

## THE RELATIONSHIP BETWEEN NEUROTICISM AND JOB SATISFACTION

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**Abstract: Objective:** In the narrowest sense job satisfaction is related with positive, emotional attachment of an individual to work. Greater number of researches consider that the job satisfaction include greater number of factors. On the other side the results of several studies show that there is a tendency towards higher positive correlations between different factors of job satisfaction suggesting the existence of one general factor towards work environment.

**Aim:** The aim of the study was to determine the correlation between neuroticism and job satisfaction of teachers. Socio-demographics characteristics were also compared.

**Material and Method:** The study included 90 teachers, 44 (48,89%) male and 46 (51,11%) female, of primary school in Novi Pazar. The degree of neuroticism was measured using the test of general neuroticism, Cornell index, and job satisfaction using Questionnaire to test satisfaction with workplace and organization.

**Results:** The obtained results show that there is moderate connection between neuroticism and job satisfaction. On the test of neuroticism, men showed far greater degree of neuroticism, both men and women showed the same degree of job satisfaction. On the CI-N4 test the older employees showed the higher degree of neuroticism than younger employees.

**Conclusion:** It was discovered that there is a positive correlation between neuroticism and job satisfaction, in other words, as the person is more satisfied with job, neurotic symptoms are more expressed.

**Keywords:** neuroticism, neurosis, job satisfaction.

### INTRODUCTION

In the narrowest sense job satisfaction is related with positive, emotional attachment of an individual to work. (1). Thus, the general job satisfaction is defined

as a general feeling about work considering favourable and adverse aspects of work, that is an effective response of an individual, which is the result of a job experience (2). Greater number of researches consider that the job satisfaction include greater number of factors. On the other side the results of several studies show that there is a tendency towards higher positive correlations between different factors of job satisfaction suggesting the existence of one general factor towards work environment (3).

There are two approaches in the definition and measurement of job satisfaction. The first one is holistic approach according to which job satisfaction is an unidimensional construct. Job satisfaction is general individual attitude towards work and a central feeling about the job that is not shared on the individual aspects. The other approach of job satisfaction is the additive model that job satisfaction sees as a multidimensional construct. According to this approach, job satisfaction makes satisfaction with certain aspects of job satisfaction (4). What a person feels toward work is the amount of satisfaction with certain aspects of work such as wages, communications, management, promotion, relationship with co-workers, benefits, working conditions etc. The holistic approach provides more complete picture of job satisfaction. In the holistic approach, the most accepted definition of job satisfaction today is Spector's definition of job satisfaction. Spector job satisfaction is defined as "what a person feels about their jobs and different aspects of the work" (5). Satisfied workers are more productive, less absenteeism and fewer leaving work. Also, more satisfied workers create a better working environment and affect the commitment of other colleagues (6).

Neurosis is a psychomatic phenomena occurred because of vegetative nervous system disorder caused by mental stimuli (7). Some authors consider psycho-

neuroses identical neuroses, while other believe there is a difference because neurosis have somatic origin, while psychoneurosis does not, also neurosis is disorder of somatic functions, that does not have mental content, while psychoneuroses do have, and also a shorter duration, on the other side, psychoneuroses last longer. The name neurosis was introduced by Cullen who wanted to indicate that it is general disorder of the nervous. The term included all disorders of nervous system that do not have migraine or physical lesions, an illness considered to be neurosis (8). Many experts consider to be more appropriate to say about different types of neuroses. The cause of neuroses generally lies in failure of an individual to satisfy certain motives, for him, very strong motives or to get rid of some conflict situation (7).

The clinical indicators of neuroticism (clinical assessment): badly or poorly organized personality, dependance, narrow interests, the lack of energy, abnormality before an illness, weak muscle tone, an isolation and the feeling of not belonging.

Self-assessment: the feeling of inferiority, anxiety or nervousness, tendency for an accident, avoidance and failure to report efforts, dissatisfaction, sensitivity, irritability and easy offensiveness. Constitutional characteristics: poor physical stamina and physical activity, inadequate body composition, poor vision in the dark or in twilight (8).

**The aim** of the study was to determine the correlation between neuroticism and job satisfaction of teachers. Socio-demographics characteristic were also compared.

## METHODS

The research included 90 teachers of primary school, 44 (48.89%) men, 46 (51.11%) women. The average age of the respondents was  $34 \pm 2.78$  years, range 25–54. According to the age, respondents were placed into groups: younger than 30, from 30–40 years old, from 40–50 years old, and more than 50 years old.

