

Investigating the relationship between feelings of social security and social trust (Case study of social security customers of Gillan province)

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article

Abstract

Introduction: The purpose of this study is to identify and investigate the relationship between the feeling of social security and social trust and social security among customers of social security in Gillan province.

Methods: The research method is a correlational survey and the data collection tool is a researcher-made questionnaire. The measurement tool had a formal validity and the required reliability between the items of the variables was determined using Cronbach's alpha coefficient. The sample size using Cochran's formula was 320 people, which were selected by simple multi-stage cluster sampling. SPSS software was used to analyze the data.

Results: The results show that the variables of social trust and sense of social security were moderate to high. There is a positive and direct correlation between the feeling of social security and social trust. That is, if the sense of social security increases, the level of social trust increases. Among the components of social security, life security and financial security have the highest correlation with social trust. The dimensions of social security explain about 38.5% of social trust in the Social Security Organization of Gillan Province.

Conclusion: To increase social trust in the study community, the sense of social security in all four types should be increased.

Keywords: abstract trust" feeling of social security" fundamental trust and social security" generalized trust" social trust

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Introduction:

Trust is an important component of human social life. Trust is actually a positive attitude towards a person or an external thing and indicates the degree of evaluation of the phenomenon we face. Trust has different dimensions and it should be considered a social category that is learned during socialization (1). Inglehart argues that relatively low levels of trust cause a person to be more likely to reject the existing structure and become anomic or socially alienated (Inglehart, 1999, 88). Human life will be unbearable without a sense of social trust and trust in the organizations around it (2). Trust can have different dimensions as follows: a) Trust in honesty and integrity, adherence to moral principles; B) confidence in the efficiency and effectiveness or ability to perform the tasks assigned to the role; C) Preference of collective interests over individual interests (3).

In a society where trust is at an optimal level, social oversight is based more on understanding and empathy than on fear, trust in specialized systems, trust in political systems in political participation, trust in social systems in Various human connections and connections, etc., all indicate the necessity of this basic sense for modern human beings (4). Trust potentially describes social relations that include horizontal distinctions between areas related to public and private space (5). Special attention should be paid to trust in the social security organization, because many of people in the community benefit from the services of this organization. If the level of social trust in society increases, considering that many social scientists think that one of the tools of society development is the trust and social participation of people in society, then increasing the social trust of men and women means increasing their share in the development process of society and the growth of economic institutions such as the Social Security Administration.

Security has always been one of the fundamental and vital issues of human beings. In history, we do not know of a society that has long since passed away without security concerns and problems. Security is considered as one of the basic needs and necessities of the individual and society, the lack or disruption of which leads to worrying and dangerous consequences and reflections (6). Society provides security for its citizens and everyone who lives in it. In the objective dimension, security can be defined as freedom from threat. In the mental dimension, security means feeling calm or not feeling threatened and not feeling the fear caused by those far and near. Of course, these two dimensions are usually strongly correlated with each other, although in the final analysis, the former largely determines the latter, nevertheless, the percentage of variance of the security variable in the mental dimension affected by the software environment of society and information and content It is (7). Social security means peace and tranquility that society creates for its members and is one of the duties and goals of any society. In the discussion of social and moral security, it should be noted that there is a strong moral foundation that is a source of nutrition for the citizens of that society, in order to achieve cultural organization in the social space (8). One of the basic and basic human needs for a desirable life and achieving perfection and happiness is to have security in its various dimensions and types such as security and peace of mind, mental, physical, social and economic, etc., so that in the light of it can find peace. Slow down and walk on the path of happiness and development.

The purpose of this article is to examine the relationship between the feeling of social security and the level of trust in the social security organization. In recent years, the number

of protests and complaints against the Social Security Organization has been increasing, which can affect the legitimacy of the organization, increase public distrust in the organization. The greater the dissatisfaction with the organization, the more distrustful it will be. One of the factors affecting social trust in the Social Security Organization of Gilan Province is the feeling of social security. Now the researcher is looking for the level of social trust among customers (clients) of social security in Gilan province and what is the relationship between the feeling of social security and its dimensions with social trust?

