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STRESS AND JOB SATISFACTION IN EMPLOYEES WITH TYPE- A AND TYPE- B PERSONALITY

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ABSTRACT

The management of employee at work is an integral part of organization. Stress at job place is a relatively common phenomenon now a days. Job stress is the response of body to any job- related factor that threatens to disturb the person's equilibrium. Prolonged stress induced many physical and mental health issues, which becomes costly to the management in the terms of time lost due to frequent absence and increased payments towards medical reimbursement. Personality always plays a critical role in perception of stress and satisfaction towards job. So present study tried to explore stress and job satisfaction in employees with A and B personality type. Significant differences were exhibited between the employees with Type A and Type B personality regarding stress and job satisfaction. No gender differences were noted for stress in employees with Type A and Type B personality while male employees with Type A and Type B personality were found more satisfied in comparison to female employees. So, we can partially accept the null hypotheses.

Key words: Stress, job satisfaction, Type A personality, Type B personality

INTRODUCTION

The clusters of behaviours explained about Type A personality are: high level of competitiveness, a striving for achievement, aggressiveness that may

be strongly repressed, impatience, restlessness, hyper alertness, explosive speech stylistics and chronic sense of time urgency (Rose, 1987). [Friedman \(1996\)](#) suggests that boundless hostility,

precipitated by even minor incidents; time urgency and restless, which causes [irritation](#) and [annoyance](#) and a [competitive drive](#), which causes [stress](#) and an achievement-driven mentality can express the behaviour of a Type A personality. On the other side of the measure lie Type B personality who are more introspective and will take time to reflect alternatives. They usually feel there is plenty of free time (Frost & Wilson, 1983), live at a lower stress level. They work steadily, enjoying achievement but not becoming stressed when they fail. Type B personalities may be creative and enjoy exploring ideas and concepts. The term job satisfaction is, generally held to designate a subject's feeling of being satisfied with his or her job (Hagihara et al. 1999). Employee satisfaction is of most importance for employees to be happy and also deliver their level best. Satisfied employees are the ones who are exceptionally loyal to their organization, stay to it even in the worst scenario, seldom have the time to indulge in nasty office politics, spread positive word of mouth and always stand by each other. Satisfied employees tend to adjust more and handle pressure with ease when compared to frustrated employees. Employee satisfaction in a way is essential for employee retention, which every organizations required. Review of studies through light on a variety of results. The article from Kirkcaldy, Cooper and Furnham (1999) and an article by Al-Mashaan (2003) detailed that individuals with internal type A personality had high job satisfaction. However, the result explained by Bulboltz and Winkelspecht (2004) support no correlation with personality and job satisfaction. In an investigation done by Kirkcaldy, Shephard, and Furnham (2002) on personality type, job satisfaction and occupational health, and locus of control found that the individuals who had the combination of Type A personality and an external locus of control experienced lower job satisfaction. Rather than personality there are so many factors like physical (workplace environment and facilities), personal (responsibilities, role and goal conflicts etc.), interpersonal (relations with associates and seniors), and organizational (policies etc.) which were found to be positively and negatively correlated with job

satisfaction (Archer et al., 1991, Abramis 1994, AbuAlRub 2004). The studies of last three decades summarized meaningful relationships between work-oriented low control, low job satisfaction, high demands from job, low levels of psychological well-being, burnout and work-related psychological stress (Jamal, 1999; Van Der Doef & Maes, 1999). In today's work environment stress is no longer a choice. Job stress is the response of body to any job-related factor that threatens to disturb the person's equilibrium. Prolonged stress induced many physical and mental health issues, which becomes costly to the management in the terms of time lost due to frequent absence and increased payments towards medical reimbursement. Previous studies entrenched the fact that Type A personality is highly endangered to stress. Lazarus (1994), stated that type-B's also experience stress, however, they are less perplexed when they are faced with obstacles and threats. Moreover, they differ from the Type-A's in terms of their physiological feedback (Howard et al., 1986).

Present study seeks to determine if personality type, specifically Type A or Type B make any significant difference in perception of stress and job satisfaction. We hypothesize that individuals with Type A personality will report more stress and higher job satisfaction than individuals with Type B personality.

OBJECTIVES

The objective of this study was to shed light on the status of personal stress and job satisfaction in employees with Type A and Type B personality.

HYPOTHESES

The following hypotheses have been formulated for present study:

1. Employees with Type A and Type B personality will differ significantly on stress and job satisfaction.
2. There will be significant difference between male and female employees with Type A personality on stress and job satisfaction.
3. Significant difference will be found on stress and job satisfaction between male and female

employees with Type B personality.

