

The Relationship Between Personality Type and Job Satisfaction of Physiotherapists in the City of Bandung

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ABSTRACT

Introduction: Physiotherapists are among the health professionals whose productivity and performance significantly impact job happiness. This study examines the relationship between personality factors and job satisfaction among Bandung's physiotherapists. **Methods:** Using the Cochran formula, a correlational quantitative technique was used to select a sample of 68 physiotherapists. A modified work satisfaction survey was used to gather data, and personality characteristics were evaluated using the Big Five Inventory (BFI) adaption questionnaire. **Results:** Regression analysis showed no significant relationship ($r = -0.026$, $p > 0.05$) between personality traits and work satisfaction among physiotherapists in Bandung. These findings imply that work happiness is not only determined by personality type. Instead, workload, connections with coworkers, management support, and work environment can be more critical. **Conclusion:** The results emphasize the necessity of an all-encompassing plan to raise healthcare workers' job satisfaction. Healthcare organizations can improve patient care and results in healthcare settings by implementing focused interventions to boost the well-being and productivity of physiotherapists by recognizing the numerous components that contribute to work satisfaction.

Keywords: Personality traits, Job satisfaction, Physiotherapist.

INTRODUCTION

Physiotherapists are essential healthcare professionals who enhance human health, particularly physical capacity and functional ability. Physiotherapy is valuable in managing health conditions, including acute injury complications, rehabilitation, primary care, prevention, and public health.(Pezdek & Dobrowolski, 2023; Puhanić et al., 2022). Job satisfaction dramatically affects the performance and productivity of health workers, including physiotherapists. High levels of job satisfaction increase the motivation and commitment of healthcare professionals. In a situation like this, job satisfaction is essential to measure the health of employees' well-being and work effectiveness. Healthcare agencies face real challenges to keep healthcare accessible and affordable. And, of

course, this requires them to change and improve their performance (Krijgsheld et al., 2022). The efficacy and productivity of healthcare personnel, such as physiotherapists, are significantly influenced by job satisfaction (Latzke et al., 2021; Puhanić et al., 2022; Toropova et al., 2021)

Conversely, job dissatisfaction can increase attendance, turnover, and decreased performance (Abate & Mekonnen, 2021). This phenomenon can potentially disrupt the operational efficiency and stability of healthcare facilities and cause damage to patients. Consequently, it is imperative to comprehend the factors that influence job satisfaction to identify and manage it effectively. (Heimerl et al., 2020). Job satisfaction is believed to be significantly influenced by an individual's personality traits. Individual personality characteristics are deemed to substantially impact job satisfaction patterns of behaviour, thoughts,



and emotions that distinguish one person from another, called personality. It includes how a person interacts with their environment, handles stress, and gains self-motivation. The Big Five model is the most commonly used personality model in research. This model has five primary dimensions: openness, conscientiousness, extraversion, agreeableness, and neuroticism (Topino et al., 2021). Openness, conscientiousness, extraversion, agreeableness, and neuroticism comprise the five primary dimensions of this model (Topino et al., 2021). This model provides a comprehensive framework for investigating the impact of personality characteristics on various life aspects, including job satisfaction. (Angelini, 2023)

Previous research has demonstrated a substantial correlation between job satisfaction and personality traits in various professions, including the health sector (Bui, 2017). The findings indicate that specific personality traits can influence job satisfaction. For instance, individuals with a high level of awareness are more satisfied with their work due to their greater attention to detail and organization. Nevertheless, research is scarce investigating the correlation between personality traits and job satisfaction among physiotherapists, particularly in Indonesia. The unique job qualities of physiotherapists may substantially impact how their personality attributes interact with their workplace. Physiotherapists play a vital role in health and rehabilitation. Because they frequently interact directly with patients, they must have good interpersonal skills and the capacity to handle pressure and stress properly. Because of this particular setting, conventional models that relate personality qualities to job satisfaction may fall short of fully capturing the complexity of this line of work. More studies are necessary to investigate contextual elements that may affect the association between personality and work satisfaction, such as patient load, practice style, and organizational support.

