

Impact Of Personality Traits On Job Satisfaction And Psychological Well-Being Among Taiwanese Home-Care Workers

Tung-Sheng Kuo¹, Li-Chuan Chu¹, Pi-Lien Kao^{1,2,*},
Chia-Lung Shih^{3,*}

¹Department of Business Administration, Nanhua University,
Chiayi County, Taiwan.

²General affairs office, Ditmanson Medical Foundation Chia-Yi
Christian Hospital, Chiayi City, Taiwan.

³Clinical Research Center, Ditmanson Medical Foundation Chia-
Yi Christian Hospital, Chiayi City, Taiwan.

Corresponding Author

Pi-Lien Kao

Department of Business Administration, Nanhua University,
Chiayi County, Taiwan

Abstract

In Taiwan, the aging population has led to an increased demand for home-care workers. However, the turnover rate among Taiwanese home-care workers is relatively high. Therefore, it is critical to explore the possible factors that affect the turnover rate, including job satisfaction and psychological well-being which are important factors that affect the turnover of home-care workers. The objective of this study was to investigate the impact of personality on job satisfaction and psychological well-being. An observational cross-sectional study was designed to investigate this topic. We designed the questionnaire to collect the related data. The questionnaire included major characteristics of participants and three self-report measures, including personality, job stratification, and psychological well-being. Multiple regressions were adopted to investigate the relationship between personality and job satisfaction or psychological well-being. Our results demonstrated that openness was positively correlated with self-affirmation, while rigorousness was positively correlated with the internal factors of job satisfaction. Extraversion was positively correlated with the external factors of job satisfaction and life satisfaction, while agreeableness was positively correlated with life satisfaction. Neuroticism was positively correlated with the internal factors of job satisfaction, external factors of job satisfaction, self-affirmation, life satisfaction, and work achievement. After adjusting for confounding

factors, openness was positively correlated with self-affirmation, and neuroticism was positively correlated with the internal factors of job satisfaction, external factors of job satisfaction, self-affirmation, life satisfaction, and work achievement.

Our results suggest that the optimal home-care worker should possess specific personality traits, including a high level of openness and a low level of neuroticism.

Keywords: job satisfaction; home-care workers; personality; psychological well-being.

Introduction

As Taiwanese home-care workers, their responsibilities include aiding clients with their daily living activities, monitoring their health and well-being, and keeping open lines of communication with healthcare professionals and family members. Home-care workers in Taiwan may be responsible for light housekeeping and meal preparation. Additionally, they may experience physical and emotional demands while caring for clients. In Taiwan, the aging population has led to an increased demand for home-care workers. However, the turnover rate among Taiwanese home-care workers is relatively high. Therefore, it is critical to explore the possible factors that affect the turnover rate, including job satisfaction and psychological well-being which are important factors associated with the turnover of home-care workers.

Personality has been defined as “the dynamic organization within the individual of those psychophysical systems that determine his unique adjustments to his environment.” by Allport (1937)(Kaur, 2013). Research has shown that personality traits are associated with job performance. For example, research has shown that agreeableness is a good predictor of job performance (Mount et al., 1998). As reviewed by Van den Berg and Feji (2003), several meta-analyses have demonstrated that personality traits are linked not only to job performance but also to job satisfaction (van den Berg and Feij, 2003). According to a study, it is clear that agreeableness has a positive correlation with life satisfaction (McCrae and Costa, 1991). Thus, we assumed that personality may also be an important factor associated with home-care worker’s job satisfaction and psychological well-being.

The most common definition of job satisfaction is an

individual's positive emotional state resulting from realizing their expectations and needs at work (Kader et al., 2021). Job satisfaction can be associated with various aspects of the job (Vidić, 2009), including work environment, salary, and promotion (Alkassabi et al., 2018, AlEisa et al., 2015). Reduced job satisfaction can lead to lower patient care quality and result in burnout, depression, and anxiety (Milić et al., 2019). Among collegiate athletic trainers, personality has been found to be related to job satisfaction (Eason et al., 2015). The big five traits, including neuroticism, extraversion, openness, agreeableness, and conscientiousness (Judge et al., 2002), are considered the major parts of personality. However, it is still unclear whether personality is related to job satisfaction among Taiwanese home-care workers.

Psychological well-being refers to being content with one's life and experiencing positive emotions. It involves having a sense of purpose, meaning, and fulfillment in life, as well as positive relationships with others. Psychological well-being is positively correlated with nurses' job performance, ability to cope with stress, and attitude towards the organization and environment (Glaser et al., 2015, Loi et al., 2014). A positive relationship has been reported between psychological well-being and job performance in nurses (Sen and Yildirim, 2023). Therefore, it is important to investigate the possible factors related to psychological well-being. However, it is still unclear if personality is to be associated with psychological well-being among Taiwanese home-care workers.

The objective of this study was to investigate the relationship between personality and job satisfaction or psychological well-being among Taiwanese home-care workers. We hypothesize that certain personality traits can affect job satisfaction or psychological well-being. The results could provide valuable information for managers looking to hire home-care workers with specific personality traits that are related to high job satisfaction and high psychological well-being.

Methods

Study design and participants

This was an observational cross-sectional study. Prior to conducting the study, the Institutional Review Board (IRB) of Ditmanson Medical Foundation Chia-Yi Christian Hospital

approved the proposal (IRB No: IRB2022050). The study population consisted of Taiwanese home-care workers. The inclusion criteria were: (1) being a home-care worker in Chia-Yi, Taiwan; (2) having work experience equal to or greater than 6 months; (3) being between 20 and 65 years old. The exclusion criteria were: (1) having a part-time job with 2.5 or fewer hours per week; (2) not being directly involved in patient care (e.g., managers).

Questionnaire

The questionnaire included major characteristics of participants and three self-report measures (including personality, job stratification, and psychological well-being). We recorded several major characteristics of the participants, including age, sex, marital status, work experience, education level, and monthly salary. To assess psychological well-being, we used the 14-item measurement from Hills et al. (2002), which included items related to self-affirmation, life satisfaction, and work achievement (Hills and Argyle, 2002) (Table S1). To assess job satisfaction, we used the 16-item measurement, which included both internal (8 items) and external (8 items) factors (Table S1). Personality was assessed using five traits: extraversion, agreeableness, conscientiousness, neuroticism, and intellect/openness (Laverdière et al., 2013) (Table S1). Each item was rated on a 5-point Likert scale, with 1 indicating "strongly disagree" and 5 indicating "strongly agree."

Table S1. Questionnaires were utilized in this study.

Personality Trait	
Item 1	I like making friends and participating in social activities
Item 2	I enjoy trying new things
Item 3	I enjoy learning new skills and knowledge, and am able to come up with innovative ideas and concepts.
Item 4	I am loyal to my duties and able to handle every task at work independently.
Item 5	I am careful and methodical, and can keep things in order and well-organized.
Item 6	I am a trustworthy and reliable person.
Item 7	I am lively and passionate.
Item 8	I enjoy talking with others.
Item 9	I am more outgoing.
Item 10	I treat the people under my care at work well.
Item 11	The people under my care at work all like me.
Item 12	I am optimistic, enterprising, and persuasive.
Item 13	I rarely become discouraged due to work difficulties

