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DETERMINATION OF PERSONALITI TYPES AND OCCUPATIONAL STRESS AMONG ALL THE BANK STAFF IN TEHRAN IN 2011

Psychology is a applied emerging science which focuses on a scientific analysis of people. People have different personalities; according to these individual differences, they express different acts. Personality has several definitions and theorists introduce various viewpoints about the nature of personality of human beings. In a general definition, personality can be defined as a durable and unique set of features in an individual which can vary in different situations (1). Each individual's personality is unique, i.e. aside from the similarity that exists between people; every human being has unique features that differentiate him/her from others. Various perceptions of the concept of personality present that as the time passes, the concept of personality have gone beyond its former visual and social appearance, and personality currently refers to a substantial and sustained process of each individual (2). In Jung's perspective, a great deal of our conscious perception and reactions to our environment is determined by opposite introversion and extraversion mental attitudes. After recognizing various types of extraversion and introversion, he considered another integrated distinction between individuals according to which he called the psychological functions. These functions point out the different ways and contradictory understanding of the real world outside and the inner world of our mental. Jung knows the four mental funetions as: Sensing, intuition, thinking and feeling (3). Having different personality types raises different job requirements, and on the contrary, having a job and a source of income is one of the needs, concerns and individual programs to those who have passed their childhood. Being employed demonstrates maturity and being an adult through which each individual, indeed, can illustrate his capabilities and skills and consequently, figure out his deficiencies. Huland has based his theory on two important factors: 1) The choice of career and job depends on personality type. 2) The choice of career and job has a direct relation with individual attitudes and tendencies. Whenever people are not placed in their places according to their capabilities and personality type, they face numerous problems in their work field (4). One of these issues that imposed both financial and physical costs to organizations is stress. One of the definitions of the occupational stress is as follows: "Generally, accumulation of known factors or conditions commonly associated with stress." Another definition of occupational stress is the stress that a particular individual is undergoing over a certain job. In the latter definition, individual characteristics as well as both occupational factors have been addressed. National Institute for Occupational Safety and Health defines the occupational stress as the lack of

coordination between the business requirements with the capabilities, abilities and individuals' needs (5).

In this research, we are trying to analyze the relationship between Myers - Briggs personality types and occupational stress among all the bank staff in Tehran. The statistical society includes all the employees of banks in the city of Tehran among which various individuals were randomly chosen with 300 of them from the first banking zone. For this purpose, multistage cluster sampling was used as firstly, from the 3 banking zones of Tehran, the first zone was chosen randomly, then, 50 bank branches were also selected randomly and after that, 300 men and women employees were selected from these branches randomly. After that, Myers - Briggs and Philip L. Rice tests were distributed among them and the staff returned it at the predefined time. The reliability and validity of these tests in Iran was confirmed by Abdullahi (1998) and Jahaniyan (2006). The latter, in their study, in order to evaluate the reliability supposed the Cronbach's alpha as equal to 0.5154 and for each of the aspects of extrovert – introvert, sensory – intuitive, intellectual – emotional, and perceptual – judgmental reported 0.33 to 0.63, 0.28 to 0.70, 0.39 to 0.74, and 0.39 to 0.78 respectively (6). Besides, Philip L. Rice's test was used to evaluate the level of occupational stress. This questionnaire possesses a very high validity and the reliability factor was calculated with the Cronbach's alpha as equal to %89 and the validity of the entire questionnaire as %92 and for the three subscales of personal relations, physical condition, and occupational interests were reported as %89, %88, and %88 respectively (7).

Research Hypothesis Personality type are in correlation with occupational stress among all the staff City Bank. ***Descriptive Findings***

Variables	Average	Standard Deviation	Minimum	Maximum
Occupational Stress	161.46	19.64	113	220
Interpersonal Relations	66.38	7.76	45	95
Physical Condition	56.38	11.48	25	91
Occupational Interests	39.24	6.22	26	63
Introvert	18.19	5.29	3	31
Extravert	15.07	5.44	2	31
Sensory	14.98	3.92	5	24
Intuitive	10.25	3.42	2	19
Intellectual	17.17	4.49	3	27
Emotional	7.30	3.64	0	16
Perceptual	18.98	4.42	3	28
Judgmental	9.06	4.93	0	27

According to the above mentioned table, the average of occupational stress, in the range 113 to 220, is 161.64 and this figure for standard deviation is 19.64. The points of 25% and 75% for this variable are 146 and 173 respectively and the abundance and the ratio of high and low values of occupational stress are the 16 personality types is given in the next table.

The average and standard deviation of subscales of occupational stress are 66.38 and 7.76 for the range 45 to 95 for interpersonal relations, 56.38 and 11.48 for the range 25 to 91 for physical conditions and 39.24 and 6.22 for the range 26 to 63 for occupational interests.

