an effective member. In fact, development and increased level of abilities and organizing human resources of any organization to achieve organizational goals has outlined in vision and intellectual level of human resources management. This level of management significantly contributes to the organization victory and defeat. Human resources management is subject to policies, procedures, and systems that influence on employee behavior, thoughts, and performance (Noe, 2000). There has been provided different classification for tasks of human resources management but in general we can say that the main tasks and activities of human resources management are achievable in five processes (Dolan and Scheler, 2010; Dessler, 2010; Seyed Javadin, 2006). If patterns, practices, policies, and procedures relating to employees of the organization are aligned with each other, they will significantly contribute in achieving organizational goals and strategic plans and it will be more likely to achieve organizational success. Two main tasks of human resources management are the knowledge of employees with the organization as a part of recruitment process and their deployment as well as self-assessment as a part of performance evaluation. At arrival at the organization, individual may have little knowledge and understanding to the organization, what they might do in the organization, and various processes to which are given importance in the organization. In the process of personnel recruitment and selection, it is very rare to select candidates who are aware of values, norms, behavioral patterns of the organization, goals, methods of working, and current rules and regulations of the organization (Dolan and Scheler, 2010). Employees little knowledge about the organization causes various problems in the type of and how the assessment of organization (Saks, 2006). Therefore, employees will experience conflict in terms of criteria, based on which they must be assessed, and expectations which they are functionally expected. Inevitably, they may use their personal impressions and/or false information, which others may be provided them with, to fill the vacuum resulting from lack of information in the organization. Therefore, organization should familiarize staffs with new social and working environment. In addition, understanding and support from the managers and supervisor in the organization can seriously reduce employee errors and mistakes within the organization. This causes employee satisfaction and higher self-efficacy in a progressive cycle.

6 Trust

Trust is a positive expectation which individuals are expected to not act as an opportunistic during their speech and behavior. In the study of Islamic sources, it has been used terms such as reliable, trustworthy, reliance, inclination, and their derivatives with some differences in the concept of trust. However, reliable, secure, and inclination indicate a certain concept of trust. That is, reliable and secure are used when it is subjected to rely on someone or something with calm and quiet heart (Skandari and Mousavi, 2011). While in a position of trust, it may be to rely on another person combined with a degree of uncertainty and risk taking (Tavakoli, 2000). Generally, we can consider trust as relying on God, ourselves, others, and nature.

Trust creating is an important and heavy duty for managers and leadership of the society so it needs comprehensive knowledge to have a sustainable and durable result. The concept of trust has a management application, which includes the right application of responsibility, independence, strength in the treaties and social contracting, post and position to serve the community, and matching words with actions (Motahari, 2010).

6.1 The role of religious beliefs in professional ethics

In the monotheistic thoughts of Imam Ali (AS), faith in the reality of existence and religious beliefs plays a fundamental role in the term of professional ethics. Hence, Imam Ali (AS) emphasizes on to remember God and resurrection in his governmental orders and administrative guidelines. He calls agents and staffs of his administration system to adhere to professional ethics given up real ubiquitous and observer and remembering a detailed audit of God. Those who faith in almighty God and see himself in the presence of God, they undoubtedly adhere to ethical customs and human behavior. Those who believes in the resurrection and knows precise calculations of God governing on his actions and behavior, they undoubtedly pay careful attention to what God offers because they know the audit of that world far more difficult than the audit of universe (Delshad Tehrani, 2000).

Religious beliefs affect on the enhancement of professional ethics in two ways. On one hand, when people have faith in the resurrection and the rest of the world, they do not need to gain a position and opportunity for themselves in this mortal world with deception, betrayal, cruelty, arrogance, etc.; then they leave the world and go to the other world. On the other hand, those who believe in God and consider the presence and supervision of God on their actions and behavior, they do not commit a sin before the presence of God; they are humble, patient, good-natured, etc. in their responsibilities; these are the foundations for the creation of professional ethics (Hosseini, 2011).

