

Evaluating Justice-Oriented Services by the Social Security Organization from the Stakeholders' Perspective in Tehran

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Abstract: The present study aimed to evaluate justice-oriented services by the social security organization in Tehran. The research method was survey and the population included all of the insured individuals from the general department of social security, West Tehran using Cochran's formula by simple cluster random sampling. The collected data were analysed using SPSS software based on 12 indicators of services by the social security organization. The most important indicators were obligations and services of the social security organization, pensions, disability pensions, survivors' pensions, unemployment insurance, sick pay, maternity pay, medical assistance, marriage allowance, and burial allowance. Data analysis indicated that 6.2% of the respondents considered that the performance of the social security organization as very bad, 17.4% as somewhat bad, 34.4% as average, 27.4% as good, and 14.5% as very good. Thus, most of the respondents considered the performance of this organization as average.

Keywords: Performance, welfare, social security, organization, stakeholders.

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Introduction

Based on Article 29 of the Constitution, access to social security in terms of retirement, unemployment, aging, disability, homelessness, accidents, the need for healthcare and medical care as insurance, etc., is a universal right. According to the law, the government is required to provide the above-mentioned services and financial support to all people in the country from the public revenues. Social security, as an inseparable need of social life has always been raised. The growth and development of such basic social needs began with the expansion of industrial activities and determined its place in legislation. Social security means securing and reassuring the society from the economic and social perspectives, as described in Article 29 of the Constitution of the Islamic Republic of Iran: (Creating welfare, eliminating poverty, and establishing a kind of social justice and eliminating any kind of deprivation in different fields).

Social security of any society is the full appearance of that society. Thus, social security is an underlying issue affected by the temperaments, spirits, and value system governing the society. In principle, the dynamic presence of social security in any society is a sign of the growth of that society towards excellence and progress. Based on this thinking, insight, and awareness, social security means peace of mind from the future and ensuring the presence of a protective umbrella in old age, disability, helplessness, etc.). (Collection of Technical Circulars, 6, 1994). On the other hand, the principles of welfare and social security are due to the changes and complexities of modern social relations in today's societies. Social welfare focuses more on a multifaceted economic, social and political situation and preserving human beings and the responsibility of society towards and promoting the capability of society as a whole in individual and collective areas is one of its basic goals. Social security and social support are a subset of social welfare and a tool in social policy. Today, the basic approach in social welfare is a multilateral approach in economic, social, and political dimensions. Based on the institutional theory, the government should consider policy directly before the occurrence of any

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disorder (Mijli, 1999: 140). The social security organization, as an insurance organization, has different services that the insured individuals benefit from. The social security organization is a social insurance organization that covers salaried workers compulsorily and freelancers. Today, social security plays a key role in creating satisfaction, peace of mind, and hope for the future in most societies. Without any exaggeration, it certainly affects the population composition, immigration, economic structure of society, redistribution of incomes, prevention of movements, and other issues such as eliminating the effects of unemployment, reducing the growth of poverty, disease, etc. (Khosravi, 2009: 161).

Today, the need for the insurance industry is inevitable due to its vital importance in growth and prosperity of the economies of countries. However, the indicators of insurance development which show growth and development in this industry such as per capita premiums, the ratio of premiums to GDP, etc. in the Iranian insurance industry not only are not comparable with developed countries, but also are even lower than developing countries. The non-compliance of these insurance coverages with what the insurers think is one of the reasons raised by insurance industry experts in this field. The population covered by this organization includes more than 14 million and 700 thousand people as the main insured individuals while more than 3 million and 900 people are pensioners, reaching more than 44 million people which by considering the families of the insured individuals. Based on the law, the social security organization is a public non-governmental organization whose main financial resources are provided from insurance premiums with the participation of the employer and the insured individuals and fails to rely on government resources. For this reason, its capitals and assets belong to the insured individuals in different generations and cannot be integrated with any governmental or non-governmental organizations and institutions. The main support of this organization is the tripartite cooperation of employers, the insured individuals, and the government in different areas of policy-making and macro-decisions and financing. (Special Supply Letter (2019) Statistics, Social Security Organization).