METHODS

Sample: In the present study, the requirement was ensured by adopting purposive sampling technique. The participants with Type A and Type B personality had been selected by using the tool. Eighty employees were selected from different industrial companies in New Delhi. The sample consist of two groups of employees: forty employees with Type A personality (20 males and 20 females) and forty employees with Type B personality (20 males and 20 females). Informed written consents were obtained from all participants. Participants received no incentives for participation in the study.

Instruments:

Type A Type B Behavioural Pattern Scale (ABBPS): ABBPS was developed by Upinder Dhar and Manisha Jain in 2001. This scale is used to assess the personality type of an individual under the sub-scale of tenseness, impatience, restlessness, achievement orientation, domineering and workaholic as Type A, and complacent, easy going, non-assertive, relaxed and patience as Type B. The test consists of 17 statements suitable for Type A personality (form-A) and 16 statements in form-B for Type B personality. ABBPS is a 5-point scale having five categories; Strongly Agree (5), Agree (4), Uncertain (3), Disagree (2), and Strongly Disagree (1) for both forms. Sum of the scores of Form A and Form B yields Type A score and Type B score respectively. Individuals with very high scores on Form A may be considered as Type A personalities and individuals having very high scores on Form B may be considered as Type B personalities. The reliability coefficient of form-A and form-B is 0.54. The validity of the test is 0.73 for both the forms separately.

Personal Stress Source Inventory (PSSI): PSSI was developed by Arun K. Singh, Ashish K. Singh and Arpana Singh in 2004. A set of 35 items or personal source of events constituted the inventory for people aged 22 to 55 years. These various sources related to personal life events that are likely to produce stress in a person. PSSI is a 3-point scale having three categories: Seldom (1), Sometimes (2) and Frequently (3). Unmarked items

are given a score of zero. Subsequently, scores earned by the participant on every marked item are added together to yield a total score. Higher score exhibits the higher magnitude of personal stress while lower score explains lower magnitude of personal stress. The maximum score on SPSSI is 105. The inventory is available both in Hindi and English versions. The inventory has no time limit but ordinarily 12 to 15 minutes are sufficient for completion of this inventory. The test-retest reliability is 0.792 and internal consistency reliability by odd-even method is 0.784. PSSI also possessed a sufficient degree of content validity.

Job satisfaction scale (JSS): JSS was standardized by Amar Singh and T. R. Sharma in 2006. The JSS comprises 30 items of which 24 are positive and remaining 6 are negative statements. In the present scale, there are positive and negative statements. Item number 4, 13, 20, 21, 27, and 28 are negative the rest are positive. Positive statements are to be scored as 4, 3, 2, 1 and 0 while negative statements are to be scored as 0, 1, 2, 3, and 4. It has lowest score of 47 or below which indicates extremely dissatisfied and the high score of 74 or above indicates extremely satisfied. Test-retest reliability of this scale was 0.978 (N=52). The validity of the scale was 0.743 when it was compared with Muthaiya job satisfaction questionnaire.

Procedure: This study was conducted in 2009-10 and for this purpose employees were selected from different industrial companies in New Delhi. Those who had interest in taking part in this study were included in this study. First of all, good rapport was established with the participants, kept relaxed and pleasant in order to elicit the most frank or candid answers possible. Type A Type B Behavioural Pattern Scale was administered to get the equal numbers of Type A (male and female) and Type B personality (male and female). After getting the desired number of participants Personal Stress Source Inventory and Job satisfaction scale were distributed to them. Participants read the instructions silently and carefully that they had to response to each item by making a tick on any one alternative of each item. They were informed that there is no right or wrong answer to any item, and encouraged to respond rapidly and the way they really feel. No time limit has been set for the test.

Statistical Analysis: Mean and SD values were

calculated for the four groups of participants and the data were analyzed by t- test to elucidate regarding the hypotheses.

RESULTS

The mean, SD and t- values of stress and job satisfaction (the dependent variable) for type A and Type B personality pattern are depicted in Table – 1.

Table 1: Showing the result of significant difference between group of Type- A and Type- B on Stress and Job Satisfaction

| Test | Type- A, n= 40 | | Type- B, n= 40 | | t- value |
|-----------------------|-------------------|------|-------------------|------|----------|
| | Mean | S.D. | Mean | S.D. | |
| Stress | 57 | 9.4 | 55 | 11.8 | 3.38** |
| Job Satis- faction | 65.25 | 10.7 | 63.75 | 13.3 | 2.5* |

**Significant at 0.01 confidence level, *Significant at 0.05 confidence level

The means of Type A and Type B personality on stress were 57.0 and 55.0 respectively and t- value was 3.38, which was significant. Results revealed significant higher level of stress in employees with Type A personality in comparison to employees with Type B personality. On job satisfaction a significant difference was also found between the employees of Type A and Type B personality. Their respective means were 65.25 and 63.75. Employees of Type A personality had greater job satisfaction in comparison to employees of Type B personality as their t value was 2.5 which was significant at 0.05 level. The results explained in this table accept the research hypothesis. The mean, SD and t- values of stress and job satisfaction (the dependent variable) for male and female employees of Type A pattern are indicated in Table – 2.

