



The Relationship between Perfectionism and Personality Characteristics with Job Satisfaction of Bank Employees in Bandar Abbas City

Maryam Shamsi Saiiar^{*}, Kourosh Mohammadi² and S. Abdolvahab Samavi²

1. Department of Clinical Psychology, Islamic Azad University, Science and Research Branch, Hormozgan Iran

2. Hormozgan University, Bandar Abbas, Iran

*Corresponding author's e-mail: tavana_shams@yahoo.com

ABSTRACT: The present study examined the relationship between personality characteristics and perfectionism with job satisfaction of bank employees in Bandar Abbas city. This study was designed and performed as descriptive - correlational. The sample consisted of 100 bank employees in Bandar Abbas city. Job Satisfaction Questionnaire JDI (Job descriptive index), Hill Perfectionism Questionnaire and NEO-Five-Factor Personality Inventory (short form) were filled out by members of the sample. The correlation test showed that perfectionism and personality characteristics and job satisfaction of bank employees in Bandar Abbas city are significantly correlated. The results obtained from regression test suggest that personality characteristics and perfectionism are predictors of job satisfaction.

Key Words: personality characteristics, perfectionism, and job satisfaction

Received 29 Sep. 2013
Accepted 04 Dec. 2013

ORIGINAL ARTICLE

INTRODUCTION

Job satisfaction refers to pleasant feeling that an individual may have toward his job. In other words, job satisfaction is defined as a pleasurable emotional state resulting from individual assessment of success of his career considering occupational characteristics and job dimensions [1]. Sunbul [2] believed that job satisfaction might occur when individual assessment of his career suggests that occupational values might be obtained or achieved more easily. Job satisfaction increases productivity and organizational commitment to the organization.

Employment in financial institutions, especially bank, is associated with high stress due to specific professional responsibilities. Bank employee should not only respond to clients' demands, but also tolerate stress caused by possibility of issues such a bank robbery, errors in calculations, receiving counterfeit money, accurate diagnosis of clients' signatures, etc. These issues encouraged us to identify effective factors on job satisfaction among bank employees in this study. In the following, two effective factors on this issue including personality characteristics and perfectionism are discussed.

Various studies confirmed that several variables are related to job satisfaction including personality constructs such as personality characteristics, personality factors and personality types. Oliver and Mooradian [3] considered personality as longstanding trends, which create interaction patterns between an individual and the environment. Many studies have shown that personality is both related to physiological and ecological processes. Genetic factors are considered as important physiological factors relevant to personality. It is believed that personality characteristics are correlated with many psychological features. Meanwhile, all these features are simultaneously based on experience and learning within environment and a specific culture [4].

Personality characteristics may be considered as one mediating factor that may improve or worsen job satisfaction since these personality tendencies are actually individual basic tendencies. These in interaction with the environment determine what career to choose and how to coping with the job [5]. On the other hand, perfectionism is another variable, which has a significant effect on coping with a professional environment and subsequently job satisfaction.

Hewitt and Flett [6] also defined perfectionism as individual utmost demand to perform all tasks perfectly without any malfunction. Hewitt and Flett [6] believed that perfectionism is setting extremely high standards for performance, which is always associated with the tendency to offer critical assessment of themselves.

These definitions mostly consider perfectionism as negative characteristic, which is associated with pathology and inefficiency. However, Hamacheck (mentioned by Flett et al.) [7] examined perfectionism in two dimensions including normal and neurotic. Hamacheck identified normal perfectionists as the individuals who feel happy by achieve their goals while neurotic perfectionists are never satisfied with their performance. Furthermore, neurotic perfectionists cannot usually achieve their personal standards of performance. This greatly reduces their self-esteem.

Given the importance of job satisfaction on individuals' body and mind, the researchers were motivated to examine the relationship between personality characteristics and perfectionism and job satisfaction of bank employees in Bandar Abbas city.