The obligations of this organization have been set according to the standards of the international labor organization and the international social security organization, and the law has determined the services and realization of such obligations by. The most significant obligations and services of the social security organization include pensions, disability pensions, survivors' pensions, unemployment insurance benefits, sick pay, maternity pay, medical assistance, marriage allowance, and burial allowance. (Ahange Atiyeh Cultural and Artistic Institute (2016)). Since social welfare in any society is one of the most basic social needs that the society should have, welfare leads to security, calmness, and inclusive confidence in the present and the future. Today, with the formation of new welfare institutions by the statesmen, it can be stated that social welfare is largely established by governments. In fact, one of the main tasks of any government is to provide the welfare of citizens. In order to form economic prosperity, investment, planning and any other social activity requires at least a safe and calm environment that the presence of such security shows the welfare in society. In this regard, welfare is practically among the goals and values of each society. Thus, it can be said that the feeling of well-being is not only a need for humans, but is a highly important factor in the development of any country. In addition to being a human necessity, social welfare is an important element in the development of a society. Different contexts of economic, social, and cultural development, etc. require a sense of social well-being. Welfare can provide a context of comfort for families. Since the social security organization as the arm of governments provides part of the welfare of citizens in form of insurance services and has had provided services to stakeholders for many years, this study aimed to evaluate the services of the social security organization from the citizens' perspective.

Experimental Literature

Naeimaei Benyamin and Shakoory Ali (2016) conducted a study on the challenges of implementing a comprehensive welfare and social security system in Iran in the 2010s and believed that despite a history of more than 50 years of codified planning and about 90 years of historical background in Iran's welfare measures for more than 36 years with the motto of supporting the oppressed and creating equality and justice and most importantly, the presence of a constitution that promised a welfare state with its multiple principles such as Article 29, the umbrella of security does not yet cover the society completely. As the indicators such as extreme poverty, absolute poverty, and relative poverty affect a significant population.

In the present study, an institutional approach has been used in the analysis of welfare policies. The method of this study was documentary in which articles, books, documents, rules and interviews were reviewed through secondary analysis technique. Critical review: The lack of an efficient and focused welfare structure has led to incoherence and misuse of the available welfare resources. The law on the comprehensive system of welfare and social security could not solve the structured historical inefficiency in practice. Although parallel government institutions have played a desirable role in providing some services and support, the lack of an efficient and centralized welfare structure based on updated information has resulted in incoherence, parallelism, fragmentation and misuse of the current welfare resources. Accordingly, the Iranian society reached the point of maturity in 2004 when the need for this cohesion was assigned to the government in form of the law on the structure of the comprehensive system of welfare and social security. Discussion: This study argued that the ruling governments during the studied period used a therapeutic approach instead of prevention to fulfill and implement welfare to structure and create organizations and bureaucracies regardless of their political nature based on the needs of society. Instead of satisfying the needs of society, such organizations have turned into institutions which sought to maintain their power and internal interests and have become tools for the survival of organization. Due to inability to accumulate various types of capital in the Iranian society, this issue is repeated over time and results in a waste of resources and time, as well as the failure to achieve goals. However, the multiplicity of executive institutions which account for the large budget of the government and fail to provide maximum coverage at the same time. Organizational parallelism and repetitive activities with inefficient traditional structures and weak expertise have led to widespread dispersion in the welfare field of Iran. The lack of an organization which has direct responsibility for supervising welfare in the country is evident. Such a structure should be reformed but the creation of individual interests at the level of organizational and mid-level officials affects this structural reform. Such interests cause conflict between organizations. Whether before or after the revolution, the government failed to overcome the interests of organizations and supervise welfare foundations. The informal structures in organizations, which are hidden from the evaluations of outside observers, protect the current interests and stakeholders and fail to allow the structures to change. The results of the study by Mohammadi, Azizi, Cheragh Beigi, Mohammadi, Zarei, and Vali Nejadi (2013) entitled "Analysis of deductions applied by health insurance and social security organizations to the bills of educational hospitals in Khorramabad" showed that the average of inpatient and outpatient deductions was 4.22% compared to the invoices sent to the health insurance organization.

