

Model of occupational stress, that take of organizational commitment and normal personality type in staff of Banks.

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This research has been conducted to determine a model of occupational stress regarding people personality types, norm of working community and their organizational commitment. Method of this research is descriptive correlation method; statistical society of this research includes all staff members of Shahr Bank of Iran, among them 300 people were selected by random cluster sampling approach from Tehran. In this research some questionnaires of personality types Myers - Briggs, Philip L. Rice occupational stress, Alan - Mayer organizational commitment have been used to determine the normal people personality types, occupational stress, organizational commitment. The findings from step by step regression analysis showed that the most important predictors of occupational stress are emotional and introversive types of personality that have lower organizational commitment in emotional, normative, and continuous dimensions and by using these findings a model is presented to predict the occupational stress.

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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 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.

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(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). 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 employees of City Bank in Tehran who are working in 2011 that selected cluster randomly

Descriptive Statistics

In Table 2- 8, the average of standard deviation, minimum and maximum values of the variables of the study are presented after data analysis and removal of incomplete and disrupted values for 300 subjects. It should be noted that firstly, occupational stress alongside its first three subscales, after that, organizational commitment besides its subscales and eventually, descriptive statistics of eight subscales of various Myers - Briggs indicators are offered. Furthermore, since the extreme high and low values for each variable of organizational commitment and occupational stress and personality types that have followed are the amounts to be determined, points 25% and 75% of the first and third quarter were calculated as well that will be provided in the following section.

Table 1: average, standard deviation, minimum and maximum values (n=300)

Statistic is Variables	Average	Standard deviation	Minimum	Maximum
Job Stress	161.46	19.64	113	220
Interpersonal relations	66.38	7.76	45	95
Physical health	56.38	11.48	25	91
Career interests	39.24	6.22	26	63
Organizational commitment	82.64	10.90	53	107
Commitment to continuous	29.79	5.94	15	40
Emotional commitment	25.82	4.34	15	38
Normative commitment	27.02	3.60	16	37
Extraversion	18.19	5.29	3	31
Introversion	15.07	5.44	2	31
Sensing	14.98	3.92	5	24
Intuition	10.25	3.42	2	19
Thinking	17.17	4.49	3	27
Feeling	7.30	3.64	0	16
Judgment	18.98	4.42	3	28
Perception	9.06	4.93	0	27

To verify this hypothesis, Durbin - Watson statistic for prediction of stress resulted in 1.77 and for the prediction of organizational commitment was

1.89 which is proper and stands for no correlation between the residual values. Given the verification of basic assumptions of regression analysis, its implementation for predicting occupational stress is permitted. The following table presents the results of regression analysis to predict the stress by the help of personality types.

According to Table 2, it can be seen that five models are extracted from the stepwise regression process and eventually, the 5 variables with the highest rate in predicting occupational stress have remained in the fifth model. The 3 variables of these variables are sub-scales of organizational commitment.

Table 2: standardized coefficients, squared correlation coefficient shifts in the multivariate stepwise model to predict stress

Model	Variable	beta	R ²	ΔR^2	t	F
1	Continuous Commitment	-0.57	0.33	0.33	-12.02**	144.42 **
2	Normative commitment	-0.45 -0.31	0.41	0.08	-9.41** -6.41**	102.51 **
3	Continuous Commitment Normative commitment Emotional commitment	-0.34 -0.27 -0.26	0.46	0.05	-6.73** -5.86** -5.24**	83.57 **
4	Normative commitment Emotional commitment Feeling	-0.33 -0.26 -0.24 0.17	0.49	0.03	-6.56** -5.79** -4.92** 3.98 **	69.77 **
5	Commitment to continuous Normative commitment Emotional commitment Feeling Extraversion	-0.30 -0.26 -0.22 0.19 -0.13	0.50	0.01	-5.93** -5.79** -4.49** 4.41 ** -2.95**	59.02 **

**P < 0.01

According to the above table, it can be observed that the first model to predict the beta prediction coefficient (-0.57) for the continuous commitment is significant (t = - 12.02, p <0.01). Therefore, the regression coefficient demonstrates that each of the standard deviations varies and an increase in continuous commitment with a standard deviation of 0.57 is aligned with a reduction in occupational stress. The power of prediction for the first model is about 33% (R²=0.33).