Table 2: Showing the result of significant difference between group of male and female employees with Type- A personality on Stress and Job Satisfaction

| Test | Male, n= 20 | | Female, n= 20 | | t- value |
|-----------------------|----------------|-------|------------------|------|----------|
| | Mean | S.D. | Mean | S.D. | |
| Stress | 57.0 | 7.0 | 56.5 | 11.2 | 0.53 |
| Job Satis- faction | 67.5 | 11.80 | 54.5 | 9.6 | 12.14** |

**Significant at 0.01 confidence level

These results indicated that no significant difference was found between male and female employees of Type A personality regarding stress. Their respective means of male and female employees were 57.0 and 56.5 and t value was also nonsignificant. On job satisfaction male employees of Type A personality scored higher (mean= 67.5) than female employees of Type A personality (mean= 54.5). Their t value was significant (12.14), which also verified the same. Thus, we can partially accept the research hypothesis.

Table 3 through light on mean, SD and t value of male and female employees of Type B personality on stress and job satisfaction.

Table 3: Showing the result of significant difference between group of male and female employees with Type- B personality on Stress and Job Satisfaction

| Test | Male, n= 20 | | Female, n= 20 | | t- value |
|-----------------------|----------------|------|------------------|------|----------|
| | Mean | S.D. | Mean | S.D. | |
| Stress | 53 | 7.9 | 52 | 7.7 | 1.28 |
| Job Satis- faction | 66.5 | 12.5 | 55 | 13.6 | 8.84** |

**Significant at 0.01 confidence level,

The male (mean= 53.0) and female (mean= 52.0) group of employees of Type B personality did not differ significantly from each other with regard to stress as their t value (1.28) found to be non-significant. The means of male and female employees of Type B personality on job satisfaction were 66.5 and 55.0 and t- value was 8.84, which was significant. Results revealed significant higher level of job satisfaction in male employees in comparison to female employee with Type B personality. Thus, we can partially reject the research hypothesis.

DISCUSSION

The objective of present study was to elucidate the difference between Type A and Type B personality in perceiving stress and their satisfaction with job. The findings of present results go with the previous research findings. Researches done in medical field specially on heart disease found that Type-A behaviours are generally seen in individuals

who race with time and who are led by success. They try to do several things at once because they are impatient. Person with Type A personality use “quantity” (Money, achievements, responsibilities, etc.) as an indication of their success, they value quantity rather than quality (Mueser et.al., 1987, Bluen et.al., 1990) and highly competitive (Keenan and McBain 1979, Powell 1995). These particular characteristic of their behaviour leads them as being stressful all the times. The need for high achievement makes them to achieve more and more in their career, which leads to job satisfaction. So, it is the personality characteristic which make Type A personalities more stressful and more satisfied with their jobs in comparison to Type B personality.

In both groups of Type A and Type B personality, no differences were exhibited between male and female employees regarding stress. However, males were found more satisfied with their jobs in both groups of Type A and Type B personality. Liu & Ramsey (2008) studied on teachers and noted a variation with gender, years of teaching, and career status in teachers’ job satisfaction level. Callister (2006) found the same result and explained that female faculty members report significantly lower levels of job satisfaction and higher intentions to quit the job than male counterparts. Other than researches in support we also cited some diversions. In some studies female exhibited greater satisfaction in the overall job satisfaction and the accountable factors were: sub-aspects of working environment, remuneration compared to workload, the chance of promotion, utilization of subjective initiative, and sense of achievement (Miao, Li & Bian, 2017). Redmond and Mc Guinness (2019) explained that on average, women are more satisfied than men and the gap remains even when we account for a wide range of personal, job and family characteristics. Women, on average, report greater job satisfaction than men (Bender et al., 2005). In a highly influential work, Clark (1997) suggested that this may be explained by women having lower professional expectations as a result of gender pay differences and reduced promotion prospects. Therefore, despite occupying jobs which may be objectively worse than men’s,

lower expectations may translate into higher job satisfaction for women.

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Conflicts of interest

There are no conflicts of interest.

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