The highest and lowest deductions were related to Shohada-e-Ashayer Hospital with 5.46% and Psychiatric Hospital with 0.18%, respectively. The cost of anesthesia had the maximum percentage of deductions (18.46%). Furthermore, the average of inpatient and outpatient deductions was 4.6% compared to the invoices sent to Social Security Insurance. Shohada-e-Ashayer Hospital with 6.24% had the maximum and Psychiatric Hospital with 0.19% had the minimum amount of deductions. Although a small percentage of the sent bills was deductible, the same small amount of deductions had imposed a significant financial burden on hospitals. Incomplete documentation of the file, unfamiliarity with the hospital information system, incomplete registration and incorrect entry of the insurance code, extravagance, incorrect calculations, insufficient training, and other factors were the significant causes of deductions. Based on the obtained results, the university is recommended to adopt an appropriate policy to reduce the amount of deductions. Zahedi Asl Mohammad (2001) studied the welfare of employees in the social security organization (Welfare affairs) and found that it was complementary to the recruitment operation and played a key role in maintaining and motivating the organization's human resources. The social security organization with more than 32000 employees in the insurance, medical, and employee departments, which are responsible for about six million main insured on social security is no exception to this rule. As a result, the status of the welfare affair will affect the performance of this complex and the satisfaction of about 28 million insured and their family members. Therefore, the present study aimed to identify the status of employees' welfare commissioned by the social security organization. Although the research method was descriptive, the theories related to management were used to scientifically explain the intended phenomenon. The data collection tool was an interview and the statistical population was the employees of social security branches in seven capitals of the province, being selected by random sampling at a significant sample size.

The main question in this study was “what does the welfare affairs of the organization include for employees?” Second, “what is the level of employee satisfaction with these affairs in relation to some variables?” and third, “what is the relationship between employees' views on welfare affairs and some variables?” Some theoretical and practical definitions were presented from each of the variables and their measurement was specified. Welfare affairs were assessed in 25 categories and employees' opinions in 15 categories. Some of the obtained results were:

- The most used welfare facilities were non-cash benefits and facilitation loans and in this regard, these two categories along with emergency loans were introduced as the most desirable welfare facilities by employees.
- The highest satisfaction of the used welfare categories was related to facilitation loans and in this regard, these two categories along with emergency loans were introduced as the most desirable welfare facilities by employees.
- The highest satisfaction of the used welfare categories was related to facilitation loans, beach shore, and pilgrimage house while the highest dissatisfaction was related to consumption cooperatives, housing loans, and dining.
- The relationship between satisfaction with the level of welfare facilities to age, level of education, work experience, organizational unit and social class was confirmed; nevertheless, the size of household, the organizational sector, and the amount of welfare facilities in the place of residence were not confirmed.
- Employees' opinion about welfare categories was not associated with the organizational sector, gender, and work experience, while the presence of such a relationship with social status, satisfaction with welfare categories, literacy level, and age was confirmed. At the end of the study, some practical suggestions were presented in line with the results of the study.

Saei Arsi Iraj, Khosravi Hedayat (2010) studied the factors affecting the satisfaction of the main insured on insurance and medical support and services (Case study of social security organization in Khorramabad in 2010) in insurance branches and medical centers provided some services such as pension insurance, sickness insurance, unemployment insurance, medical assistance, marriage allowance, and medical services which all play a significant role in creating satisfaction for the insured. The results of regression indicated that the first effective factor (highest coefficient) was related to age, which was higher in the elderly than in the youth (age, 0.51), satisfaction of the married was higher than the single (marital status, 0.26), the attitude of employees to the insured (0.21), and awareness was about 0.1%. The type of insurance had an effect at 0.08, so that the users of optional insurance had a higher satisfaction than compulsory insurance. In addition, the results indicated that ease of access to services was effective at 0.05. In general, the level of satisfaction of people covered by insurance and medical services was below average.

Method

In this study, a questionnaire with closed questions was used for collecting data using the survey method. Likert scale was used in making the questionnaire technique. The population of the present study included 9188434 million insured of the general department of social security, West of Tehran. Due to the large number of the insured of the social security organization, cluster sampling method was used. The sample size included 385 people, being obtained through the Cochran's formula. A researcher-made questionnaire was used to collect data.

Conceptual definition of variables

Social Security: A system of benefits and transfers to maintain the income which is invested through taxes and insurance companies (Balduk et al.; 1999: 280, cited in Rahmani Beyn Kalayeh, 2016).

Another definition of social security is as follows: Social security is a welfare program to reduce economic risks and protect individuals. Social security protects people by reducing or cutting off income from unemployment, aging, disease, disability, and death by providing money and social services, as well as assistance to support the families and survivors. (Rahmani Beyn Kalayeh, 2016: 56)

Social justice: The term social justice is one of the concepts discussed in political philosophy and lots of interpretations have been presented for it. In Oxford dictionary, justice is defined as the preservation of legal, social, and moral principles by fulfilling authority or power. Today, some people consider social justice as the presence of equal social opportunities for education, skills, and access to financial and physical capital. In fact, social justice focuses on procedural, redistributive, or executive policies which lead society to a kind of balance between the classes with and without natural blessings (Batmani, 2005: 46).