6.2. The importance of ethics in Islamic tradition

Professional ethics is not an abstract and celestial phenomenon but a real issue. Naturally, a real good infrastructure and provided backgrounds and necessary conditions can form it. Professional ethics requires actions which provide and maintain the context of its realization. Undoubtedly, professional ethics does not mean without necessary arrangements. These arrangements are both material and spiritual; these are both individual and social; these should be considered both form the top and form the bottom; these require both structural changes and cultural changes. In the other words, it should be provided structure and relationships in which all administrative forces are placed in proper position based on meritocracy. Therefore, their talent will be properly flourished, their abilities will be well appeared, they will serve in an environment full of job security and peace, they will fully secured, and everything will proceed in the legal-oriented relationships. In this case, professional ethics will appear and sustain in a way that it should be.

Professional ethics has been pursued with extraordinary importance in the traditions which have been quoted as behalf of the Prophet as well as other infallible leaders. In the following, some examples of meaningful traditions are mentioned. In a famous tradition of the Prophet (PBUH), we read:

"I have been designated as a prophet to perfect moral standards."

The purpose of "I" which is for restriction shows that all objectives of Prophet Mission are summarized in the perfection of human moral.

In other tradition of Imam Ali (AS), we read:

"Even if we don not have hope of Paradise, fear of Fire, and waiting for reward or punishment, it is proper to follow the moral characters, for these are of things that show the way of success."

It is sufficient to say that Quran said about the expression of the dignity of the Prophet (SAW):

"And indeed, you are of a great moral character" (Al-Qalam, 4).

6.3. The ultimate criterion of professional ethics in Islam

The ultimate criterion of professional ethics is a matter that will be taken as argument perfection in order to justify and prove all ethical recommendations and it does not need to justify and prove, as it will also be taken as the last goal and ideal of ethical behavior. Philosophers of ethics are much debated about the ultimate criterion of ethics. According to Islamic ethical system, the ultimate criterion of ethics is God and any behavior that is proximate to him is a virtue. The ultimate goal is proximate to him; such criterion provides goodness of action as well as ensures goodness of the subject (Qaramaleki, 2009).

6.4. Neglect the factors affecting professional ethics

In the knowledge of management, it is clear that environmental factors outside the organization particularly the factors of global environment are less accessible for the organization and the possibility of influencing or controlling these factors are almost impossible. However, they are not missed in the analysis of the internal affairs of the organization. The least benefit of understanding these factors are that they will be made us more realistic and thus more successful inn obtaining organizational strategy and policy. In the field of professional ethics and at least in the explanation and analysis of ethical dilemmas of the organization, it should not be ignored organizational and environmental factors. The negligence of these factors in the analysis and explanation of ethical dilemmas causes are suffered us from reductionism and non-realism that will not have result but failure.

Pennino (2004) divide the factors affecting on professional ethics into three aspects:

1. Individual aspect: means that individual features and properties, religious values, personal criteria, family factors, beliefs and character are the factors affecting professional ethics. Absolutely, a person who lacks good individual moral competency, he/she will also not benefit from appropriate standards of professional ethics.
2. Organizational aspect: factors such as leadership, management, relationship with coworkers, relationship with subordinates and elites, reward and punishment system, coworker expectations, regulations and procedures, organizational atmosphere and environment are included in this area. Obviously, undesirability of such factors will threaten professional ethics and vice versa.
3. Environmental aspect: economical, social, cultural, and political factors as well as other organizations and competitive factors among them are the factors affecting professional ethics. Furthermore, lack of facilities and working tools, inappropriate tools, poor working environment, workload in excess of the employee ability, busy office environment, and legal breaches can provoke moral dilemma. Economical instability, political instability, cultural-historical chronic pains such as despotism, which is seriously incompatible with the culture of collaboration and teamwork. Social false teachings such as escape responsibility and knowing laziness at work as a type of sleight, unequal status of global competition, which is threatening business ethics. In addition, other such factors are undoubtedly affect on ethical status of the organization (Amiri et al. 2010).

7. Hypothesis

1. Social responsibility has a positive and significant effect on employee performance.
2. Trust has a positive and significant effect on employee performance.

3. Sociability has a positive and significant effect on employee performance.
4. Justice has a positive and significant effect on employee performance.
5. Loyalty has a positive and significant effect on employee performance.