MATERIALS AND METHODS

The present study is descriptive correlational. The population includes all bank employees of Bandar Abbas city. The calculated sample size was 100 individuals who were selected using multistage clustering sampling method from the statistical population. In addition, 20 banks were selected randomly. In each bank, 5 employees were selected who filled out the questionnaire. In this study, following questionnaires were used to obtain the required information.

1- Job Descriptive Index: this is the most reliable and valid tool, which measures job satisfaction. Reliability of this questionnaire (Cronbach alpha coefficient) was obtained as 0.92 in the study conducted by Khavari and Youssefian. Validity of this questionnaire was reported at an appropriate level.

2- Hill Perfectionism Questionnaire: this questionnaire put together all dimensions, which measured both MPS-HF and MPS-f scales in 59 items and 8 dimensions. This scale was validated and standardized by Hooman and Samaei considering an Iranian sample in 2010.

3- NEO Five-Factor Personality Test (Short Form): This test consists of 60 items that examine five characteristics of personality. Validity coefficient of this test is 0.83.

RESULTS

Table 1 shows descriptive characteristics of data obtained from the research questionnaires. Pearson correlation was used in order to examine the relationship between perfectionism, job satisfaction and personality characteristics. Table 2 presents the results of this test. Multiple regression analysis using simultaneous method was used to investigate the role of personality characteristics in predicting job satisfaction. The results of multiple regression analysis using simultaneous method are shown in Table 3. Standardized regression coefficients were used to examine more closely the impact of personality characteristics on job satisfaction. The results are reported in Table 4.

Multiple regression analysis using simultaneous method was used in order to investigate the role of personality characteristics and perfectionism in predicting job satisfaction. The results of multiple regression analysis using simultaneous method are shown in Table 5. Standardized regression coefficients were used in order to examine more closely the impact of personality characteristics and perfectionism on job satisfaction. The results are reported in Table 6. According to standardized regression coefficients in Table 6, it can be stated that only perfectionism and neuroticism alone are predictor of job satisfaction inversely among prediction variables while other variables, given as predictors in the model, are not predictors of job satisfaction.

Table 1. Descriptions indices relevant to variables

Variables	Number	Minimum	Maximum	Mean	SD
Neurosis	97	8	37	58.20	19.6
Extroversion	97	13	40	58.27	80.5
Flexibility	97	15	37	35.24	85.3
Agreeableness	97	19	43	31.31	25.5
Responsibility	97	15	71	16.32	7.07
High standard	97	13	30	95.21	74.3
Object-orientation	97	9	22	56.15	77.2
Understanding stress	97	9	27	55.17	14.3
Order and discipline	97	7	20	69.13	63.2
Being excellent	97	8	23	44.13	97.2
Sensitivity	97	26	68	53.48	25.8
Overall score of perfectionism	97	94	169	95.21	74.3
Job satisfaction	97	124	322	91.241	38.07

Table 2. Pearson correlation coefficient for the relationship between perfectionism, job satisfaction and personality characteristics

Variables	1	2	3	4	5
Perfectionism	1.00				
Neurosis	-0.21*	1.00			
Extroversion	-0.3	-0.49*	1.00		
Flexibility	0.12	-0.11	-0.06	1.00	
Agreeableness	0.05	-0.41*	0.49*	-0.06	1.00
Responsibility	0.15	-0.44*	0.64*	0.10	0.51*
Job satisfaction	-0.28*	-0.30*	-0.10	0.26*	0.26*

*significant at 0.05 percent (two-tailed).