Eligibility and competence: This conception of social justice, which is a combination of the two previous conceptions with some additions, is justice that each class fails to deviate from its rightful position or overcome other classes because it leads to a deviation from the temperament of moderation and social affairs lead to corruption. The order of each one on another determines the eligibility. Thus, combining these two criteria of proportionality and observance of eligibility and competency results in giving justice to any force with a right and putting them where they deserve.

Supportive and redistributive system: In the book of social psychology theories, the term “redistributive justice” is defined as follows:

Distributive justice in social relationships means that a person in mutual relations will expect his rewards to be commensurate with his expenditures (normally each person's rewards or net worth should be commensurate with his investment).

As investment is more, the sense of justice resulted from it is more and the sense of justice appears in this area. In fact, distributive justice deals with perceived fairness of consequences and is regarded as a potential factor with significant applications in organizational and governmental contexts (Cohen-Charash & Spector, 2001: 280). Equal conditions for access to opportunities and resources: Social justice states that humans are created equally, thus the essence of social justice is equality. Humans have the right to an average standard of living equally. After the Middle-Ages, basic changes took place in socio-political thought, which is essential in social justice. Equality in the economic conditions of people's lives is one of the most significant levels of equality, which is not possible without the redistribution of wealth (Mahmoudi, 2015: 89).

Operational definition of variables

Social security organization

- The services related to the social security organization for the insured are as follows:
- Unemployment insurance benefit
- Marriage allowance
- Allowance for female-headed households
- Family allowance
- Providing financial facilities to the insured, including essential loans like mortgage loan
- Retirement pension
- Disability pension
- Survivors' pension
- Unemployment insurance benefit
- Sick days allowance
- Pregnancy allowance
- Payment for medical aids
- Death (including survivors' pension and burial allowance)
- Financial assistance to trade unions and employer and worker associations in the country
- Pilgrimage and tourist trips for retirees and pensioners

Social justice

- This variable has also operational definitions:

- In order to measure social justice, the three main components of "equal conditions for access to opportunities and resources", "eligibility" and "support and redistributive system" were studied.
- Support and redistributive system
- The following items are used for the operational definition of support and redistributive system:
- In the current state of society, people have access to the minimum income for an honorable life.
- In our society, the rights of ethnic groups are observed.
- Influential people cannot violate on the rights of individuals.
- The criminals who have a friend or money escape the law easily.
- In our society, the law is enacted equally to everyone.
- In our society, assigning jobs to people is consistent with their eligibility or competence.
- Equal conditions for access to opportunities and resources

The following terms are used for the operational definition of equal conditions for access to opportunities and resources:

- There is equality in the society and people feel less ignorance.
- People have the equal right to an average standard of living.
- The allocation of resources is equality-seeking.
- Economically, classes have no deep gaps.
- The government supports the minorities in need.
- Everyone has the equal right which is in accordance with the most extensive general system with fundamental freedoms which is the most adaptable to everyone with a similar system of freedoms.
- Social inequalities are faded.
- It has the most benefit for the people with the least benefits.
- Positions and jobs are available to everyone under appropriate conditions in accordance with the system of equal opportunities.
- In offices, the law does not change every day and people know their duties.
- How employees treat people in offices is according to the laws and regulations.
- In our society, everyone is equal against the law.
- There is social balance, social security, and the evolution of social cooperation.

Eligibility and competence

- The following terms are used for the operational definition of eligibility and competence:
- Every union has its deserved position.
- The order of each one over another one determines the value of eligibility.
- In society, the combination of eligibility and competence is giving justice to any force that has a right and placing him where he deserves.
- The name and reputation of people is due to their competence.
- In our society, a plan has been defined for everything.
- In our society, people can obtain what they deserve.
- There is equality in judgment.

