

Personality types, occupational stress and organizational commitment among public and private banks in Iran

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Abstract: This research has been conducted to study differences among personality types and occupational stress and organizational commitment among public and private banks in Iran. Statistical society in this study are all employees of City Bank (private) and Mellat Bank (public) who were selected by random cluster sampling method from Tehran and then 180 employees from City Bank and 120 employees from Mellat Bank were selected among them. In this study, questionnaires of occupational stress Philip. L. Rice, personality types Myers - Briggs and organizational commitment Alan Meyer has been used. Also correlation method and comparing means test have been used in this research. Resulted findings showed that there is no significant difference between personality types of employees in Shahr and Mellat Bank, on the other hand mean of continuous and emotional commitment in Mellat Bank is higher than City Bank and mean of normative commitment is almost similar. Mean of occupational stress in field of interpersonal relations and physical condition in City Bank is higher than Mellat Bank and mean of occupational stress in field of occupational interests is similar in two banks.

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Key words: personality types, occupational stress, organizational commitment, private bank, public bank.

Introduction

Occupational stress is one of important discussion subjects in different social and psychiatrist fields. Regarding extensive research about stress and its creating factors more research and study about this problem is important. Many models to reduce stress have been rendered that help us in understanding stress nature and provided us with interference ways to reduce it. Occupational stress has negative and destructive effects for individual and organizations; stress is in category of deep and continual problems. Ross and Altmaier believe that while obtaining an accurate estimate of the amount of damage is difficult but citing some damages related to them are possible (Nasurdin& etal 2006). For example, alcoholism annually cost more than \$ 200 million to the industry. Resulted cost from mental diseases such as depression that is caused because of occupational stress is increasing significantly. Absenteeism is really expensive and makes many problems in working places and reduces people production and efficiency. One of the most destructive effects of occupational stress is destructing people relations specially spouses, children and other relatives because occupational stress is affective on all personality, social, growing aspects. Occupational stress, depression and family crisis are three main problems in organizations. National Mental Health Association (NMHA) considers almost 90% of diseases resulted from stress that imposes heavy costs on organizations (Butcher .David R. (2007). According to Health and

Safety Executive (HSE) almost half a million people in Britain experience some stresses resulted from their jobs and cause many increasing diseases for them (Jones& etal 2003). Prolonged exposure to physical and mental stress can cause extensive physical and mental damage; in fact, about 70 to 80 percent of diseases are stress related. Some diseases like vascular diseases, kernel heart, cancer, migraines, and depression, alcoholism and drug addictions are affected largely by stress (Martin.D. 2007). Communications and interactions within the organization are so important particularly emotional dependency on organization that is called organizational commitment. Committed manpower heightens organization position in society and make field ready to individual, job and organization development, reversely manpower with low commitment not only doesn't lead to professional growth and organizational and occupational goals, but also it can be effective in creating apathetic culture to problems among collogues. Studies show that there is a significant relation between lack of commitment with some problems such as desertion, delay, not participating and low level of performance and efficiency of manpower and organizations with more committed employees have usually higher performance (Omalley & Metal 2000).

The application of industrial and social psychology in organizations and centers of employment is very important, having safe and committed manpower is one of the main requirements

of each organizations that is explained in details in different sections. In Iran because of job variety, income obtained from oil selling and capitals, so banking is so important and variety of public and private banks requires working force with high mental and physical health, on the other hand, some jobs such as banking have high occupational stress and person repeatedly is exposed with occupational pressures like dealing with clients, managing bank accounts, facing with a variety of fraud and other cases. The mentioned cases bring up much occupational stresses. On the other hand when a person is under working pressure in addition of many mental and physical diseases he will be conflict with his family and make many interpersonal problems in larger communities like other families and societies, since bank employees are associated directly with financial affairs and public properties, they experience high stress and on the other hand necessarily they should be committed and dutiful and confidential people because fulfilling this is impossible without personality evaluation, psychological interviews for recruitment and psychological examining during working period however Occupational stress, organizational commitment and personality types of employees employed in both public and private banks in Iran are discussed in this research.

