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# Predicting occupational stress for women working in the bank with assessment of their organizational commitment and personality type

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## Abstract

This study predicts occupational stress of women working in banks using the Myers - Briggs personality types and organizational commitment. Statistical society in this research includes all women working in Shahr bank and 96 people were selected by random cluster sampling method and this research has been done by using statistical analysis by stepwise regression and correlation methods and questionnaires of Philip. L. Rice occupational stress, Myers - Briggs personality types and Alan Meyer organizational commitment has been used. Resulted findings of this research showed that there is significant and positive correlation between occupational stress and personality types of introversive, sensitive, feeling and thoughtful and this means that introversive, sensitive, feeling, and thoughtful people have higher occupational stress than other personality types. On the other hand according to research findings by using regression analysis it has been shown that three subscales of organizational commitment (emotional, normative and continuous) predict occupational stress inversely and sensitive subscale predicts it directly. So in women group, commitment subscales alongside sensitive subscale are suitable predictors of stress. As a result it is expected that women with sensitive behavior who have lower commitment suffer from higher occupational stress than other women.

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## 1. Introduction

Social psychology is the science studies individuals' behavior in groups and society; because people have different personalities and they have different functions according to these personal differences. There are different definitions of personality and theorists introduce different views about the nature of the human character. In a general definition personality can be defined as an enduring and unique collection of individual traits that may be changed in different situations (Schultz, Dune P. (2006). Each person's personality is unique, that is in addition of the similarities that exist between people, and each person has unique features that make him distinct from others. Different understandings of personality concept clearly shows that by passing the time personality meaning has been more extensive than its concept that was a social and apparent image, now personality refers to basic and stable trend of each person (Schultz, D. P. (1990). In Jung's opinion lots of our conscious sensing and reaction to the environment is determined by contrasting extraversion and introversion mental attitudes. After knowing kinds of extraversion and introversion, he considered another distinction among people that are based on what he called them psychological functions. These functions refer to our different and conflicting ways of understanding the real outer

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and inner world of our mind. Jung considers four mental functions as: sensing, intuition, thinking and feeling( Jung, C. G. (1927). . Having different personality types requires different job requirements, on the other hand having a job and income source is one of needs, plans and concerns of a person that has completed childhood, having a job is a sign of adulthood by which a person shows his abilities and skills and discovers his restrictions. Halland has based his theory on two important principals 1) Choosing profession depends on the type of personality. 2) Choosing profession is in a direct relationship with individual attitudes and trends; if a person cannot be in his place according to his capability and the type of his personality, he will have numerous problems Carsten, J (2006).Occupational stress is a kind of stress that a given individual undergoes it in a certain job. Both individual and occupational features have considered involved in this definition. National institute for occupational safety and health defines occupational stress as lack of coordination between working needs with abilities, capabilities and aspirations of the individual (Pascale Carayon& etal ,1999). Special conditions of work, expanding the work pressure, job training cause increasing mental and physical illnesses. HSE defines stress as: some reactions that people show because of excessive pressures or demands that are contrary to their expectations (Health and Safety Executive (HSE) (2001)Psychologists of Texas University have considered two groups of consequences for occupational stress include physiological and psychological consequences(Kingama & Mireille,2002), Cooper and David sons 1987 consider four main factors of occupational stress including internal factors, organizational role, communication in work place and organizational atmosphere (Miller, David (2001). Nowadays occupational stress is one of the important problems in organizations that are considered in this research.

One of the most important capitals of each organization is having employees with high organizational commitment, in recent years organizational commitment has been important part of organizational studies and study center, because its relation with organization quality has been proved. Research show that staff commitment is an effective and strong force (Culverson DE,2002). Organizational commitment is an attitude about staff loyalty to the organization and is an ongoing process through participation in corporate decisions causes considering people, organization, success and prosperity of the organization (Seeratdoost Z,2005). Efficient manpower is a main index of excellence of an organization to other organizations. Committed manpower raises an organization in society and prepares the field for developing and expanding the organization (Saghafi N,2006). Researcher provides theoretical definitions of personality types, occupational stress and organizational commitment by considering mentioned items.

## **2. Method &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 and Philip. L.Rice questionnaire whit Allen, Mayer questionnaires are used in this research.