Various researches in the field of social trust and the factors affecting it have been conducted inside and outside the country. Niazi et al. (9) meta-analyzed social trust and the feeling of social security. The estimated effect size in the studied samples is 0.478, which is in the medium level of confidence based on Cohen's interpretation system. Men's social trust has had a greater impact on their sense of social security than women. Men's sense of security is more affected by social trust than women. Actors at all levels engage with a set of interests and expectations; If there is no generalized social trust between them, the extent of their interactions will certainly decline and they will feel insecure in such a situation. Biddel (10) concludes that there was a significant and direct relationship between the variables of social trust and sense of security and between social trust and social security. According to the regression test, about 62% of the changes related to the social security variable could be explained by the variables of sense of collective security, age, sense of life security, group trust and marriage. As social trust increases, so does the sense of security, and as a result, individuals' efforts to maintain social security increase.

Yari and Hezarjaribi (11) studied the relationship between the feeling of security and social trust among citizens (a case study of Kermanshah residents). The results show that there is a direct correlation between different dimensions of feeling of security and dimensions of social trust, among which the feeling of economic security with a value of 0.542 showed the highest correlation with interpersonal trust. Path analysis diagram also showed the direct effect of all entered variables on social trust, among which the feeling of economic security with a value of 0.211 had the most direct effect on social trust. Enayat et al. (12) in studying the relationship between social trust and the feeling of social security among 29-year-old youth living in Shiraz and Yasuj and evaluating the effect of trust and its dimensions on the dimensions of social security showed that social trust and institutional trust both increase the level of social security respondents, but the effect of the dimensions of trust on all dimensions of the sense of security is not the same. The effect of institutional trust on the sense of political security is almost five times the effect of generalized trust, but in contrast, the effect on the sense of public security is as generalized as trust. Therefore, security is a multidimensional concept and not all its dimensions are affected by the same variables and factors. Garossi et al. (13) in an article examined the effect of social trust indicators on the sense of security among female students of Jiroft Azad University. The results showed that interpersonal trust affects the level of their sense of social security. The internal and macro level of trust (fundamental trust and generalized trust) does not affect the sense of social security. Ghodrati et al. (14) examine the feeling of social security and the impact of law enforcement agencies, namely the police and the court, as well as the impact of membership

in voluntary social networks. Findings show that the variables of trust in the court, trust in the police, membership in literary and artistic associations, gender and marital status are included in the regression model. Second, the expansion of social networks can help strengthen citizens' sense of social security.

Imman et al. (15) studied the level of youth responsibility towards society and its relationship with the feeling of social security in Mashhad. According to the research findings, there is a significant relationship between social responsibility, social commitment, social trust and youth education with the feeling of social security. Sarukhani and Hashemnejad (16) in an article examine the relationship between social capital (its components such as trust) and the feeling of social security in the youth of Sari. There is a significant relationship between social participation, social trust, social relations, social cohesion and the feeling of social security among the youth of Sari. Niazi and Farshadfar (17) have studied the relationship between two variables of social trust and the sense of social security among women in the northern regions (1 and 2) and southern regions (19 and 20) of Tehran. The results of statistical analysis using Pearson correlation coefficient (0.361) confirm the significant relationship between the two variables of social trust and the sense of social security among women in the southern part of Tehran at 99% confidence level.

Mata (18) in a study examined changes in trust in individuals and institutions among people with different religious affiliations in Canada. Two types of trust, namely interpersonal trust and organizational trust were examined. The results showed that among different sects, Protestants have higher interpersonal trust than Muslims, Hindus and Sikhs. Also, the level of organizational trust in the sects was the same and no significant difference was seen. Religion and other social and demographic variables are influential in understanding the processes of social trust formation in different groups. Taniguchi and Marshall (19) conducted a study entitled "The effect of social trust and institutional trust on formal voluntary affairs and charitable aid in Japan." Social trust and especially the existence of institutional trust in society can affect the level and level of people's participation in voluntary charitable activities and there is a positive correlation between them. Therefore, the existence of social and institutional trust can affect the level of civic obligations and increase and decrease it. Lindstrom et al. (20) in a study examined the effect of social capital on the feeling of insecurity in the neighborhood. The participation rate in this survey was 71%. In this study, social capital was measured according to individual and neighborhood factors and the meaning of local factors was participation in municipal elections. The results showed that neighborhood factors explain 7.2% of the total variance in the sense of insecurity. This effect was reduced to 0.7% by including individual factors in the model. Finally, by eliminating individual factors, social capital was measured in terms of participation in elections and was able to explain to a large extent the feeling of insecurity.