They were given the test of general neuroticism, Cornell index (CI-N4) and the questionnaire to test satisfaction with the workplace and organization. Cornell index is intended for preliminary diagnosis of neurosis. It consists of three scales: HY scale — elevated value on this scale indicates a neurotic disorders, such as psychosomatic, hysterical or conversion disorder; ALPHA-scale elevated value on this scale indicates anxiety, phobia, obsession, compulsion and depression; SIGMA-scale elevated value indicates increased aggressiveness neurotic character. The test consists of 110 claims in which the subject must respond with true (T) if he/she agrees with the statement or false (N), if he/she does not agree. Cornell index can be applied individually and in groups, except that the mentioned

scale can be broken only by individual testing because the results are interpreted only on the basis of the total score, which is the total of correct answers. The questionnaire consists of 22 questions of mixed type. The first part of the questionnaire is related to the demographics data of the respondents, psychosomatic diseases and harmful habits (smoking, alcohol consumption) The second part of the questionnaire is related directly to the workplace satisfaction. Satisfaction with various aspects of the workplace is explored within the seventeenth issue, consisting of 27 sub-questions where the respondent satisfaction with specific aspects of the workplace is estimated at five-point scale.

For statistical analysis we used the methods of descriptive statistics, hi-square test and Spearman's correlation coefficient. Statistical analysis was performed using SPSS 18.

## RESULTS

High degree of neuroticism showed that 15 men (34.1%) and 11 women (23.9%) who also achieved maximum results on the scale of job satisfaction, in other words, they fall into the category of "very satisfied with the job", it means that connection is positive, and the model Kabanova is proven, according to which the lack of satisfaction in one area is compensated with the pleasure in another. Data on differences in neuroticism between the sexes are given in Table 1, and data on the differences in job satisfaction between the sexes in Table 2.

**Table 1.** Differences between the sexes in neuroticism

SEX	Neuroticism							
	Normal		Zone of diagnostic uncertainty		Neurotic		total	
	f	%	f	%	f	%	f	%
male	9	20,5	20	45,5	15	34,1	44	100
female	21	45,7	14	30,4	11	23,9	46	100
total	30	33,3	34	37,8	26	28,9	90	100

Chi-square = 6,433 df = 2 p < 0,05

Based on the comparison of the calculated chi-square test with limiting values 5,991 and 9,210 for the number of degrees of freedom df = 2, shows that there is a statistically significant difference (p < 0,05) in neuroticism between the sexes.

Based on the comparison of the calculated chi-square test with the limiting values 9,488 i 13,277 for the number of the degrees of freedom df = 4 shows that the calculated value is less than the limiting values at both levels, which shows that there is no statistically signifi-

**Table 2.** Differences in job satisfaction between the sexes

Sex	Job satisfaction										Total	
	I am very satisfied		I am satisfied		Neither satisfied or dissatisfied		I am dissatisfied		I am very dissatisfied			
	f	%	f	%	f	%	f	%	f	%	f	%
Male	11	25	16	36,4	10	22,7	7	15,9	0	0,0	44	100
Female	18	39,1	14	30,4	9	19,6	3	6,5	2	4,3	46	100
Total	29	32,3	30	33,3	19	21,2	10	11,1	2	2,2	90	100

Chi-square test = 5,435 df = 4 p < 0,05

**Table 3.** The relationship between neuroticism and job satisfaction shown by Spearman's correlation coefficient

		Neuroticism	Job satisfaction
Neuroticism	Spearman's correlation coefficient	1	,457
	N	90	90
Job satisfaction	Spearman's correlation coefficient	,457	1
	N	90	90

**Table 4.** Differences in neuroticism between employees of different ages

Age	Neuroticism						total	
	Normal		Zone of diagnostic uncertainty		Neurotic			
	f	%	f	%	f	%	f	%
Less than 30	9	45,0	10	50,0	1	5,0	20	100,0
30–40	10	37,0	11	40,7	6	22,2	27	100,0
40–50	10	40,0	7	28,0	8	32,0	25	100,0
more than 50	1	5,6	6	33,3	11	61,1	18	100,0
total	30	33,3	34	37,8	26	28,9	90	100,0

cant difference ( $p < 0,05$ ) in job satisfaction between men and women employed in education.

Spearman's correlation coefficient ( $r = 0,457$ ; shown in Table 3) shows that there is a moderate positive correlation between neuroticism and job satisfaction, so we can confirm the hypothesis that there is a correlation between neuroticism and job satisfaction.

Even 19 subjects older than 40 years showed a high level of neuroticism while at the same level of neuroticism only 7 respondents younger than 40 years, indicating that older respondents are more neurotic than younger respondents, and thus are more satisfied with job. Data obtained using descriptive statistics are presented in Table 4.