The averages of class subscales of Myers – Briggs are extrovert in the range 3 to 31 as 18.19; introvert in the range 2 to 31 as 15.07; sensory in the range 5 to 24 as 14.98; intuitive in the range 2 to 19 as 10.25; intellectual in the range 3 to 27 as 17.17; emotional in the range 0 to 16 as 7.30; perceptual in the range 0 to 27 as 9.06; and for the range 3 to 28 as 18.98 for judgmental in order.

In the next table, the discrepancy of personality types who possess high levels of occupational stress and the relation of each regarding the discrepancy are illustrated in the table 2-4. For example, type-A includes 98 individuals from the 300 ones and 17 individuals have occupational stress at higher than %75 at 173 which demonstrates 17 percent of these people have high level of occupational stress. Table 4-4: Abundance and discrepancy of personality types in the region under more than three fourth of occupational stress

16 Personality Types	1.ESTJ	3.ESFJ	4.ESFP	5.ENTJ	6.ENTP	8.ENFP	9.ISTJ	10.ISTP	11.ISFJ	12.ISFP	13.INTJ	14.INTP	16.INFP
Discrepancy of Types with Higher Occupational Stress than 173	17	4	4	6	4	4	22	2	1	1	3	2	[illegible]
Ratio to each Type	%17	%33	%57	%17	%28	%80	%28	%22	%50	%50	%18	%40	%100
Ratio to Total	%6	%1	%1	%2	%1	%1	%7	0.6 %	%0.3	%0.3	%1	%0.6	%0.6

Research Hypothesis - Personality type are in correlation with occupational stress among all the staff City Bank.

Table 4-5: Correlation coefficient of personality types and occupational stress

ariables	16 Personality Types and Occupational Stress
n	300
R	0.22
df	298
sig	0.00

According to the table 4-5, it is observed that the correlation between personality types and occupational stress is significant at 0.01 so that the level of the observed correlation 0.22 is greater than the critical value of 0.14 with a freedom degree of 298. Consequently, with a certainty of %99 there is a significant relationship between personality types and occupational stress and as seen this correlation is direct so that by moving to the end of type spectrum (INTJ, INTP, INFJ, and INFP) the level of occupational stress also grows and it is expected that the first types of this spectrum (ESTJ, ESTP, ESFJ, and ESFP) are going to persevere less level of occupational stress compared to other types.

Muhammad Jamal (2011) in his research examined the relationship of job stress, job stressors, and Type A behavior pattern with employees' job satisfaction, organizational commitment, psychosomatic health- problems, and turnover motivation among full-time nurses (N=215) working in a large Canadian hospital. Both job stress and stressors (role ambiguity, overload, conflict, and resource inadequacy) were significantly related to four outcome variables. Type-A behavior was associated with high job stress, high role ambiguity, conflict, resource inadequacy, and psychosomatic health problems. In addition, Type-A behavior was found to be an important moderator of the stress-outcome relationships. Implications of the findings form an argument and highlighted for future research (8).

1-2) There is a significant correlation between personality types in the extroversion and introversion domain and occupational stress.

Table 6-4. Correlation of variables in extroversion-introversion domain with occupational stress

introversion	extroversion	Preferential grade of introversion-extroversion	variables / statistics
300	300	300	n
0.31	-0.29	-0.05	R
298	298	298	df
0.00	0.00	0.36	sig

Regarding that Mayors-Brigs' questionnaire has 4 main subscales that each of them have two poles, the correlation coefficients are presented by separation of each scale and pole. In table 6-4, correlation of the first scale it means the preferential grade of the scale and two poles of introversion and extroversion (combination of introversion and extroversion grade) is presented separately.

Regarding the table above, the preferential grade doesn't have a meaningful correlation coefficient with occupational stress and the observed amount (-0.05) is less than the critical amount of this coefficient (0.11) in 0.05 levels. But each of introversion (0.31) and extroversion poles (-0.29) has a meaningful and middle correlation coefficient with occupational stress. And the observed

amounts are more than the critical amount (0.14) in 0.01 levels so with 99 percent confidence there is a direct and significant relationship between introversion and occupational stress and by increasing the personnel's introversion their occupational stress is increased too in contrast the reverse correlation between extroversion indicates that characters which have more and higher extroversion function live with lower occupational stress.

) there is a significant relationship between the Mayors-Brigs' personality types in sensory-intuitive domain and occupational stress.

Table 10-4. Variables correlation in sensory-intuitive domain with occupational stress

sensory	intuitive	Preferential grade of intuitive- sensory	variables / statistics
300	300	300	n
0.14	-0.11	0.04	R
298	298	298	df
0.01	0.06	0.47	sig

Regarding the above table the preferential grade hasn't a significant correlation coefficient with occupational stress and the observed amount (-0.05) is less than the critical amount of this coefficient (0.11) in 0.05 levels. Also the intuitive pole hasn't a significant correlation coefficient (-0.11) with occupational stress and the observed amount is equal to the critical amount (-0.11) in 0.05 levels. In contrast the sensory pole has a significant correlation (0.14) with occupational stress. And the observed amounts are greater than the critical amount (0.11) in 0.05 levels so with 95 percent confidence there is a direct and significant relation between the sensory pole and occupational stress and by increasing the personnel's function their occupational stress is increased obviously.

there is a significant correlation between the Mayors-Brigs' personality types in feeling-thinking domain and occupational stress.