8. Conceptual Framework of The Research

Conceptual framework is a fundamental on which all research is

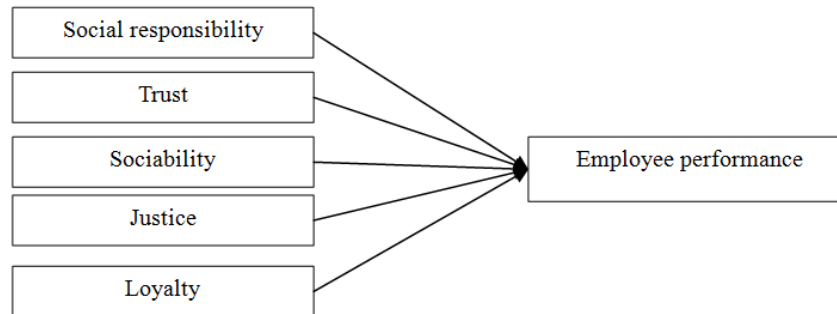


Figure-1: Conceptual framework of the research

9. Methodology

Generally, it can be said that this study is a field research which has been conducted by the questionnaire. The study is descriptive-survey research because the tool of data gathering has been distributed and gathered among the population. In the research, it has been studied the relationships between variables through regression analysis so descriptive-survey research is of correlation type. However, the study is applied research in terms of research goal.

9.1. Statistical population, sampling, and method of sampling

Statistical population includes managers and employees in Zanjan Water and Wastewater Corporation. Statistical sample has been selected among managers and employees through random sampling method.

9.2. Research tool

In the research, it has been used standard questionnaire to set the questions which has been included 32 items and designed in two parts for the respondents to understand more. First part includes individual features of the respondents such as gender, age, history, and education. Second part has been provided in order to study other hypothesis.

Questions of the questionnaire have been designed as closed questions. It has been used five-point Likert scale for variables. It was used items 1-4 to study the variable of social responsibility from standard research of Bruno et al. (2009), items 5-9 to study the variable of trust from standard research of Ferda (2003), items 10-13 to study the variable of justice from standard research of Chong (2015), items 14-17 to study the variable if loyalty from standard research of Susan (2015), items

18-28 to study the variable of sociability from standard research of Beykzad (2005), and items 29-32 to study the variable of employee performance from standard research of Ferda (2003).

9.3. Validity and reliability of the research

After a preliminary study on the subject, it has been studied to review research conducted in this fields and their results in order to achieve required validity and credibility in the design and use of questionnaire. Then, the questionnaire was prepared and proposed questionnaire has submitted to the relevant professors and experts. After involvement of their corrective comments, the final questionnaire was developed and it has distributed among managers and employees in Zanjan Water and Wastewater Corporation. Cronbach's Alpha of all variables and overall Cronbach's Alpha was higher than 0.7 that indicates high reliability of the questionnaire.

9.4. Data analysis

It was used SPSS software, descriptive statistics, and inferential statistics to analyze collected data.

10. Results

In this part of research, answers provided by the population were analyzed using linear regression test to design the framework of employee professional ethics with Iranian-Islamic approach in Zanjan Water and Wastewater Corporation given the normal distribution of population according to Kolmogorov-Smirnov test. Table 1 shows the results of Kolmogorov-Smirnov test. As shown in Table 1, significance level of all variables is higher than 0.05 so null hypotheses (normal distribution of data) is confirmed.

Table 1: Results of Kolmogorov-Smirnov test

	Social responsibility	Trust	Justice	Loyalty	Sociability	Employee performance
Number	80	80	80	80	80	80
Kolmogorov-Smirnov	0.890	1.187	0.772	1.294	0.909	0.902
Sig.	0.404	0.120	0.675	0.070	0.380	0.390

Therefore, linear regression was used for hypothesis test given the normal distribution of data. For using regression model, it is necessary to test preconditions of using it. In this regard, Durbin-

Watson, co-linearity, and normality of errors tests was done. Results show that all preconditions of using regression are established.