## DISCUSSION

There are numerous studies dealing with the relationship between personality traits and the Big Five

model of job satisfaction. Excellent review and meta-analysis of numerous studies we can find the work of Judge and associates. The authors included 163 independent samples in their meta-analysis. Results of the study indicate that three of the five dimensions of the model were significant predictors of job satisfaction. Neuroticism correlates most strongly with job satisfaction. People who have a high score on neuroticism are prone to experiencing negative emotions. These results confirm the results and Furno and Zakeri, Smith and associates, as well as the Tokara and Subic as stated in the work of Judge and associates (9). All of these authors in their research confirmed the negative correlation between neuroticism and job satisfaction. Judge and associates also confirmed this relationship in their research.

In a sample of 300 teachers and staff employed at University of Novi Sad and Belgrade, Matanović (2009) investigated the predictive value of personality

traits model “Big Five” in total job satisfaction as well as the 9 aspects of job satisfaction measured scale for measuring job satisfaction (Job Satisfaction Survey). In addition to personality traits as categorical predictor variables were examined such as sex and years of service at the university. Based on these results, it was concluded that the significant predictors of overall job satisfaction aside agreeableness and neuroticism traits, while categorical variables were not shown to be significant predictors. For the prediction of satisfaction with individual aspects of the work stand out: agreeableness, conscientiousness and neuroticism, as follows: pleasantness of aspects: advancement, management, nature of work, communication and associates, diligence of aspects: staff, benefits and rewards and neuroticism by aspects: management, nature business, communication, co-workers, benefits and rewards.

As significant predictors of overall job satisfaction were distinguished traits such as agreeableness and neuroticism, where those with higher scores on the subscale of comfort to develop more job satisfaction, while those with high scores on neuroticism subscale develop lower total satisfaction. People with high scores on the subscale pleasant-natured, cooperative, foster friendly relations with other people, adopt standards from multiple sources. They will easily fit into the work environment as they are friendly to other people, it is very likely that they will have no problems in relationships with colleagues and associates and they

will that pleasure develop high total satisfaction (10). The result of that is common for respondents who participated in this study and in some other studies is one that indicates that the dimension neuroticism is significant predictor of low job satisfaction. The explanation lies in the fact that people who have a high score on neuroticism tend to experiencing negative emotions in all spheres of life, including the workplace. These people are easy to get angry, they often engage in conflict with each other, react violently, and these are behaviours that are consistent with social norms in the workplace, People with a high score on a scale of neuroticism very likely have frequent conflicts in the workplace, and are therefore prone to developing job dissatisfaction. In contrast, emotionally stable person, successful in regulating their own emotions and others develop more job satisfaction.

These data are in contrast with the results obtained in our study, where we obtained data that people who are more satisfied with work are more neurotic at the same time.

#### CONCLUSION

It was discovered that there is a connection between neuroticism and job satisfaction, in other words, as the person is more satisfied with job, neurotic symptoms are more expressed, that can be explained by the fact that having a steady job is a big psychological support for each person and neurotic people find a source of security at work.

## Sažetak

### STEPEN POVEZANOSTI NEUROTICIZMA I ZADOVOLJSTVA POSLOM

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**Uvod:** U najužem smislu zadovoljstvo poslom se odnosi na pozitivnu, emocionalnu vezanost pojedinca prema poslu. Veći broj istraživača smatra da zadovoljstvo poslom sadrži veći broj činilaca. S druge strane rezultati izvesnih studija pokazuju da postoji tendencija visoke pozitivne korelacije između raznih činilaca zadovoljstva poslom, što sugeriše da postoji neki opšti faktor stava prema radnoj sredini.

**Cilj:** Cilj ovog rada je bio da se utvrdi stepen povezanosti neuroticizma i zadovoljstva poslom prosvetnih radnika. Takođe su upoređivane i socio-demografske karakteristike ispitanika.

**Materijal i metod:** U studiju je uključeno 90 nastavnika 44 (48,89%) muškog pola i 46 (51,11%) ženskog pola, osnovnih škola u Novom Pazaru. Meren im je stepen neuroticizma pomoću testa generalog neuro-

ticizma, Cornell index i zadovoljstvo poslom pomoću Upitnika za ispitivanje zadovoljstva radnim mestom i organizacijom.

**Rezultati:** Dobijeni rezultati pokazuju da postoji umerena pozitivna povezanost između neuroticizma i zadovoljstva poslom. Na testu neuroticizma, muškarci su pokazali daleko veći stepen neurotičnosti, takođe muškarci i žene su pokazali jednak stepen zadovoljstva poslom. Na testu CI-N4 stariji zaposleni su pokazali viši stepen neurotičnosti od mladih radnika.

**Zaključak:** Otkriveno je da postoji povezanost između neuroticizma i zadovoljstva poslom, odnosno što je osoba više zadovoljna poslom, to pokazuje jače izražene neurotične simptome.

**Ključne reči:** neuroticizam, neuroze, zadovoljstvo poslom.

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