### *2.1. Mayers-Brigs questionnaire*

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).

### *2.2. Philip. L.Rice questionnaire*

Philip. L.Rice questionnaire (1991) has been used to determine occupational stress level of bank staff(124). This test has 57 items with some information about occupational stress. It has been translated and standardized for the first time by Hatami (1999).

### 2.3. Allen and mayer questioner

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.

### 3.Result

The following table shows correlation coefficients between the variables and their subscales in groups of women. Following them the results of stepwise regression analysis are presented in groups of women. Women employees' average age in this study was 29.90 and their average experience was 8.02 years.

Table 1, mean, standard deviation and correlation coefficients between variables in the women employees (96=n)

| Statistic is Variables  | M     | SD    | 2      | 3      | 4      | 5       | 6       | 7       | 8       | 9       | 10      | 11      | 12      | 13      | 14     | 15      | 16      | 17             |
|-------------------------|-------|-------|--------|--------|--------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|---------|---------|----------------|
| Job Stress              | 1.46  | .66   | 0.75** | 0.85** | 0.73** | -0.67** | -0.57** | -0.59** | -0.50** | 0.15    | -0.24*  | 0.24*   | 0.29**  | -0.29** | 0.02   | 0.24*   | -0.20*  | <b>0.2</b>     |
| Interpersonal relations | 66.38 | 7.76  | -      | 0.40** | 0.47** | -0.46** | -0.38** | -0.40** | -0.38** | 0.06    | -0.10   | 0.13    | 0.23*   | -0.19   | -0.08  | 0.18    | -0.26*  | <b>0.21*</b>   |
| Physical health         | 56.38 | 11.49 |        |        | 0.42*  | -0.55** | -0.50** | -0.46** | -0.37** | 0.13    | -0.21*  | 0.22*   | 0.21*   | -0.25*  | 0.11   | 0.19    | -0.02   | <b>0.11</b>    |
| Career interests        | 39.24 | 6.22  |        |        |        | -0.55** | -0.41** | -0.51** | -0.46** | 0.15    | -0.19   | 0.15    | 0.26**  | -0.24*  | -0.21* | 0.24*   | -0.28** | <b>0.25*</b>   |
| rganizational commitme  | 82.64 | 10.91 |        |        |        |         | 0.89**  | 0.82**  | 0.22**  | -0.30** | 0.31**  | -0.33** | -0.38** | 0.33**  | -0.04  | -0.05   | 0.24*   | <b>-0.22*</b>  |
| ommitment to continuou  | 29.79 | 5.94  |        |        |        |         |         | 0.62**  | 0.47**  | -0.26*  | 0.32**  | -0.32** | -0.44** | 0.39**  | -0.12  | -0.02   | 0.18    | <b>-0.22*</b>  |
| Emotional commitment    | 25.82 | 4.34  |        |        |        |         |         |         | 0.43**  | -0.30** | 0.30**  | -0.27** | -0.17   | 0.13    | 0.14   | -0.07   | 0.15    | <b>-0.14</b>   |
| Normative commitment    | 27.02 | 3.60  |        |        |        |         |         |         |         | -0.15   | 0.11    | -0.21*  | -0.27** | 0.25*   | -0.10  | -0.04   | 0.27**  | <b>-0.31**</b> |
| Extraversion            | -     | -     |        |        |        |         |         |         |         |         | -0.79** | 0.76**  | 0.02    | -0.02   | 0.03   | -0.13   | -0.11   | <b>0.12</b>    |
| Introversion            | 18.19 | 5.29  |        |        |        |         |         |         |         |         |         | -0.92** | -0.12   | 0.11    | -0.16  | 0.19    | 0.15    | <b>-0.19</b>   |
| Sensing                 | 15.07 | 5.43  |        |        |        |         |         |         |         |         |         |         | 0.12    | -0.08   | 0.16   | -0.12   | -0.21*  | <b>0.26*</b>   |
| Intuition               | 14.98 | 3.92  |        |        |        |         |         |         |         |         |         |         |         | -0.90** | 0.21*  | -0.05   | -0.11   | <b>0.09</b>    |
| Thinking                | 10.25 | 3.42  |        |        |        |         |         |         |         |         |         |         |         |         | -0.26* | 0.08    | -0.01   | <b>0.06</b>    |
| Feeling                 | 17.17 | 4.49  |        |        |        |         |         |         |         |         |         |         |         |         |        | -0.59** | 0.39**  | <b>-0.32**</b> |
| Judgment                | 7.30  | 3.63  |        |        |        |         |         |         |         |         |         |         |         |         |        |         | -0.28** | <b>0.31**</b>  |
| دوری<br>فکره            | 18.98 | 4.41  |        |        |        |         |         |         |         |         |         |         |         |         |        |         |         | <b>-0.93**</b> |
|                         | 9.06  | 4.92  |        |        |        |         |         |         |         |         |         |         |         |         |        |         |         | -              |