Table 14-4. Variables correlation in feeling-thinking domain with occupational stress

thinking	feeling	Preferential grade of feeling-thinking	variables / statistics
300	300	300	n
-0.19	0.33	-0.22	R
298	298	298	df
0.01	0.00	0.00	sig

Regarding table 14-4, the preferential grade has a significant correlation coefficient with occupational stress and the observed amount (-0.22) is less than the critical amount of this coefficient (-0.14) in 0.01 levels so by increase the preferential grade, the occupational stress will decrease. Also the feeling pole has a significant correlation coefficient (0.30) with occupational stress and the observed amount is more than the critical amount (0.14) in 0.01 levels so by 99

percent confidence by increase of the feeling function the occupational stress will increase too. In contrast the thinking pole has a significant and reverse correlation (-0.19) with occupational stress. And the observed amounts are less than the critical amount (0.14) in 0.01 levels so by 99 percent confidence there is a significant relationship between the thinking pole and occupational stress and by increasing the thinking function of personnel their occupational stress will decrease.

there is a significant relationship between personality types in perceiving-judging domain and occupational stress.

Table 18-4. Variables correlation in perceiving judging domain with occupational stress

judging	perceiving	Preferential grade of perceiving-judging	variables / statistics
300	300	300	n
-0.24	0.27	-0.15	R
298	298	298	df
0.00	0.00	0.00	sig

Regarding table 18-4, there is a significant correlation between the preferential grade of perceiving and judging and by increasing the preferential grade, the stress will decrease ($r=-0.15$, $p<0.01$). The perceiving pole has a significant and direct correlation with occupational stress ($r=-0.15$, $p<0.01$) and by 99 percent confidence by increase of the perceiving function the occupational stress will increase too. Also the judging pole has a significant and reverse correlation with occupational stress ($r=-0.24$, $p<0.01$) as by increasing the judging function the occupational stress will decrease.

Conclusion - Siu Tsen Shen et al. in 2007 in a research argued that for the greater use of personality type instruments such as the Myers-Briggs Type Indicator (MBTI) and the Keirsey Temperament SorterII (KTSII), when forming engineering design teams. Considering the importance of teamwork in all aspects of education and industry, it is surprising that few universities in the UK use personality type information when forming design teams. This has led to many courses not getting the best out of their students, and more importantly the students not getting the most out of the team working experience. Various team formation methods are discussed and their relative strengths and weaknesses outlined. Normal personality type distributions in base populations are presented and compared with data from recent studies of engineering students, and the link between engineering, design and creativity is discussed. The results of this study have shown that the most important of the type preferences is the Sensing-iNtuitive (S-N) scale, with its proven link to creativity and learning styles. It is concluded that both engineers and designers have much in common, and a methodology of using personality type choice sets to select and form engineering design teams is proposed.

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Անհատականության տիպերի և աշխատանքային ստրեսի հարաբերակցությունը (Թեհրանի <<Շահր բանկի>> 2011 թվականի աշխատակազմի օրինակով)

Հոդվածում ներկայացված են Թեհրան քաղաքի թիվ 1 բանկային վարչատարածքում գտնվող «Շահր բանկի» մասնաճյուղերի աշխատակիցների շրջանակում կատարված հետազոտությունը անհատականության տիպերի և աշխատանքային ստրեսի փոխկապակցվածության տեսանկյունից: Հետազոտության վիճակագրական բազան կազմում են Թեհրանի Շահր բանկի 2011 թվականի բոլոր աշխատակիցները, որոնց միջից պատահականության սկզբունքով և բազմափուլ փնջային եղանակով ընտրվել են 300 մարդ: Տվյալների հավաքագրման նպատակով կիրառվել են Մայերզ-Բրեյգզի անհատականության տիպերի ճանաչման հարցաթերթը և Ֆիլիպ Լ. Ռայսի աշխատանքային ստրեսի հարցաթերթը: Վիճակագրության արդյունքների մշակման և վերլուծության համար օգտվել ենք բնութագրական վիճակագրության մեթոդներից (տվյալների աղյուսակների կազմում, միջինի հաշվարկում, ստանդարտից շեղում և այլն), իսկ հիփոթեզի փորձարկման նպատակով կիրառել ենք Փիրսոնի միասնության գործակիցը: Հետազոտության արդյունքները նշանակալից տարբերություն արձանագրեցին անհատականության տարբեր տիպերի աշխատանքային ստրեսի հետ ունեցած հարաբերակցության միջև, որով հաստատվեց հետազոտության գլխավոր հիփոթեզը հավաստիության 0.99 տոկոսով: