

# Empirical research on relationship among personal traits, job stress as well as job satisfaction of post 90s employees

—Set WASU Group as an example

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**Abstract**—“Post 90s” employees have attracted much attention since they entered into job market. This thesis discusses the relationship among personal traits, job stress as well as job satisfaction of “post 90s” employees through measurement and analysis of 229 “post 90s” employees in WASU Group. The result shows that (1) “post 90s” employees’ personal traits are obviously related to job stress and job satisfaction, in which the neuroticism dimension could obviously predict its job stress as a whole, extroversion and conscientiousness dimensions could obviously predict its job satisfaction as a whole; (2) besides conscientiousness in personal traits of “post 90s” employees, the rest mainly influences the job satisfaction through the job stress; (3) proper authorization and attention will increase the stress of job control and job support of “post 90s” employees and will increase their job satisfaction accordingly.

**Keywords**- *post 90s; personal traits; job stress; job satisfaction*

## I. INTRODUCTION

In modern enterprise management, whether managers or employees no longer pay much attention to job performance and salary but pay more attention to the influences the job has brought to themselves, typical representative in this part is the “post 90s” group that enters into the job market. They are unique generation and have many bad marks such as “irresponsible” “impatient” as well as “cannot bear difficulties”, whether their unique personal traits are at odds with the traditional management ideas, how about perception of job satisfaction and whether it is related to personal traits? This thesis will discuss these problems through empirical research on 229 “post 90s” employees.

Relationship among personal traits, job stress as well as job satisfaction has always been one of important subjects focused by scholars home and abroad in management, according to many research documents, job stress and job satisfaction have obvious relationship, generally, job stress and job satisfaction are in negative correlation but some researches show that the job stress is in positive correlation on some dimensions (Shen Jie, Xu Xiao Dong, 2003).

Personal traits have direct influence on job stress and job satisfaction, and always research on relationship between job stress and job satisfaction as metavariation or regulated variable. Chen Rui Fang puts forward in her *Relevant research on relationship among personal traits, job stress as well as job satisfaction of public functionaries in Macao (2004)* that job stress variables except anxiety have predictability on job satisfaction in different degrees.

## II. RESEARCH METHODS

### A. Sample conditions

This research screens all of post 90s employees through HR system in the company and sends the questionnaires to directors or responsible persons in respective departments through interviews or posts and then asks them to deliver the questionnaires to designated employees. The research has sent 297 questionnaires totally and 256 recovered, eliminating 27 blank, routine writing or incomplete questionnaires, the effective questionnaires are 229 totally and the rate of recovery is 77.10%.

The characters of samples are shown in table 1. In vital statistics variable, 111 males and 118 females and the percentage is nearly 1:1 according to table 1, in marriage status, singles totaled 214, which accounts for 93.4% of the total number, in educational background, the number of people increases with the increase of educational background, three levels of senior middle school and below, junior college as well as undergraduate and above are 54, 85 and 90 respectively, in position and annual income level, with the increase of levels, number of people decreased, 192, 22, 15 respectively in basic level employees, basic level management as well as middle management, 186, 32, 11 in annual income of RMB50000 below, 50000-100000 and above 100000, in which basic level employees and those whose annual income is below 50000 account for highest percentage in this research.

**Table 1 Information description of sampled demography(N=229)**

		Number of people	Percentage (%)			Number of people	Percentage (%)
<b>Sex</b>	Male	111	48.5	<b>Position</b>	basic level employees	192	83.8
	Female	118	51.5		basic level management	22	9.6
<b>Marriage</b>	Single	214	93.4	<b>Annual income level</b>	middle management	15	6.5
	Married	15	6.6		below50000	186	81.2
<b>Educational background</b>	Senior middle school and below	54	23.6	50000-100000	32	14.0	
	Junior college	85	37.1	above 100000	11	4.8	
	Undergraduate and above	90	39.3				

*B. Design specification of the questionnaire*

This research adopts the questionnaire in one time to collect data, the content includes 4 parts: the first part is demography information; the second part is the questionnaire on personal traits; the third part is questionnaire on job stress; the fourth part is the questionnaire on job satisfaction.

The composition of this research questionnaire mainly refers to 3 foreign questionnaires, they are NEO Five-Factor Inventory , NEO-FFI, Brief Job Stress Questionnaire , BJSQ as well as Minnesota Satisfaction Questionnaire , MSQ respectively, specification on these three questionnaires are as follows:

*1) NEO Five-Factor Inventory , NEO-FFI*

It is edited according to “five factors” structure in personality, which is composed of 12 subjects in nervous temperament, extroversion, openness, amenity as well as conscientiousness totaled 60 subjects, the scoring adopts likert 5 method, making assessment from 1=very unsatisfied to 5=very satisfied.

*2) Brief Job Stress Questionnaire , BJSQ*

BJSQ is designed according to job stress“requirement---control-----support” theory model, which is composed of 6 job requirements, 3 job controls as well as 6 job supports totaled 15 subjects, the scoring adopts Likert4 method, making assessment from 1=completely agree to 4=completely disagree, higher score means higher job stress.

*3) Minnesota Satisfaction Questionnaire , MSQ*

It is edited on the target of job satisfaction as a whole which is composed of 6 task self-satisfied, 4 satisfied with salary and environment, 3 satisfied with promotion and development as well as 3 satisfied with superior guidance totaled 17 subjects, the scoring adopts Likert 5 method, making assessment from 1= completely disagree to 5=completely agree, higher score means higher level of job satisfaction.

*C. Data processing*

Research data adopts SPSS15.0 to conduct analysis.

III. RESULT AND DISCUSSION

*A. General analysis of samples*

Research on descriptive statistics result of analysis of general condition is shown in table 2, we could see from the table that “post 90s” group in WASU Group scores higher in openness of personal traits, while the score in extroversion is low, this contrast shows their capacity in accepting information is strong, however, they tend to conduct self-development while are not good at communication with others; in job stress, their perception in stress in job control and job support is higher than job demand, which shows that their job stress comes more from the environment rather than personal relationship or the job itself; in job satisfaction, the job satisfaction is high generally but their satisfaction in promotion is lower obviously than other dimensions.

**Table 2 Descriptive statistics result of research variables**

Research variables	Dimensional structure	Minimum	Maximum	Mean value	Standard deviation
<b>Personal traits</b>	nervous temperament	12.00	60.00	3.15	0.77
	extroversion	17.00	56.00	3.08	0.64
	openness	25.00	59.00	3.67	0.56
	amenity	21.00	55.00	3.30	0.50
	rigorousness	24.00	60.00	3.41	0.61
<b>Job stress</b>	job requirement	6.00	23.00	2.22	0.61
	job control	3.00	12.00	2.52	0.77
	job support	6.00	24.00	2.53	0.64
<b>Job satisfaction</b>	task self-satisfied	6.00	30.00	3.26	0.96
	satisfied with salary and environment	5.00	20.00	3.32	0.79
	satisfied with promotion and development	4.00	20.00	2.78	0.97
	satisfied with superior guidance	3.00	15.00	3.33	0.97

**B. Correlation analysis of the variables**

This thesis conducts Pearson relevant analysis on relevant extent among personal traits, job stress as well as job satisfaction, the results are as follows:

**Table 3 Correlation analysis on personal traits, job stress as well as job satisfaction**

	Job demand	Job control	Job support	task self-satisfied	satisfied with salary and environment	satisfied with promotion and development	satisfied with superior guidance
<b>nervous temperament</b>	-0.065	-0.259**	-0.333**	-0.223**	-0.197**	-0.315**	-0.251**
<b>extroversion</b>	-0.189**	0.298**	0.376**	0.309**	0.214**	0.249**	0.336**
<b>openness</b>	-0.182**	0.259**	0.145**	0.228**	0.163**	0.185**	0.196**
<b>amenity</b>	0.071	-0.040	0.109	-0.030	0.044	-0.047	0.044
<b>Conscientiousness</b>	-0.076	0.313**	0.232**	0.373**	0.269**	0.326**	0.344**

Note: \* means P<0.05; \*\*means P<0.01; \*\*\* means P<0.001

We could know from table 3 that “post 90s” employees in WASU Group scoring of nervous temperament in “five factors” shows negative correlation with job control, support control as well as job satisfaction, that is, the higher the score of nervous temperament is, the smaller the job control and

support stress are and lower the job satisfaction is; extroversion, openness as well as conscientiousness show negative correlation with job demand stress, and show positive correlation with job control, support stress as well as job satisfaction, that is, the higher the scores of extroversion, openness as well as conscientiousness , the smaller the job

demand stress is, the higher the job control and support stress and job satisfaction are; amenity does not show correlation with job stress and job satisfaction.

### C. Regression analysis of variables

To further investigate the internal connection of personal traits, job stress as well as job satisfaction of “post 90s” employees, this thesis adopts multiple linear regression method to conduct analysis on data (see table 4 for details)

**Table 4 Regression analysis of personal traits on job stress and job satisfaction**

		nervous temperament	extrove rsion	openn ess	ameni ty	Conscienti ousness
<b>job demand</b>	<b>F value</b>	-2.425*	-	/	/	/
	<b>R<sub>a</sub><sup>2</sup></b>	0.065	3.106**			
<b>job control</b>	<b>F value</b>	/	2.542*	1.985*	/	2.781**
	<b>R<sub>a</sub><sup>2</sup></b>	0.163				
<b>job support</b>	<b>F value</b>	-2.519**	3.874**	/	/	/
	<b>R<sub>a</sub><sup>2</sup></b>	0.168	*			
<b>job stress</b>	<b>F value</b>	-3.817***	/	/	/	/
	<b>R<sub>a</sub><sup>2</sup></b>	0.129				
<b>task self-satisfied</b>	<b>F value</b>	/	3.049**	/	/	4.270***
	<b>R<sub>a</sub><sup>2</sup></b>	0.182				
<b>satisfied with salary and environment</b>	<b>F value</b>	/	/	/	/	2.725**
	<b>R<sub>a</sub><sup>2</sup></b>	0.081				
<b>satisfied with promotion and development</b>	<b>F value</b>	-3.044**	/	/	-	3.071**
	<b>R<sub>a</sub><sup>2</sup></b>	0.161			2.032*	
<b>satisfied with superior guidance</b>	<b>F value</b>	/	3.387**	/	/	3.628***
	<b>R<sub>a</sub><sup>2</sup></b>	0.169				
<b>job satisfaction</b>	<b>F value</b>	/	2.971**	/	/	4.309***
	<b>R<sub>a</sub><sup>2</sup></b>	0.211				

Note: \* means P<0.05; \*\* means P<0.01; \*\*\* means P<0.001

We could see from table 4 that (1) for the regression of the whole job stress, only the nervous temperament reaches obvious level, explained 12.9% variation of the total variance, however, under three sub dimensions of job stress, nervous temperament and extroversion on job demand stress, extroversion, openness as well as conscientiousness on job control stress, nervous temperament and extroversion on job support stress have predictability to certain extent; (2) in regression of job satisfaction as a whole, extroversion and conscientiousness reach obvious level, explained 21.1% of variation of the total variance, however, under 4 sub

dimensions of job satisfaction, extroversion and conscientiousness on task self-satisfied, conscientiousness on satisfied with salary and environment, nervous temperament, amenity as well as conscientiousness on promotion and development, extroversion and conscientiousness on satisfied with superior guidance have predictability to certain extent.

To investigate functions of personal traits between job stress and job satisfaction, this thesis has conducted regression analysis of personal traits and job stress on job satisfaction as a whole. (see table 5 for details)

**Table 5 Regression analysis of respective dimensions of personal traits and job stress on job satisfaction**

	task self-satisfied		satisfied with salary and environment		satisfied with promotion and development		satisfied with superior guidance		job satisfaction	
	F value	R <sub>a</sub> <sup>2</sup>	F value	R <sub>a</sub> <sup>2</sup>	F value	R <sub>a</sub> <sup>2</sup>	F value	R <sub>a</sub> <sup>2</sup>	F value	R <sub>a</sub> <sup>2</sup>
nervous temperament	/	0.464	/	0.277	-2.867**	0.318	/	0.408	/	0.511
extroversion	/		/		/		/			
openness	/		/		/		/			
amenity	/		/		/		/			
conscientiousness	3.654***		2.089*		2.244*		2.981**		3.741***	
job demand	-6.500***		-2.049*		-3.542***		-2.051*		-5.233***	
job control	4.110***		/		3.198**		2.595*		3.993***	
job support	4.309***		5.916***		3.175**		6.789***		6.372***	

Note: \* means P<0.05; \*\* means P<0.01; \*\*\* means P<0.001

We could know from table 5 that (1) conscientiousness, job demand, job control, job support stress on respective dimensions of job satisfaction as a whole have high predictability, in which the predictability of job satisfaction as a whole could explain 51.1% of variation of total variance; (2) nervous temperament and amenity on satisfied with promotion and development, extroversion on task self-satisfied and satisfied with superior guidance do not have obvious predictability, therefore, its predictability may change through job satisfaction influenced by job stress to a large extent.

#### IV. CONCLUSIONS

(1) Generally, scores “post 90s” employees in WASU Group in personal traits and openness are high, low in extroversion, scores in job stress, job control as well as support stress are higher than that of job demand stress and job satisfaction, but low in satisfaction in promotion and development. So capacity of “post 90s” group is high in thinking development and accepting new knowledge, but low in interpersonal communication, therefore, it also reflects that their job stress comes more from their colleagues and boss rather than the job itself, their sense of identity on the job is high but show excessive self-confidence in attitude of professional development;

(2) Except amenity, nervous temperament, extroversion, openness as well as conscientiousness show obvious correlation with job demand, job control as well as job support. Score of nervous temperament could better predict the overall condition of job stress of “post 90s” employees, scores of nervous temperament and extroversion could predict job demand stress, scores of extroversion, openness as well as conscientiousness could predict job control stress, scores of nervous temperament and extroversion could predict job support stress. So personal traits of “post 90s” employees is closely related to job stress as a whole, stress perception in the job could be predicted through personal traits to certain extent;

(3) Except amenity, nervous temperament, extroversion, openness as well as conscientiousness show obvious

correlation with respective dimensions of job satisfaction. Scores of extroversion and conscientiousness could better predict the overall condition of job satisfaction of “post 90” employees as a whole, scores of extroversion and conscientiousness could predict task self-satisfied and satisfied with superior guidance, scores of nervous temperament, amenity as well as conscientiousness could predict satisfied with promotion and development and conscientiousness could predict satisfied with salary and environment.

(4) From regression analysis of personal traits and job stress of “post 90s” group in WASU Group on job satisfaction, we found that predictability of the rest on job satisfaction except conscientiousness disappeared after adding respective dimensions of job stress, which shows personal traits have influence on job satisfaction through affecting job stress;

(5) Job control, support stress of “post 90s” group in WASU Group show positive correlation with job satisfaction. Job demand stress and job satisfaction are in negative correlation, which show the main negative factors affecting the job stress come from the job itself, on urgency of time and task, authorization in daily work and support among colleague will increase its job stress and enhance job satisfaction, this is the procedure that they must experience at present.

Through the conclusion of the above research, there will be advantages as follows for managers: (1) in “post 90s” employees group, the higher the score of nervous temperament is, the larger the job stress is, nervous temperament represents emotional stability and regulative ability more, that is, guidance in this aspect will reduce the job stress of employees to certain extent; (2) the higher the scores of extroversion and conscientiousness are, the higher the job satisfaction of employees is, therefore, increasing group activity of employees and cultivating their consciousness of self-discipline could enhance their job satisfaction; (3) during the work, the leaders authorize properly and enhance daily communication with “post 90s” employees will increase stress of employees but the

stress in this part is beneficial in the scope at present and could increase their job satisfaction.

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