Table (1): Obligations and services provided by the social security organization

Facilities and services		Obligations	
Health facilities and services	Insurance facilities and services	long time	short term
Clinic services	Payment of different types of pensions	Retirement pension	Medical support in cases of disease, pregnancy, accidents, etc.
Para-clinical and hospital services	Disability pension	Total disability pension	Sick days allowance

Rehabilitation services for the injured under insurance	Unemployment insurance	Minor disability pension	Pregnancy allowance
Delivery of medical supplies		Survivors' pension	Payment for travel, patient and his relative accommodation
physical defect allowance		Cash, non-cash and new year's gift benefits for pensioners (Family)	Prosthetics and orthoses (financing of medical aids)
			limb defects allowance
			Marriage allowance
			Burial allowance, unemployment allowance

Based on the law of the social security organization to enact paragraphs A and B in Article <3>, protection against accidents, disease, and pregnancy is one of the obligations of the organization, the implementation of which is entrusted to the Deputy Department of Treatment. In general, the support of the insured person by the organization includes from the day of birth to the time of death. One of the types of such supports provided by the social security organization is burial allowance to the insured families of the deceased. The insured receive all medical services in the health centers belonged to the social security organization for free.

Findings

Table (2): Frequency and percentage distribution of respondents by age

Mean deviation	Variance	Maximum	Minimum	Median	Mean	Frequency	Variable
8.146	66.371	72	19	43	42	384	Age

The findings of the table related to the age of 384 social security insured persons in Tehran indicated that the mean age of the respondents was 42 years. The youngest was 19 and the oldest was 72 years old.

Table (3): Frequency and percentage distribution of respondents by gender

Cumulative frequency percentage	Valid frequency percentage	Frequency	Gender
39.3	39.3	152	Female
100	60.7	234	Male
	100	384	Total

The findings of the above table indicate that the maximum of the respondents are male with 60.7% and the minimum of the respondents are female with 39.3%.

Table (4): Frequency and percentage distribution of respondents by marital status

Cumulative frequency percentage	Valid frequency percentage	Frequency	marital status
11.7	11.7	45	single
97.3	86.6	330	married
99.2	1.8	8	divorced
100	0.8	3	widow
	100	384	total

The findings of the above table indicate that most of the respondents are married with 86.6% and 11.7% of the respondents are single while 1.8% are divorced and 0.8% are widow.

Table (5): Frequency and percentage distribution of respondents by work experience

Mean deviation	Variance	Maximum	Minimum	Median	Mean	Frequency	Variable
8.0410	64.658	35	1	19	18	384	work experience

The findings of the above table indicate that the mean work experience of the respondents is 18 years. The minimum experience is one year and the maximum is 35 years.

Table (6): Percentage and frequency distribution of the role and position of social security

Cumulative frequency percentage	Valid frequency percentage	frequency	the role and position of social security
6.2	6.2	21	Very bad
23.7	17.4	63	Bad
58.1	34.4	125	Average
85.5	27.4	99	Good
100	14.5	52	very good
	100	384	Total

Based on to the findings of the above table, 21 individuals equal to 6.2% of the studied respondents considered the role and position of social security as very bad, 63 individuals equal to 17.4% of the respondents considered as bad, 125 individuals equal to 34.4% of the respondents considered as average, 99 individuals equal to 27.4% of the respondents considered as good, and 52 individuals equal to 14.5% of the respondent's considered it as very good. Thus, the majority of respondents have an average role and position in social security.

Table (7): Percentage and frequency distribution of the support and redistributive system

Cumulative frequency percentage	Valid frequency percentage	Frequency	Support and redistributive system
1.6	1.6	6	Very bad
15.2	13.6	49	Bad
81.9	66.7	243	Average
97.1	15.2	56	Good
100	2.9	10	Very good
	100	384	Total

Based on the findings of the above table, six individuals equal to 1.6% of the respondents considered the support and redistributive system as very bad, 49 individuals equal to 13.6% of the respondents considered it as bad, 243 individuals equal to 66.7% of the respondents considered it average, 56 individuals equal to 15.2% of the respondents considered it as good, and 10 individuals equal to 2.9% considered it as very good. Thus, the majority of the respondents had an average level of support and redistributive system.