Item 14	I don't get nervous when faced with challenges.
Item 15	I am passionate and interested in my work.
Job Satisfaction	
Internal factor	
Item 1	My job gives me a sense of accomplishment.
Item 2	I can complete tasks assigned by my supervisor independently.
Item 3	My supervisor recognizes my job performance.
Item 4	I receive recognition from service recipients for my job performance.
Item 5	I receive recognition from clients' family members for my job performance.
Item 6	I am competent in the service items required for the job.
Item 7	I can arrive at the service recipient's home on time.
Item 8	I can complete my work within the specified time and maintain good quality.
External factor	
Item 1	I am satisfied with the benefits and systems provided by the organization (such as labor insurance, health insurance, and bonuses).
Item 2	I am satisfied with my supervisor's decision-making ability.
Item 3	I am satisfied with my current hourly wage and salary.
Item 4	I am satisfied with the safety of the work environment.
Item 5	I am satisfied with the location and distance of the assigned cases.
Item 6	I am satisfied with the flexibility of my work schedule.
Item 7	My current case load is stable.
Item 8	I am happy and satisfied with my current job.
Psychological Well-being	
Item 1	I like myself.
Item 2	I am deserving of love and trust.
Item 3	I do not feel alone.
Item 4	I love my life.
Item 5	The income from my job is sufficient to meet my needs, and I feel secure.
Item 6	I am capable of solving problems in my life.
Item 7	I am able to live the life I want.
Item 8	Overall, I am satisfied with my current job.
Item 9	I am respected at work.
Item 10	I receive recognition from clients and their families for my work.
Item 11	Seeing improvement in the individuals I care for makes my work meaningful and brings me joy.
Item 12	My work helps vulnerable individuals and benefits the society.
Item 13	My work brings happiness to others.
Item 14	My work performance consistently brings me a sense of accomplishment.

Statistical analysis

Data were analyzed using IBM SPSS Statistics for Windows, Version 23.0 (Armonk, NY: IBM Corp). A two-sample t-test and Chi-square test were used to evaluate differences in continuous and categorical variables between two groups, respectively. For

comparisons of more than two groups, one-way analysis of variance (ANOVA) was adopted, followed by the Tukey test. The internal consistency or reliability among participants for each item was assessed using Cronbach's α . The linear relationship between two variables was estimated using Pearson correlation. Multiple regression was used to investigate the relationship between personality and job satisfaction or psychological well-being while adjusting for possible confounding factors. The major characteristics of participants associated with job satisfaction or psychological well-being were considered as possible confounding factors. A p-value of less than 0.05 indicates statistical significance.

Results

Major characteristics

Table 1. Characteristics of included participants

	mean \pm SD/n,%
Gender (females)	315 (81%)
Age	42.91 \pm 11.94
Marital status	
Married	261 (66.9%)
unmarried	91 (23.3%)
Divorce	29 (7.4%)
Widowed	9 (2.3%)
Education	
junior high school	25 (6.4%)
senior high school or vocation high school	284 (72.8%)
University	33 (8.5%)
Master	48 (12.3%)
Working year	5.98 \pm 4.93
Monthly salary (NT dollars)	
<25000	17 (4.4%)
25001-35000	204 (52.3%)
35001-45000	149 (38.2%)
45001-55000	17 (4.4%)
55001-65000	3 (0.8%)

NT: New Taiwan

Table 1 displays the major characteristics of the study participants. A total of 390 participants were included, with an average age of 42.91 \pm 11.94 years. Among the participants, females (81%) outnumbered males. The

majority were married (66.9%), followed by unmarried (23.3%), divorced (7.4%), and widowed (2.3%). The majority (72.8%) had either a high school or vocational school education. Nearly all (90.5%) earned between \$25,000 and \$45,000 New Taiwan dollars per month. The average job experience was 5.98 ± 4.93 years. The Cronbach's α was greater than 0.70 for each subgroup (Table 2).

Table 2. Cronbach's alpha for each domain of questionnaire.

Variable	Cronbach's α	Subscale	Cronbach's α
Personality	0.89	Neuroticism	0.849
		Openness	0.857
		extraversion	0.855
		rigorousness	0.807
		Agreeableness	0.706
Job satisfaction	0.934	external factor	0.916
		Internal factor	0.92
psychological well-being	0.928	work achievement	0.926
		life satisfaction	0.933
		self-affirmation	0.863

Job satisfaction and psychological well-being affected by major characteristics

Table 3: The major characteristics of the participants affecting job satisfaction and psychological well-being.

	Internal factor of job satisfaction	External factor job satisfaction	Self-affirmation	Life satisfaction	Work achievement
Sex					
Female	34.69 \pm 4.13	33.68 \pm 4.4	17.1 \pm 2.09	12.79 \pm 2.2	30.77 \pm 3.6
Male	33.35 \pm 4.27	32.15 \pm 5.03	16.83 \pm 2.22	12.08 \pm 2.42	30.07 \pm 3.89
p-value	0.0126*	0.0087*	0.3117	0.0145*	0.1345
Age	0.17	0.01	0.03	0.12	0.1
p-value	0.0011*	0.8825	0.5175	0.0212*	0.0464*
Marriage					
Married	34.5 \pm 3.57	34 \pm 4.3a	17.2 \pm 1.99	12.9 \pm 2.16a	31 \pm 3.54a
Unmarried	34 \pm 4.28	32.3 \pm 4.97b	16.7 \pm 2.42	11.8 \pm 2.56b	29.6 \pm 3.87b
Widowed	32.4 \pm 2.2	29.8 \pm 2.4b	16.4 \pm 2.1	11.9 \pm 1.4	28.1 \pm 3.4
Divorce	36.2 \pm 7.7	32.8 \pm 5	17.2 \pm 2.1	12.8 \pm 1.6	31 \pm 3.4
p-value	0.034*	<0.001*	0.326	<0.001*	0.002*
Education					
junior high school	34.4 \pm 3.2	31.7 \pm 4.4	16.9 \pm 1.5	12.4 \pm 2	30.4 \pm 3.1

senior high school or vocation high school	34.7±4.3	33.9±4.4a	17.1±2.1	12.8±2.2	31±3.6a
University	34.2±4.9	31.4±5b	17.3±2.5	12.5±2	29.8±4
Master	33.1±3.1	32.6±4.5	16.7±2.1	12.2±2.7	29.3±3.7b
p-value	0.135	0.002*	0.483	0.314	0.013*
Work experience	0.16	0.1	0.03	0.16	0.13
p-value	0.0015*	0.0585	0.5228	0.0014*	0.0094*
Monthly salary (NT dollars)					
<25000	32.9±4.7	30±4.8a	17.9±2	11.5±2.7	29.9±3.1
25001-35000	34.4±3.8	33.7±4.7b	17±2.1	12.6±2.3	30.6±3.7
35001-45000	34.7±4.5	33.8±4.1c	17±2.1	12.9±2.2	30.8±3.6
45001-55000	34.5±4.8	31.1±5	16.8±3	12.1±1.8	29.8±4.4
55001-65000	31.7±6.1	29.3±8.1	17±1	12.7±0.6	28.3±5.5
p-value	0.414	0.001*	0.571	0.16	0.54

NT: New Taiwan; *: p-value < 0.05.

Table 3 shows that the major characteristics of the participants significantly correlated with their job satisfaction and psychological well-being. Regarding the internal factor of job satisfaction, sex, age, marital status, and work experience were associated with the score of job satisfaction. Females had a higher score than males. Age was positively correlated with the score. The post-hoc test showed no significant difference between the two groups. Working years were also positively correlated with the score.

For the external factor of job satisfaction, sex, marital status, and education level significantly affected the score. Females had a higher score than males. Married participants had higher scores than unmarried or widowed participants. Participants with a serious high school or vocational high school education had higher scores than those with a university degree. In terms of salary, participants earning 35000-45000 New Taiwan dollars had higher scores than those with a lower salary.

For self-affirmation, no major characteristics significantly affected the scores. For life satisfaction, sex, age, marital status, and work experience significantly affected the scores. Females had a higher score than males. Age was positively correlated with the scores. Married participants had a higher score than unmarried participants.

The period of work experience was also positively correlated with the score.

For work achievement, age, marital status, education level, and work experience significantly affected the score. Age was positively correlated with the score. Married participants had a higher score than unmarried participants. Participants with a serious high school or vocational high school education had higher scores than those with a master's degree. These major characteristics that significantly affected job satisfaction or psychological well-being were considered as confounding factors for further analysis.

Correlation between personality, job satisfaction, and psychological well-being

Pearson correlation analysis was used to investigate the relationship between personality traits and job satisfaction or psychological well-being (Table 4). Openness was positively correlated with self-affirmation ($r = 0.114$, $p = 0.025$). Rigorousness was positively correlated with the internal factor of job satisfaction ($r = 0.124$, $p = 0.014$). Extraversion was positively correlated with the external factor of job satisfaction ($r = 0.106$, $p = 0.037$) and life satisfaction ($r = 0.115$, $p = 0.023$). Agreeableness was positively correlated with life satisfaction ($r = 0.123$, $p = 0.015$). Neuroticism was positively correlated with the internal factor of job satisfaction ($r = 0.131$, $p = 0.01$), the external factor of job satisfaction ($r = 0.135$, $p = 0.008$), self-affirmation ($r = 0.102$, $p = 0.044$), life satisfaction ($r = 0.233$, $p < 0.001$), and work achievement ($r = 0.152$, $p = 0.003$).

Table 4. Pearson correlation among personality, job satisfaction, and psychological well-being.

Variable		Personality					job satisfaction		Psychological well-being		
		Neuroticism	Openness	Extraversion	Rigorousness	Agreeableness	External factor	Internal factor	work achievement	life satisfaction	self-affirmation
Personality	Neuroticism	1									
	Openness	0.233***	1								
	Extraversion	0.493***	0.480***	1							
	Rigorousness	0.493***	0.350***	0.464***	1						
	Agreeableness	0.501***	0.230***	0.387***	0.393***	1					
job satisfaction	External factor	0.135**	0.059	0.106*	0.07	0.055	1				
	Internal factor	0.180**	0.054	0.108*	0.155**	0.115*	0.595***	1			
psychological well-being	work achievement	0.152**	0.021	0.072	0.069	0.039	0.583***	0.643***	1		
	life satisfaction	0.233***	0.083	0.115*	0.064	0.123*	0.538***	0.463***	0.523***	1	
	self-affirmation	0.102*	0.114*	0.076	0.034	0.015	0.445***	0.531***	0.574***	0.511***	1

*p-value < 0.05; **p-value < 0.01; ***p-value < 0.001

Multiple regression between personality and job satisfaction or psychological well-being

The personality traits that are correlated with job satisfaction or psychological well-being were analyzed further using multiple regression (Table 5). Openness was found to be positively correlated with self-affirmation. However, after adjusting for confounding factors, there was no correlation between rigorousness and the internal factor of job satisfaction. Similarly, there was no relationship between extraversion and the external factor of job satisfaction. Neuroticism was found to be positively correlated with the external factor of job satisfaction, self-affirmation, life satisfaction, and work achievement after adjusting for possible confounding factors.

Table 5. Multiple regression investigated the impact of personality on job satisfaction and psychological well-being.

Dependent variable	Independent variable	β	p-value	confounding factor
Self-affirmation	Openness	0.13	0.025*	NA
Internal factor of job satisfaction	Rigorousness	0.243	0.083	sex, age, marriage, and work experience
External factor of job satisfaction	Extraversion	0.189	0.099	sex, marriage, education, and salary
Internal factor of job satisfaction	Neuroticism	0.135	0.128	sex, age, marriage, education, and work experience
External factor of job satisfaction	Neuroticism	0.266	0.016*	sex, marriage, education, and salary
Self-affirmation	Neuroticism	0.086	0.044*	NA
Life satisfaction	Neuroticism	0.183	<0.001*	sex, age, marriage, and work experience

Work achievement	Neuroticism	0.164	0.035*	age, marriage, education, and work experience
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NA: Not Available; *: p-value < 0.05

Discussion

In Taiwan, the aging population has led to an increased demand for home-care workers. However, the turnover rate among Taiwanese home-care workers is relatively high. Therefore, it is critical to explore the possible factors that affect the turnover rate, including job satisfaction and psychological well-being which are important factors that affect the turnover of home-care workers. This study explored the impact of personality on job satisfaction and psychological well-being among Taiwanese home-care workers. Our results demonstrated that openness was positively correlated with self-affirmation, while rigorousness was positively correlated with the internal factor of job satisfaction. Extraversion was positively correlated with the external factors of job satisfaction and life satisfaction, while agreeableness was positively correlated with life satisfaction. Neuroticism was positively correlated with the internal factors of job satisfaction, external factors of job satisfaction, self-affirmation, life satisfaction, and work achievement. After adjusting for confounding factors, openness was positively correlated with self-affirmation, and neuroticism was positively correlated with the internal factors of job satisfaction, external factors of job satisfaction, self-affirmation, life satisfaction, and work achievement. Therefore, neuroticism seems to be an important personality trait that affects job satisfaction and psychological well-being among Taiwanese home-care workers.

Our results demonstrate a positive correlation between openness and self-affirmation. Openness measures a person's receptiveness, imagination, innovation, and insight. Individuals with a more open-minded disposition tend to favor diversity, actively pursue new experiences, and demonstrate curiosity and perceptiveness towards their surroundings. A report has shown that openness is positively correlated with well-being during the coronavirus pandemic (H[^]lscher, 2021). In this study, psychological well-being was sub-grouped into three categories: self-affirmation, life satisfaction, and work achievement. We investigated the relationships between openness and these three categories and found that openness was only positively correlated with self-affirmation. The theory of

self-affirmation explores how individuals cope with information or experiences that may threaten their self-concept. Self-affirmation can assist individuals in managing stress and adversity, and may be advantageous in enhancing academic performance, promoting good health, and reducing defensiveness (Cohen and Sherman, 2014). Home-care workers with high levels of openness may increase self-affirmation and thus improve work performance.

In our study, we found that neuroticism was correlated with the internal and external factors of job satisfaction after adjusting for confounding factors. Neuroticism is a personality trait that involves experiencing negative emotions such as anxiety, anger, irritability, self-consciousness, depression, and emotional instability (Widiger TA. In: Leary MR, 2009). Our results showed that home-care workers with a low level of neuroticism had a high level of internal factor of job satisfaction. Nurses' job satisfaction is reported to be connected to professional, organizational, and personal factors (Lu et al., 2005). The work environment could impact nurses' job satisfaction (Adams and Bond, 2000). One study reported a negative relationship between neuroticism score and job stratification (Rukh et al., 2020). Our results demonstrate that neuroticism has a negative impact on the internal factor of job satisfaction among home-care workers, but not on the external factor.

Our results showed that neuroticism had a negative impact on all three domains of psychological well-being: self-affirmation, life satisfaction, and work achievement. Psychological well-being refers to a person's emotional and mental state, characterized by a sense of purpose or meaning in life, general life satisfaction, and positive relationships with others. Psychological well-being can help employees perform their jobs more effectively, boosting self-confidence, competency, teamwork, morale, efficiency, productivity, service quality, interpersonal relations, and commitment to the organization (Kaur, 2013). We found that home-care workers with a higher level of neuroticism had a negative impact on all three domains of psychological well-being. To improve job performance in home-care services, we should hire workers with a lower level of neuroticism.

There are some limitations to this study. First, although job satisfaction and psychological well-being are considered to be correlated with job performance, we did not collect

data regarding job performance. Therefore, we could not confirm if personality impacts job performance through the mediating effect of job satisfaction or psychological well-being. Second, our participants were only collected from Chia-Yi, Taiwan, so our results may not reflect all Taiwanese home-care workers. To confirm our findings, future studies should include participants from other cities in Taiwan. Finally, our study was conducted during the COVID-19 pandemic, and it should be further investigated whether our results were affected by the pandemic.

Conclusion

The demand for home-care workers is increasing in Taiwan due to the aging population. However, the turnover rate of Taiwanese home-care workers is relatively high. Job satisfaction and psychological well-being are two important factors that affect job performance and turnover rates. In this study, we investigated the relationship between personality traits and job satisfaction or psychological well-being. Our results demonstrated that a high level of openness had a positive impact on the external factors of job satisfaction. Additionally, a high level of neuroticism had a negative impact on the internal factor of job satisfaction, as well as all three domains of psychological well-being, including self-affirmation, life satisfaction, and work achievement. Our results suggest that the optimal home-care worker should possess specific personality traits, including a high level of openness and a low level of neuroticism.

Declaration of conflicting Interests

The authors declare that there is no conflict of interests.

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