Method and Material

This research is a fundamental research and its purpose is to explore relationships between variables and research method is correlation. To analysis data descriptive statistics method has been used like Frequency tables, graphs, calculating means, SD and also statistical indices have been used to test hypothesis by correlative method and multi variables regression. To determine type of bank staff personality, Mayers-Brigs questionnaire has been used that is inferential from Gustav Jung theory and

this questionnaire is one of the most famous questionnaires in world and has been populated in Iran by Jahanian (2006). Mayers-Brigs questionnaire , sixth edition European-English volume, is an instrument with 88 questions and includes 25 questions in extroversion – introversion dimension, 19 questions in sensory- intuition, 24 questions in thinking-feeling and 19 questions in judging-perceiver dimension and it has one extra question that doesn't include test scoring (Yiannakis, C. & Taylor, N.(2009). Philip. L.Rice questionnaire (1991) has been used to determine occupational stress level of bank staff. This test has 57 items with some information about occupational stress. It has been translated and standardized for the first time by Hatami (1999). Allen and mayer Organizational commitment questionnaire (1993) has been used to evaluate occupational commitment of staff. This questionnaire has been made by Allen, Mayer and Smith in 1993 to measure and evaluate three dimensions of occupational commitment includes feeling, continuous and normative commitment with 18 questions.

The statistical society in present research includes: all of the employees of City Bank and Mellat Bank in Tehran who are working in 2011 that selected cluster randomly

Finding:

This study includes employees of two banks, City Bank (private) has 180 employees and Mellat Bank (public) has 120 employees. Average of age and experience for employees of City Bank are 48.53 and 10 years respectively and average of age and experience for employees of Mellat Bank (public) are 41.50 and 7 respectively. In below table frequency of personality types is presented for employees of two banks. Figure 1 shows the same frequency as the personality profile of both groups.

Table 1. The distribution of personality types in the sample separately for the two banks, along with chi-square statistic

Significant	χ^2	Personality type															Frequency		
		INFP	INFJ	INTP	INTJ	ISFP	ISFJ	ISTP	ISTJ	ENFP	ENFJ	ENTP	ENTJ	ESFP	ESFJ	ESTP	ESTJ	private Bank	public bank
0.70	11.67	2	1	3	8	2	7	9	48	3	5	10	16	5	8	4	56		
		0	0	2	8	0	2	3	30	2	2	14	19	2	4	3	42		

According to table 1 it is observed that frequency of types ESTJ,ENTJ,ISTJ among employees of two banks is high. Also chi-square statistic that is not significant shows that frequency of personality types is not different among employees of two banks and frequency distribution of personality types with 95% confidence is similar in both groups ($X^2=11.67$ 0.05).

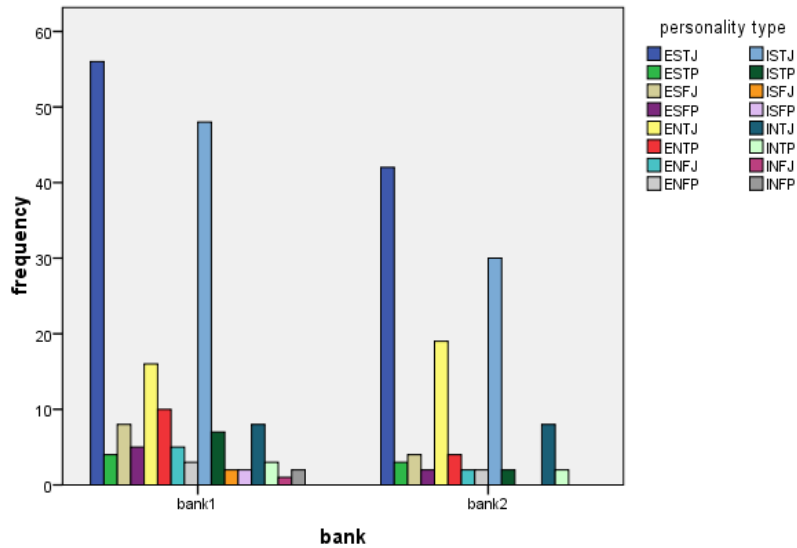


Figure 1, frequency distribution of personality types among employees of two banks

In below table the mean, standard deviation and correlation coefficients separately for groups of two bank employees participated in this study are presented.

Table 2. **The mean** standard deviation and correlation coefficients of variables in the two bank employee

variable			1	2	3	4	5	6
	M	SD	30.55	26.77	27.04	64.95	53.64	39.27
			5.82	3.94	3.53	7.49	10.52	5.88
organizational								
co continues commitment	29.32	5.81	–	0.55**	0.44**	-0.36**	-0.51**	-0.48**
Emotional commitment	25.23	3.94	0.42**	–	0.39**	-0.37**	-0.43**	-0.49**
Normative commitment	27.56	3.53	0.34**	0.25**	–	-0.39**	-0.40**	-0.47**
occupational								
stress relationship	66.57	7.49	-0.19*	-0.18*	-0.21**	–	0.81**	0.69**
physical statue	57.41	10.52	-0.45**	-0.35**	-0.32**	0.27**	–	0.41**
job interested	38.44	5.88	-0.30**	-0.20**	-0.34**	0.37**	0.48**	–

* P < 0/05, ** P < 0/01

* Note: At the bottom of the table the original diameter, mean, standard deviation and correlation coefficients of City Bank (Private) (n=180) and at the top of the table statistics relating to the Mellat Bank (public) (120n =) are presented.