Table (8): Percentage and frequency distribution of equal conditions for access to opportunities and resources

Cumulative frequency percentage	Valid frequency percentage	Frequency	Equal conditions for access to opportunities and resources
5.7	5.7	21	Very bad
18.4	12.7	47	Bad
50.6	32.2	120	Average
87.8	37.1	135	Good
100	12.2	45	Very good
	100	384	Total

Based on the findings of the above table, 21 individuals equal to 5.7% of the respondents considered the equal conditions for access to opportunities and resources as very bad, 47 individuals equal to 12.7% of the respondents considered it as bad, 120 individuals equal to 32.2% of the respondents considered it average, 135 individuals equal to 37.1% of the respondents considered it as good, and 45 individuals equal to 12.2% considered it as very good. Thus, the majority of the respondents had an average level of equal conditions for access to opportunities and resources.

Table (9): Percentage and frequency distribution of eligibility and competence

Cumulative frequency percentage	Valid frequency percentage	Frequency	eligibility and competence
11.2	11.2	42	Very bad
29.6	18.4	65	Bad
63.6	34	128	Average
91.2	27.6	105	Good
100	8.6	33	Very good
	100	384	Total

Based on the findings of the above table, 42 individuals equal to 11.2% of the respondents considered eligibility and competence as very bad, 65 individuals equal to 18.4% of the respondents considered it as bad, 128 individuals equal to 34.0% of the respondents considered it average, 105 individuals equal to 27.6% of the respondents considered it as good, and 33 individuals equal to 8.6% considered it as very good. Thus, the majority of the respondents had an average level of eligibility and competence.

Conclusion

The history of social security in Iran dates back to the approval of the first national employment law in 1922, during which a system was created for retirement. In this law, three principles of social security, including "special rights and security" for those who lose their ability of working after service, "special pension" for those who become disabled due to an accident, and "employer support" for the family of any employee who dies. In the first step, the plan for establishing a "railway workers' precautionary fund" was approved by the government in 1930. In this decree, the government predicted special facilities for the workers who were injured or died during the construction of the railway. The "Regulations of factories and industrial institutions" was approved by the Cabinet in 1926 for workers in the industrial sector. Human need for financial and economic security is accompanies human social life. Humans have used different methods to satisfy this need, including personal savings, social assistance, formation of charities, and establishment of legal institutions such as endowments, khums and zakat, insurance companies, and social security organizations. Following the social, cultural, and economic developments during the recent decades and the inefficiency of many of the above-mentioned methods on a large scale, governments have selected social security as one of the most effective methods. (Social Security Laws and Regulations, 2006, 102)

The findings of the present study indicated that the mean age of the respondents was 42 years. The youngest was 19 and the oldest was 72 years old. Most of the respondents were male, making 60.7% of the respondents and 39.3% were female. Most of the respondents were married, forming 86.6% of the respondents. In addition, 11.7% of the respondents were single, 1.8% were divorced, and 0.8% were widow. The mean work experience of the respondents was 18 years. The minimum work experience was one year and the maximum was 35 years. Role and position of social security: 21 individuals equal to 6.2% of the studied respondents considered the role and position of social security as very bad, 63 individuals equal to 17.4% of the respondents considered as bad, 125 individuals equal to 34.4% of the respondents considered as average, 99 individuals equal to 27.4% of the respondents considered as good, and 52 individuals equal to 14.5% of the respondent's considered it as very good. Thus, the majority of respondents have an average role and position in social security.

Support and redistributive status: six individuals equal to 1.6% of the respondents considered the support and redistributive system as very bad, 49 individuals equal to 13.6% of the respondents considered it as bad, 243 individuals equal to 66.7% of the respondents considered it average, 56 individuals equal to 15.2% of the respondents considered it as good, and 10 individuals equal to 2.7% considered it as very good. Thus, the majority of the respondents had an average level of support and redistributive system. Equal conditions for access to opportunities and resources: 21 individuals equal to 5.7% of the respondents considered the equal conditions for access to opportunities and resources as very bad, 47 individuals equal to 12.7% of the respondents considered it as bad, 120 individuals equal to 32.2% of the respondents considered it average, 135 individuals equal to 37.1% of the respondents considered it as good, and 45 individuals equal to 12.2% considered it as very good. Thus, the majority of the respondents had an average level of equal conditions for access to opportunities and resources.

Eligibility and competence: 42 individuals equal to 11.2% of the respondents considered eligibility and competence as very bad, 65 individuals equal to 18.4% of the respondents considered it as bad, 128 individuals equal to 34.0% of the respondents considered it average, 105 individuals equal to 27.6% of the respondents considered it as good, and 105 individuals equal to 27.6% considered it as very good. Thus, the majority of the respondents had an average level of eligibility and competence.

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