



3rd GLOBAL CONFERENCE on BUSINESS, ECONOMICS, MANAGEMENT and TOURISM,
26-28 November 2015, Rome, Italy

The relationship between the five-factor personality traits of workers and their job satisfaction: s study on five star hotels in Alanya

Burcu Ilgaz Yildirim^{a*}, Mustafa Gulmez^b, Furkan Yildirim^c

^aAkdeniz University, Ayse Sak School of Applied Sciences, Antalya, Turkey

^bAkdeniz University, Faculty of Tourism, Antalya, Turkey

^cAkdeniz University, Ayse Sak School of Applied Sciences, Antalya, Turkey

Abstract

The aim of this study was to investigate the relationship between five-factor personality traits and job satisfaction among workers of five star hotels within Alanya district of Antalya province. In line with this purpose, the study was conducted with workers from all departments of the hotels included in the study sample. During the study, a total of 471 workers from 12 five star hotels in Alanya district of Antalya province were contacted. Based on the correlation analysis results, a statistically significant relationship was identified between intrinsic satisfaction and the openness and conscientiousness dimensions. On the other hand, no statistically significant relationship was observed between extrinsic satisfaction and the five-factor personality traits. Furthermore, a statistically significant relationship was also observed between general job satisfaction and the openness and conscientiousness dimensions. Based on the regression analysis, it was determined that the extraversion dimension had a more significant effect than the openness dimension. The extraversion dimension had a negative effect on extrinsic job satisfaction, while the openness dimension had a positive effect. The extraversion and openness dimensions had a weak but statistically significant effect on general job satisfaction. The extraversion dimension had a negative effect on general job satisfaction, while the openness dimension had a positive effect.

© 2016 The Authors. Published by Elsevier B.V. This is an open access article under the CC BY-NC-ND license (<http://creativecommons.org/licenses/by-nc-nd/4.0/>).

Peer-review under responsibility of the Organizing Committee of BEMTUR- 2015

Keywords: Job Satisfaction; Five Factor Personality Traits; Hotels; Tourism; Turkey

* Burcu Ilgaz Yildirim. Tel.: +90-242-4432067

E-mail address: burcuilgazyildirim@gmail.com, burcuilgazYildirim@akdeniz.edu.tr

1. Introduction

As is known, job or occupation constitutes a very important part of human life. Along with “economical” function of the job which meets important physical needs of human life, it also contributes to psychological and social functions of the individual to a high degree (Tan, 1992, p. 87). In order to create a harmony between the worker and his/her job, individual’s abilities and personality must correspond to his/her job. Organizations are able to bring the people with right qualifications to the proper position only after long and expensive trainings. If the abilities and personality of the individual does not correspond to the job, it may become totally impossible to make the individual right for his/her position. Thus, many organizations today recruit people through meticulous processes. Many organizations benefit from personality tests which were developed specifically for this purpose in recruitment and promotion processes. The purpose of these tests is measuring individual’s abilities and knowledge along with determining whether his/her personality matches the personality traits required for the position (Kinik, 2007, p. 1).

2. Conceptual Framework

2.1. *Personality and Five-Factor Model of Personality*

All individuals who have a bachelor degree may guess the first lecture's topic. If the lecture is on philosophy, the first question would be "what is philosophy?" In other words, psychology professors traditionally start their lectures with the following question: What is personality? (Burger, 2006, p.22). Personality may be defined as emotional, interpersonal, experiential and motivational forms that explain behaviors in different situations. It points to psychological traits which are constant in time and which provides reasons for the behaviors of the individual, and these traits constitute a unified combination that shows who the person is while determining his/her emotional, behavioral and cognitive forms (Mount et al., 2005, p. 447).

“Personality” comes from the Latin term “persona.” In antique Greece and Rome, actors had masks called “persona” which emphasized the traits they represent on the stage. Later, this term has been used to mean both the person and his/her role in society (Luthans, 1992, p. 85). In many cases, five orthogonal characteristics result from measurement of many people’s personality traits and factor analysis as a covariance structure and these are named as extroversion, adaptability, self-control, neuroticism and openness towards experience. Based on the studies which support the robustness and versatility of five-factor model, categorization of five-factor model creates a pre-organizational structure for important personality traits, if not for all (Cook, 2005, p. 2).

If we are to conclude from these definitions related to personality, it comes out as a unique image of the factors affecting a person’s perception, thinking and behaving modes. Being under the constant impact of stimulants coming from inside and outside, personality includes all biological, psychological, hereditary and acquired abilities, motives, feelings, wants, habits and all other behaviors of the individual. In sum, it is possible to see hereditary traits and environmental impacts in the constitution of personality. One may conclude from this that if environment’s impact is taken into account, personality reflects to some extent traits common to the community, and to some extent traits common in all humans, and not only traits unique to individual (Yelboga, 2006, p. 198).

As is shown by personality researchers, one of the definitions of personality traits is five-factor model (McCrae and John, 1990, p. 176). Five-factor model in the explanation of personality was first used in 1960s and gained speed later in 1980s and 1990s. By the late 1980s, personality scientists came to a common agreement on five strong factors of "Five-Factor Model" which provided a meaningful and useful categorization for the organization of complex findings in personality literature (Taggar et al., 1999, p. 901).

Due to the frequent emergence of five-factor model of personality in studies conducted according to various methods, these factors are called as “Big Five” in the literature (Burger, 2006, p. 251). In general, “five-factor model” is used as a common term (Carver and Scheier, 2004, p. 66).

Download English Version:

<https://daneshyari.com/en/article/980520>

Download Persian Version:

<https://daneshyari.com/article/980520>

[Daneshyari.com](https://daneshyari.com)