According to table 1 it can be seen that the mean of emotional and continuous commitment in Mellat Bank (public) is higher than City Bank (private) and mean of normative commitment is almost similar. But the average of occupational stress in the field of interpersonal relationships and physical condition in the City Banks (private) is higher than the Mellat Bank (private) and stress mean in field of occupational interests is almost similar. Significance of difference between these means in the next table has been studied by one-direction variance analysis test. Also according to table 1 it is observed that there are significant correlations between the subscales of organizational commitment and occupational stress among employees of both banks. Correlation between continuous commitment and stress in field of interpersonal relations in City Bank (private) ($r=-0.19$) is weaker than correlation coefficient in Mellat

Bank(public)($r=-0.36$). according to table 1 it is observed that correlation between stress in interpersonal relations and emotional commitment in employees of Mellat Bank (public) ($r=-0.27$) is stronger than this correlation in City Bank (private) ($r=-0.18$). Stress correlation in field of physical condition with emotional commitment in Mellat Bank (public) ($r=-0.43$) is significant and inverse and is more strong than this correlation in City Bank (private) ($r=-0.35$). also correlation between stress in field of occupational interests and emotional commitment in City Bank (private) ($r=-0.20$) almost is more than half of this correlation in Mellat Bank (public) ($r=-0.49$). also correlation between normative commitment and stress in three fields of relations, physical condition and interests in Mellat Bank (public) is stronger than City Bank (private).

Table 2. The sum of squares, mean square, degrees of freedom and F statistic by separating of variables

variable	df	SS	MS	F
organizational commitment	1	583.61	583.61	4.94*
SS _{BS}	298	35186.98	118.08	
SS _{WS}				
continues commitment	1	107.56	107.56	3.06
SS _{BS}	298	10467.36	35.12	
SS _{WS}				
Emotional commitment	1	171.12	171.12	9.25**
SS _{BS}	298	5511.12	18.49	
SS _{WS}				
normative commitment	1	0.03	0.03	0.002
SS _{BS}	298	1387.12	12.99	
SS _{WS}				
occupational stress	1	2478.08	2478.08	6.44*
SS _{BS}	298	114719.72	384.96	
SS _{WS}				
Relationship between personal	1	189.48	189.48	3.12
SS _{BS}	298	18079.76	60.67	
SS _{WS}				
Physical statuae	1	1023.03	1023.03	7.76**
SS _{BS}	298	39263.17	131.76	
SS _{WS}				
Jobs interest	1	49.67	49.67	1.31
SS _{BS}	298	11258.37	37.78	
SS _{WS}				

* P < 0/05, ** P < 0/01

Discussion:

According to the above table and values of means in table 2 it is observed that the mean of emotional commitment in City Bank (private) is significantly different with mean emotional commitment of employees of Mellat Bank (public). So by 99 percent confidence, employees of City Bank (private) have lower emotional commitment (25.23) than employees of Mellat Bank (public) (26.77). But mean of continuous and normative commitment is similar in the two banks and it doesn't have significant difference ($p > 0.05$). Also in field of occupational stress subscales it is observed that these two banks have significant difference in physical condition ($F_{91, 298} = 7.76, p < 0.01$). in such a way that according to table 2, by 99% confidence of stress mean in physical condition in City Bank (private) (57.41) is higher than mean of physical stress in employees of Mellat Bank (public) (53.64). But mean of occupational stress in field of interpersonal relations and occupational interests in employees is not different significantly ($p > 0.05$).

Conclusion

Resulted conclusions of this research showed that frequency of types ISTJ, ENTJ, ESTJ among employees of both groups is high. Also results showed that mean of continuous and emotional commitment in Mellat Bank (public) is higher than City Bank (private) and mean of normative commitment of both bank is almost similar. Mean of occupational stress in interpersonal relations and physical condition in City Bank (private) is higher than Mellat Bank (public) and mean of stress in occupational interests is similar in both banks. These findings present significant results of occupational stress and organizational commitment of two banks and this shows that commitment of employees in

emotional dimension in public bank has been more than private bank and also employees of public banks have less stress than employees of private banks, so it is better to consider differences in organizational culture, behavior and rules of both banks.

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