Table 2: Results of regression model fitness for hypotheses

Hypothesis	Regression model	R ²	Sum of squares	df.	F	Sig.
1st	Effect of social responsibilities on employee performance	0.024	62.968	79	1.933	0.168
2nd	Effect of trust on employee performance	0.207	62.968	79	20.372	0.000
3rd	Effect of sociability on employee performance	0.517	62.968	79	83.568	0.000
4th	Effect of justice on employee performance	0.312	62.968	79	35.360	0.000
5th	Effect of trust on employee performance	0.362	62.968	79	44.199	0.000

As shown in table 2, significance level of all hypotheses is less than 0.5 but the first hypothesis so regression model fitness is confirmed for them. Since, the amount of F is significant, the correctness of using regression model is confirmed for all

hypotheses but the first hypothesis. Thus, effect of social responsibility on employee performance is not supported given the confirmation of null hypothesis.

Table3: Results of linear regression test for hypotheses test

Hypothesis	Regression model	Beta coefficient	Sig.	Result
1st	Effect of social responsibilities on employee performance	0.140	0.168	Not supported
2nd	Effect of trust on employee performance	0.455	0.000	Confirmed
3rd	Effect of sociability on employee performance	0.719	0.000	Confirmed
4th	Effect of justice on employee performance	0.559	0.000	Confirmed
5th	Effect of trust on employee performance	0.601	0.000	Confirmed

As shown in table 3, significance level of all hypotheses is less than 0.05 but the first hypothesis. Thus, null hypothesis is not supported and all hypotheses of the research are accepted with %99 confidence level but the first hypothesis. According to the results, the effect of social responsibility on employee performance was not accepted. The effect of trust on employee performance is confirmed with 0.455 impact factor (Beta). Therefore, trust can predict and explain %20.7 of employee performance. The effect of sociability on employee performance is confirmed with 0.719 impact factor (Beta). Therefore, sociability can predict and explain %51.7 of employee performance. However, the effect of justice and loyalty on employee performance is confirmed with 0.559 and 0.601 impact factor (Beta), respectively. Therefore, justice and loyalty can predict and explain %31.2 and %36.2 of employee performance, respectively.

11. Discussion and Conclusion

Islam is a great source of teachings with help of which the organization can provide a context for individual moral growth because ethics is an internal and infrastructure matter. The aim must be develop people who can face problems and solve them with creative thoughts. As people can communicate well with each other and remove problems through using collective knowledge and generating new ideas. One of the necessary conditions for the emergence of new ideas is the existence of peace within the environment of organization. By increasing ethical deposit, it can provide conditions for the formation of a relaxed environment accompanied with ethics in the organization and community and become closer to determined goals. Components of professional ethics such as responsibility, justice, sociability, and trust can help organization to achieve required dynamic and growth in the field of ethics and organizational internal cooperation. However, they can help organization to do assigned duties toward predetermined goals of the organization with a sense of belonging, loyalty, and participation in decision-making and to act as an important arm of higher level of the organization.

Professional ethics is necessary in the organization so that the organization does not violate society, on the one hand, and guarantee its long-term interest with its logical and wise

decision-making, on the other hand. In confronting with the concept of professional ethics, something must be considered that professional ethics includes personal ethics and job ethics but it goes beyond and it is as a legal collection supervisor in the organization.

According to the results of testing hypotheses, components of professional ethics including trust, loyalty, sociability, and justice affect on employee performance in Zanzan Water and Wastewater Corporation. To promote professional ethics in order to improve employee performance in Zanzan Water and Wastewater Corporation, following recommendations are provided:

- Pay attention to sociability as an advantage of professional ethics in business environment
- Strengthen ethical atmosphere of the organization based on trust in the workplace and foster a sense of belonging, commitment, and loyalty to the organization
- Respect for ethical principles in payments, fairness, and consistency in performance evaluation and reward/punishment system by modifying remuneration with providing explicit and clear criteria
- Employee loyalty in the organization, which leads to customer satisfaction, and loyalty to the organization that leads to profitability and improvement in organizational performance.
- Pay attention to the needs of employees, organizational justice, interactions between managers and employees, creating a spiritual environment in the organization, providing job security, job assignment based on responsibility in the organization, which causes the organization to be welcomed, by the customers and effects on the improvement of employee performance.

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