In the discussion of theoretical foundations, theories related to the two concepts of social security and social trust is examined. The relationship between order and security was first examined from a sociological point of view by Auguste Comte. Comte emphasized that society does not come into being unless its members have the same beliefs. Thus, society, like any natural material phenomenon, is subject to immutable laws, and in the scene of social life there is always a set of principles and rules that make the intellect of individuals, by agreeing with one voice, follow the general ideas that lead to a common religion. And

with this coordination between minds, social order is established (21). The sociology of security from Comte point of view examines the factors that disrupt the natural evolution of societies and delays the establishment of the positive phase. In his view, intellectual security is an aspect of social security that in fact, in order to achieve a stable social order, society needs the exchange of thoughts and ideas in a calm and carefree environment, which depends on intellectual security. Immunity of thoughts and ideas from dangers and threats such as censorship, provides conditions for mixing and agreement of minds and provides the necessary basis for creating a new order based on a new consensus in the natural process and social order that guarantees security (22).

According to Karl Marx, social security in relation to work takes on meaning and concept, because human beings can be defined in parallel with work, and social security refers to the conditions in which various professions and occupations maintain their independence and freedom of action and with Ability to regulate productive relationships to be able to protect and defend individual members against various threats and injuries. Social security means maintaining the productive forces in conditions where human beings can act as human beings in various areas of the production process (23).

Emile Durkheim believes that society needs to discipline and monitor the actions of individuals and limit their insatiable desires and aspirations through social pressure (24). This social pressure and imposition occur in a structural system of social solidarity and considers the health of society to be dependent on the degree of social solidarity. Social solidarity can determine the unity, health and integrity of the group. Durkheim actually considers the two types of punitive and restorative rights in order to maintain order and security in society. Therefore, security is the result of a common moral order or ethics, so that with the presence of common values and beliefs, as the bond and collective interests increase, the possibility of violating each other's rights and encroaching on the property and lives of others decreases. Durkheim sees security in the solidarity of society and emphasizes rules and regulations that reduce the risk of harming each other, respect the rights of others, and curb the desires and wishes of individuals. Security, by creating social order through laws and regulations, by creating legal order, determines the duties of individuals and individuals, in terms of dependence on society and each other oblige themselves to observe each other's limits (25). In strong and stable social conditions, human aspirations are regulated and limited by norms. With the disintegration of norms, an anomie with a state of infinite desire can naturally not be satisfied. As a result, a permanent state of social dissatisfaction arises.

Abraham Maslow considers human needs to be a special kind of instinct not found in animals. Maslow divides human needs into five categories, which are: Physical needs, Safety needs, needs of belonging and loves, Needs of respect, Needs of self-fulfillment (26). Therefore, the need for security is important to her and can affect social relations and trust in society. Barry Buzan first used the term social security in his book "People, Governments, Fear." Social security is just one of the five parts of his five-dimensional approach to the security hypothesis. Other parts of this approach are: military, political, economic and environmental security. Social security is concerned with the ability to maintain traditional patterns of language, culture, religion and national identity with acceptable conditions of

change. These five parts do not act separately. Each of them has an important focus within the issue of security and a way to set priorities and is connected to each other through strong communication (27).

According to Anthony Giddens, security can be described as a situation in which a particular set of risks is addressed, or minimized; the experience of security depends on a balance of trust and risk. Security may be related to groups of people (28). According to Giddens, Existential security is: being safe means having answers at the level of the unconscious and practical self-awareness for some fundamental existence questions that all human beings have raised in some way during their lives (29). Giddens considers abstract systems to be systems of technical work or specialized skill that constitute broad areas of the material and social environment of our present life. In his view, we have to rely on modern institutions and abstract systems in a situation where many aspects of modernity have become global. Life in the modern era is fragmented by specialized abstract systems, and one cannot do all or most of one's work independently as in the past. Anthony Giddens (30) believes that people can also have an opinion on the reliability of specialized or abstract systems, such as making sure that their car or TV is well made.

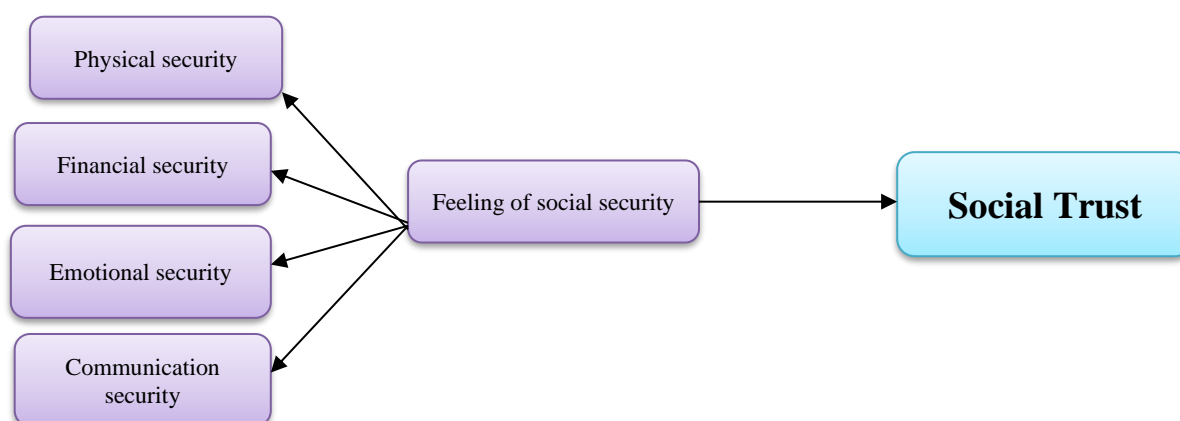
Robert Putnam sees social capital as a set of concepts such as trust, norms, and networks that enable optimal communication and participation of members of a community and ultimately serve their mutual benefits (31). Putnam attributes social trust to two sources: reciprocity norms and civic engagement networks. According to him, trust facilitates cooperation and the higher the level of trust in a society, the more likely it is to cooperate. Cooperation, in turn, builds trust. In this way, the more social capital is used, the more it will increase instead of being depreciated and reduced. In any social group, there are norms whose most important benefits are strengthening trust, reducing transaction costs and facilitating cooperation. According to Putnam, the most important of these norms are the norms of reciprocity (32).

Inglehart focuses on trust and expectations. In his definition of trust, Ronald Inglehart focuses on the predictability aspect of behavior and believes that trust or distrust helps to form expectations in the case of imperfect information, and trust includes the expectation that another behavior will be predictably friendly. In order to oppose the insidious or unreliable behavior of individuals, distrust is considered (33).

Koleman examines trust at the micro level. The concept of trust is central to Coleman. According to him, people take social action to meet their needs, and meeting needs is possible only through social bargaining. According to Coleman, in any relationship based on trust, there are at least two components. A relationship based on trust is a reciprocal action and is based on the principle of maximizing benefit under risky conditions (34). People use resources to their advantage. Micro-level trust is the product of a person's relationship in the areas of trust in family members, trust in friends, and trust in relatives.

Due to globalization and the dynamic process of global interdependence, Piotr Zetomka has mentioned the two categories of trust and cooperation as one of the basic presuppositions in the face of global developments. According to Zetomka, trust is reflected in the context of human actions, the most important feature of which is future-oriented orientation. The less control we have over future actions, the greater our need for trust. Trust is a bet on the uncertain future and uncontrollable actions of others with risk. Zetompka considers levels of

trust as layers that start from the most objective relationships between family members and continue to the most abstract relationships such as trust in social order and system efficiency. According to the theories, the theoretical framework of Barry Buzan's theory of social security and social trust is Anthony Giddens. Social trust arising from the feeling of security affects all aspects of human life, and the resulting distrust causes disruption in social order and the flow of action of members of society (35). According to Giddens (2001) theoretical approach, the more security in society, the more trust in the executive apparatus. The hypothesis of a significant correlation between social trust and social security is in line with Giddens' theoretical approach.



Methodology

Survey method was used to collect data, classify, describe and analyze them. The statistical population of this research is all customers and clients of Gillan Social Security Organization. According to statistics provided by the Deputy Minister of Statistics and Information, the number of customers is 87,254. The random sampling method is simple and the sample size is 320 people. Pearson correlation coefficient was used to measure the significant relationship between variables in the research hypotheses. The studied variables have formal validity as well as theoretical validity and the reliability of each of the components of social trust and social security is more than 0.70 which indicates the reliability of its items. SPSS software was used to analyze the data. The two variables of social security and social trust have a level of distance measurement and their theoretical and practical definition is as follows:

Sense of social security: a kind of positive psychological orientation (satisfactory, convincing, calming) of citizens to not affect the presence and occurrence of anti-security events in the current and future conditions in various areas of social, economic, stability Political is identity cohesion, territorial integrity and security (37). A sense of security means the absence of fear that human values will be attacked or endangered, and the absence of fear of legitimate rights and freedoms means confidence and peace of mind, security, peace of mind and being together (34). The feeling of security creates a space where the individual can work and work with more motivation and effort in the shadow of social trust spread in the community (30). The independent variable of feeling of social security in four dimensions of

life security, financial, emotional and communication security (Gholam Niarami, 2017) and with 27 items has been studied.

Table 1: Dimensions of the feeling of social security

Variable	Dimensions	Definition
feeling of social security	Physical security	Guaranteeing the body and soul of people against dangers and injuries
	financial security	Protecting one's property and other financial resources against various damages
	emotional security	Ensuring that others love us and that our presence or absence is important to them, our pain and suffering also makes them sad.
	communication security	Interaction with family members, relatives and members of the community, trust in communication with others and emotional relief

Social trust: Trust is closely related to concepts such as cooperation, honesty, loyalty, intimacy, hope and altruism (22). Trust means accepting the risk of encountering and communicating with others, with the assumption that they will behave as expected or that they will not intentionally seek to harass us (31). Social trust has three dimensions. Interpersonal trust, generalized trust, abstract trust, which is the trust of the people of a society in institutions, organizations, organs and occupations, professional and specialized (35). Institutional trust can refer to members' trust in the organization's strategy and vision, its business competence and technology, equitable structures and processes, and the organization's human resources policies (23). Therefore, to measure trust (social trust, organizational trust and institutional trust), the standard questionnaire of Alonen et al. (23) was used, which has 30 items and a five-choice Likert scale.

Results:

The study of the distribution of respondents in terms of social trust shows that the level of social trust was very low between 4.6%. About 12% are low, about 42% are medium, about 35.2% are high, and about 7.2% have very high levels of social trust. The average level of social trust among people is high and its average of 5 is equal to 3.82. According to the table below, the highest level of social trust is in the average range with (42%) and the lowest rate is in the very low range with (4.6%).

The social security sentiment variable was measured with 27 items. Among about 18%, the feeling of social security was very low. About 21% are low, about 27.4% are moderate, about 25.6% are high and about 8% have a very high sense of social security. The average feeling of social security among people is high and the average of 5 is equal to 3.12. Among the dimensions of social security, the financial security dimension with an average of 2.89 had the lowest and the emotional security dimension with a high of 3.95 had the highest average.

Table 2: Distribution of respondents according to the level of social trust and sense of social security

Variables	Very low	low	Medium	high	Very high	average
social trust	4.6	12	42	35.2	7.2	3.82
sense of social security	18	21	27.4	25.6	8	3.12
Physical security	31	23.9	25.4	15.5	4.2	2.89
financial security	25.4	23.6	28.9	19.4	2.8	3.01
emotional security	10.2	13.4	296	31	15.8	3.95
communication security	7.7	12.3	30.6	37.7	11.6	3.65

Before testing the research hypotheses, the normality of the variables was checked using an appropriate test. The result of the normality test showed that in the social trust variable, the value of the test is equal to 0.880 and its significance level is 0.272. The level of significance for the variables of social security is more than 0.05 and its normality is confirmed and the use of parametric tests such as linear regression, path analysis and Pearson correlation coefficient is allowed.