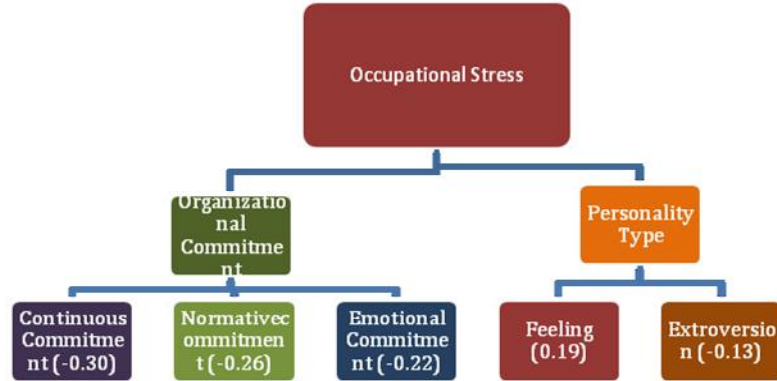
In the second model, with the addition of normative commitment, the prediction power in the

model almost increases by about 8 percents and reaches 41 percents. A significant predictive factor for the continuous commitment in this model shows that each deviation change in continuous commitment with a standard deviation of 0.45 is associated changes in occupational stress (t = - 9.41, p <0.01). Furthermore, a significant factor for normative commitment demonstrates that any deviation in the normative commitment to reduce the stress is associated with a standard deviation of 0.31 (t = - 6.41, p <0.01).

In the third model, with the addition of the emotional commitment, the prediction power increases by about 5 percents and reaches 46 percents. A significant predictive factor for the continuous commitment in this model shows that any deviation change in continuous commitment is associated with a standard deviation of 0.34 in occupational stress (t = - 6.73, p <0.01). Moreover, a significant factor for normative commitment represents that any deviation in normative commitment is aligned with a reduction in stress associated with a standard deviation of 0.27 (t = - 5.86, p <0.01). Similarly, the beta coefficient indicates that the emotional commitment to each standard deviation increase in this variable is associated with a 0.26 standard deviation decrease in stress levels (t = - 5.24, p <0.01).

In the fourth model, with the addition of feeling function from the eight Myers - Briggs functions, it can be seen that this function has a regression coefficient that is statistically significant (t = 3.98, p <0.01). The beta coefficient of which is 0.17 and prediction power through this function comparative to the third model have risen by about 3 percents ($\Delta R^2 = 0.49-0.46 = 0.03$).

In the last model, with the addition of extraversion function, the prediction power via stepwise model has risen by one percent reaching to 0.50. The prediction coefficient of extraversion (- 0.13) alongside other variables is significant (t = - 2.95, p <0.01). The regression coefficients for the feeling function (0.19) is positive and significant (t = 4.41, p <0.01). The regression coefficients for continuous commitment (t = - 5.93, p <0.01), normative (t = - 5.79, p <0.01) and emotional (t = - 4.49, p <0.01) are also significantly inversely correlated. Amongst these coefficients, the best predictive factor belongs to the continuous commitment and the final regression equation is as follows; Introversion (-0.13) + Feeling (0.19) + Emotional Commitment (-0.22) + Normative Commitment (-0.26) + Continuous Commitment (-0.30) = Occupational Stress



Research model: Predicting occupational stress by organizational commitment and personality types

Conclusion

By using research findings predicting model of occupational stress can be explained in this way that this model has been made based on differences of personality types and their relation with organizational commitment and commitment stress and result of its analysis by using regression states that organization commitment is one of predictors of occupational stress, in other word people with low organizational commitment tend to leave organization, they are sensitive to stress and they adhere less to their pledges, they prefer introversion and are mostly following personal emotions, in encountering problems they tend to illogical behavior and these results were obtained by findings of correlation between personality types with organizational commitment and occupational stress.

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