According to the results contained in the table it can be seen that there is an inverse correlation between the overall score of occupational stress with the personality traits of extraversion ( $r=-0.24, p<0.05$ ), intuitive ( $r=-0.29, p, 0.01$ ) and judge ( $r=0.20, p<0.05$ ) and also there is direct and positive correlation between occupational stress with introversion ( $r=0.24, p<0.05$ ), emotional ( $r=0.29, p<0.01$ ), feeling ( $r=0.24, p<0.05$ ) and thoughtful ( $r=0.23, p<0.05$ ). There was no significant correlation between occupational stress and 16 types of personality. There is significant inverse correlation in high quality level between occupational stress and organizational commitment ( $r=-0.67, p<0.01$ ). The inverse correlation between the subscales of organizational commitment and occupational stress is also significantly desirable. Results of stepwise regression analysis are presented in next table to predict the women employee's occupational stress by organizational commitment and personality traits.

Table2: Results of stepwise regression analysis are presented in next table to predict the women employee's occupational stress by organizational commitment and personality traits

| model | Variable             | beta  | R <sup>2</sup> | ΔD <sup>2</sup> | T       | F       |
|-------|----------------------|-------|----------------|-----------------|---------|---------|
| 1     | Emotional Commitment | -0.59 | 0.34           | 0.34            | -7.01** | 49.15** |
| 2     | Emotional Commitment | -0.45 | 0.42           | 0.08            | -5.17** | 33.78** |
|       | normative            | -0.31 |                |                 | -3.53** |         |

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|   |                       |       |      |      |         |         |
|---|-----------------------|-------|------|------|---------|---------|
| 3 | Emotional Commitment  | -0.44 | 0.46 | 0.04 | -5.14** | 25.96** |
|   | Normative             | -0.31 |      |      | -3.61** |         |
|   | feeling               | 0.19  |      |      | 2.53*   |         |
| 4 | emoti Commitment      | -0.30 | 0.50 | 0.04 | -3.15** | 22.59** |
|   | Normative             | -0.24 |      |      | -2.79** |         |
|   | Feeling               | 0.20  |      |      | 2.71**  |         |
|   | continuous commitment | -0.27 |      |      | -2.68** |         |

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According to the above table and four models of stepwise regression it can be seen that in the last model of regression analysis in women group Beta coefficient is significant for variables of sensitive commitment ( $t=-3.15$ ,  $p<0.01$ ), normative ( $t=-2.79$ ,  $p<0.01$ ), feeling ( $t=2.71$ ,  $p<0.01$ ) and continuous commitment ( $t=-2.68$ ,  $p<0.01$ ) and the best predictor is variable of emotional commitment that has the highest beta amount (-30) and the least ability of predicting belongs to emotional subscale (0.20). Three subscales of organizational commitment predict occupational stress inversely and feeling subscale predicts it directly. Therefore in women group commitment subscales alongside feeling subscales are suitable predictors of stress from eight personality poles. As a result it is expected that women with emotional reaction with lower commitment, suffer from higher occupational stress than other women.

#### 4. Conclusion

This study was conducted to determine occupational stress of women working in banks. As research findings showed women with feeling personality type are the most important type of Mayers-Briggs personality types to predict occupational stress and they have higher occupational stress than other personality types and also this group has lower organizational commitment comparing other personality types. In other words feeling personality types predicts high occupational stress in banks. According to these research findings there is significant inverse correlation between occupational stress and organizational commitment and this means that women prone to high occupational stress have lower organizational commitment and are more willing to leave the job.

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