Table 3: Results of Kolmogorov-Smirnov test of variables

Variables	Z	Sig
social trust	0.880	0.272
sense of social security	1.07	0.160

The following results have been obtained in testing the hypotheses. The first hypothesis is that there seems to be a significant relationship between the feeling of social security and social trust. Pearson correlation coefficient between the sense of social security and social trust is 0.57 and its level of significance is zero. There is a positive and direct relationship between the variables. Due to the fact that the level of significance in the correlation coefficient is less than 5%, so there is a significant relationship between the two variables. If the feeling of social security is higher, the level of social trust will also be higher.

Table 4: Pearson correlation coefficient between sense of social security and social trust

Variables	Pearson correlation	Sig	Result
sense of social security and social trust	0.570	0.000	Existence of positive and direct correlation and relationship

Pearson correlation coefficient between financial security and social trust is 0.38 and its significance level is zero. In all hypotheses, a significant and positive correlation is seen

between the independent and dependent variables of the research. Among the research variables, the variables of feeling of life security and social trust with the value of 0.51 had the highest correlation. In other words, the feeling of security of life shows more correlation with social trust than other dimensions of the feeling of security. In contrast, there is the least correlation between the variables of emotional security and social trust with a value of 0.23.

Table 5: Pearson correlation coefficient between the four dimensions of social security and social trust

Variables	Pearson correlation	Sig	Result
Financial Security	0.38	0.000	Existence of positive and direct correlation and relationship
Physical Security	0.51	0.000	
Emotional Security	0.23	0.000	
Communication Security	0.37	0.000	

Using multivariate regression, the effect of independent variables on social trust was investigated. Multivariate regression is a statistical method that allows us to predict a person's score in one variable based on his scores in several other variables. Regression analysis predicts changes in the dependent variable through independent variables and determines the contribution of each independent variable in explaining the dependent variable.

Table 6: Multivariate regression of social trust

Multiple correlation coefficient	R Square	Durbin-Watson test	Sig
0.621	0.385	1.87	0.000

The correlation of the independent variables entered in the model with the dependent variable (social trust) is 0.621, which indicates a strong correlation between the variables. Therefore, the obtained significant value can be generalized to the statistical community. Important assumptions of regression analysis were measured using Watson camera test, tolerance and omission and variance inflation factor. Because the Tolerance and VIF of the independent variables are close to 1 and their variance inflation factor is less than 2, and the Watson camera test value is 1.87, it indicates that there is no alignment between the independent and independent variables. Mistakes are from each other. As a result, multivariate regression analysis can be used.

Table 7: Multivariate regression equation coefficients of social trust

Variables	b	Beta	T	Sig
Constant	2.30		5.58	0.000
Financial Security	0.122	0.328	7.25	0.000
Physical Security	0.109	0.213	4.55	0.000
Emotional Security	0.091	0.140	3.34	0.000
Communication Security	0.120	0.185	4.16	0.000

The feeling of financial security with a beta value of 0.328 had the greatest effect on social trust. The positive sign of the coefficient of this variable indicates its direct effect on social trust and the meaning of 0.328 is that by increasing one unit in the amount of financial security, the amount of social trust increases by 328 units. The variables of feeling of life security (0.213), feeling of communication security (0.185) and feeling of emotional security (0.140) are effective in the next categories.

Path analysis is a technique that expresses the correlation between independent and dependent variables in the form of direct and indirect effects. The path analysis technique is based on a set of multiple regression analyzes and on the assumption of a relationship between independent and dependent variables. The table below shows the direct and indirect effects of independent variables on the dependent variable.