Table 3. The results of multiple regression analysis to predict job satisfaction by personality characteristics

Criterion variable	R	R ²	F	Sig.
Neurosis	0.38	0.14	3.05	0.014

Table 4. The standardized regression coefficients

Prediction variable	B	Beta	t	Sig.
Neurosis	-1.240	-0.202	-1.729	0.087
Extraversion	0.520	0.079	0.578	0.565
Flexibility	-1.263	-0.128	-1.272	0.207
Agreeableness	0.561	0.77	0.650	0.517
Responsibility	0.540	0.100	0.740	0.461

Table 5. The results of multiple regression to predict job satisfaction by personality characteristics and perfectionism

Criterion variable	R	R ²	F	Sig.
Neurosis	0.51	0.26	5.26	0.001

Table 6. The standardized regression coefficients

Prediction variable	B	Beta	T	Sig.
Perfectionism	-0.858	-0.359	-3.760	0.001
Neurosis	-1.796	-0.292	-2.617	0.010
Extraversion	-0.110	-0.017	-0.128	0.899
Flexibility	-1.067	0.108	-1.147	0.254
Agreeableness	0.484	0.067	0.599	0.550
Responsibility	0.957	0.178	1.385	0.169

DISCUSSION

The present study aimed to investigate the relationship between personality characteristics and perfectionism with job satisfaction of bank employees in Bandar Abbas city. Results showed that job satisfaction of bank employees in city of Bandar Abbas has a significant relationship with personality characteristics and perfectionism. Then, job satisfaction can be predicted by personality characteristics and perfectionism. These findings are in line with those obtained by Flett et al. [8].

Consequences such as loss of self-esteem, difficulties in interpersonal communication, impaired job tasks and the failure to enjoy a successful experience. In explaining the negative relationship between job satisfaction and perfectionism can be difficult to satisfy the requirements of social progress and the people who have high perfectionism noted.

As mentioned above, this study showed that job satisfaction has a significant relationship with the character. Each character to a certain extent influence on job satisfaction. For example, the characteristics of high neuroticism and loneliness, and traumatic behaviors such as drug and alcohol, sexual risk behaviors and deficits in social communication relationship [9]. In addition to the above, other mechanisms to explain how changes in job satisfaction from characteristics are considered. Most of these mechanisms have been summarized in five categories, which are: Differences in the amount and quality of social relationships, the difference in dealing with emotions, differences in motivation and behavior differences in the regularity and consistency of life and differences in coping abilities [10]. As can be seen from these results indicate that. According to the findings, encouraging employees to get away from perfectionism and interventions that will improve their character.

REFERENCES

1. Samavi, S.A. 2011. Study of relationship between job satisfaction and organizational commitment among high-school managers. *J. Life Sci. Biomed.* 1, 1, 1-3.
2. Sunbul, A. M. 2003. An analysis of relations among locus of control, burnout and job satisfaction in Turkish high school teachers. *Australian Journal of Education*, April, 58 .
3. Oliver, J.M., Mooradian, T.A. 2003. Personality traits and personal values: a conceptual and empirical integration. *Personality and Individual Differences* 35:109–125.
4. Boyle, j. Matthews, G. Saklofske, H. (2008). *The SAGE handbook of personality theory and assessment*. SAGE Publication Inc.
5. Terracciano, A., Costa, P.T.Jr. & McCrae, R.R. 2006. Personality Plasticity after age 30. *Personality and social psychology bulletin*, 32(8): 999-1009.
6. Hewitt, P.L., & Flett, G.L. 2004. The Cognitive and Treatment Aspects of Perfectionism. *Journal of Rational-Emotive & Cognitive Behavior Therapy*, 22(4), 233-240.
7. Flett, G. L., Panico, T., & Hewitt, P. L. 2011. Perfectionism, Type A behavior, and self-efficacy in depression and health symptom among adolescents. *Current Psychology*, 30, 105-116.

8. Flett, G. L., Madorsky, D., Hewitt, P. L., & Heisel, M. J. (2002). Perfectionism cognitions, rumination, and psychological distress. *Journal of Rational-Emotive & Cognitive-Behavior Therapy*, 20, 33-47.
9. Park, L. & Guay, R.P. 2009. Personality, value, and motivation. *Personality and individual differences* 47: 675-684.
10. Sibbald, B., Bojke, Ch., Gravelle, H. 2003. National survey of job satisfaction and retirement intentions among general practitioners in England. *British Medical Journal*: 326: 22-24.