Table 8: Direct and indirect effects of independent variables on the dependent variable of social trust

Variables	Direct	Indirect	Sum
Financial Security	0.328	-	0.328
Physical Security	0.213	0.039	0.252
Emotional Security	0.140	0.092	0.232
Communication Security	0.185	0.150	0.335
Total	0.86	0.28	1.14

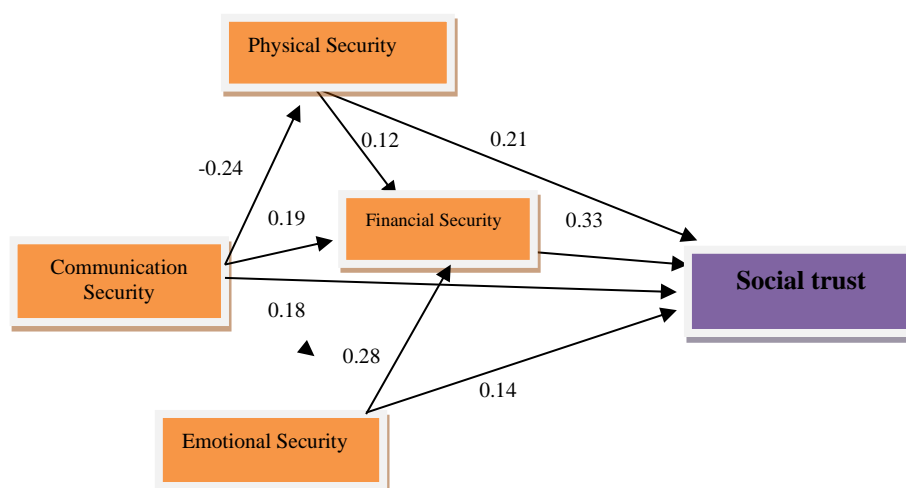


Figure 2: Path analysis diagram

According to the path analysis chart, the variable of feeling of financial security has the most direct effect and also the feeling of communication security has the most indirect effect on the level of social trust. On the other hand, the variable of feeling financial security with the most direct effect on social trust had no indirect effect on other variables. The highest direct

impact has the variables of financial security and life security, respectively, and the highest indirect impact has communication security.

Conclusion:

The concept of social trust and social security are important concepts in the field of humanities and social sciences. In this regard, Durkheim considers security in the solidarity of society and emphasizes the rules and regulations that reduce the risk of harming each other, respect the rights of others and curb the wishes and desires of individuals, and thus security by creating order. Socially, through laws and regulations, by creating a legal order, they determine the duties of individuals and individuals, in terms of dependence on society and each other, oblige themselves to respect each other's limits. Regarding the feeling of security and reduction of deviations, Parsons paid attention to the four social sub-systems (economy, politics, religion, legal system and social custom), and if each of these four sub-systems, in turn, performs their function properly, they can cause Increase the sense of security and reduce deviations.

According to the results, there is a direct relationship between the feeling of social security and its four dimensions with social trust. The result is completely in line with the theoretical foundations of the research and especially the views of people like Anthony Giddens, Barry Buzan and Emile Durkheim. Also, according to the obtained findings, it can be said that these results are completely consistent with the findings of the studied experimental backgrounds such as Garossi et al. (2006), Mousavi et al. (2007), Imman and others (3) and Yari and Hezar Jaribi (30). In this research, the relationship between the two variables of social security and social trust has been pointed out.

Findings show that one of the factors in creating social trust is people's sense of social security. People who have the potential to feel social security in various dimensions, no matter how much the security field is strengthened, as a result, the level of social trust, especially to the Social Security Organization of Gillan Province, will increase. The research results of Niazi et al. (27), Sarukhani and Hashemnejad (26), Enayat et al. (9) and Zakeri Hamaneh et al. (35) also express and confirm the same thing. According to the values of correlation coefficient, the highest correlation was observed between the feeling of life security and social trust; this means that the lower the sense of security of life, the lower the social trust of citizens.

In conclusion, it should be said that the greater the sense of social security among individuals in society, the higher the social trust in social organizations and institutions such as the Social Security Organization among them. In this regard, in order to pave the way for increasing security in various dimensions and, consequently, increasing the level of social trust, social planners can increase trust among the people and between private and public institutions by strengthening the foundations of a sense of security among the community. And thus strengthen social trust and institutional trust.

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