Moreover, conducting comparison analyses with other healthcare practitioners may provide insight into whether the observed absence of

connection is unique to physiotherapy or reflects a broader pattern in the healthcare industry. Studies using a longitudinal design may also show how alterations in work environments or individual characteristics impact job satisfaction over time. Including qualitative techniques like focus groups and interviews will improve our comprehension of how physiotherapists see their workplace and personality's role in job happiness. Finally, investigating other personality frameworks—like resilience or emotional intelligence—may provide more pertinent insights into the variables affecting job satisfaction in high-stress healthcare environments. Future studies can provide a more detailed knowledge of the factors influencing physiotherapists' job happiness by focusing on these areas, which might eventually result in better ways to improve their performance and work experience (Dong et al., 2022). This study aims to determine how the job satisfaction of physiotherapists in Bandung correlates with their personality characteristics. This research is expected to help policymakers and health practitioners make plans to improve the well-being and productivity of physiotherapists by identifying personality components that contribute to job satisfaction (Abate & Mekonnen, 2021). The results of this study are expected to help us better understand the things that affect the job satisfaction of health professionals, especially physiotherapists (Nirha & Chairiyaton, 2021). These results can also be the basis for the development of intervention programs aimed at improving job satisfaction and physiotherapist performance, which will positively impact the quality of health services provided to the community (Bernales-Turpo et al., 2022)

METHODS

Primary A quantitative approach is used in this study. The method aims to explain the causal relationship between the variables studied, namely controlling for independent and population-dependent variables and outcome



variables (Abate & Mekonnen, 2021), personality characteristics, and job satisfaction in physiotherapists in Bandung. The location of the study was carried out in several clinics and hospitals in the city of Bandung that employ physiotherapists. The area was chosen because it needed representative data on how satisfied the Physiotherapist was with their workplace. The study involved all physiotherapists working in clinics and hospitals in Bandung. Based on preliminary data, as many as 200 physiotherapists met the criteria, and the Cochran formula was used to determine the sample following the population used, which produced a sample of 68 people. A straightforward sampling method is implemented to ensure that each member of the population has an equal opportunity to be selected as a research sample.

Two research instruments are employed to gather data in the study: 1. The adapted Big Five Inventory (BFI) is a questionnaire comprising forty-four items used to evaluate five dimensions of personality: neuroticism, extraversion, conscientiousness, agreeableness, and openness (Ali, 2019; Angelini, 2023). The Big Five Inventory is effective in various healthcare settings, as shown by previous studies that employed comparable methodologies to assess the relationship between personality traits and job satisfaction. (Larson et al., 2002). 2. Job Satisfaction Survey: This questionnaire has been modified to evaluate the job satisfaction of physiotherapists by incorporating a variety of pertinent items. Each item is given a Likert scale from 1 to 3 to indicate the level of satisfaction, where one means "no," 2 indicates "Dissatisfied," and three indicates "Agree," with additional tendency information to 1 or 3. All physiotherapists in the city of Bandung receive questionnaires online through Google Forms. In addition, the data was collected directly by distributing questionnaires in printed form to physiotherapists in their workplaces. In addition to being guaranteed the confidentiality of their answers, respondents were explained the purpose of the research.

SPSS statistical software is used to analyze the data collected. Here are the steps used to perform data analysis. The validity test ensures that the items in the questionnaire measure the variables in question using the Pearson product-moment correlation test. Reliability Test: A Cronbach's Alpha value of more than 0.70 indicates good reliability. The correlation analysis conducted by Pearson was used to determine the correlation between physiotherapists' job satisfaction and personality characteristics. The value of the correlation coefficient (r) ranges from -1 and +1. Higher values indicate relationships that move in a positive direction, while lower values indicate relationships that move in a negative direction. The value of p determines the relationship; a p-value less than 0.05 suggests a significant relationship.

The hypothesis of this study is H0: There is no significant correlation between job satisfaction and personality characteristics of physiotherapists in the city of Bandung.

RESULTS

Respondent Character

Use This study aims to determine how the job satisfaction of physiotherapists in Bandung correlates with their personality characteristics (Figure 1).

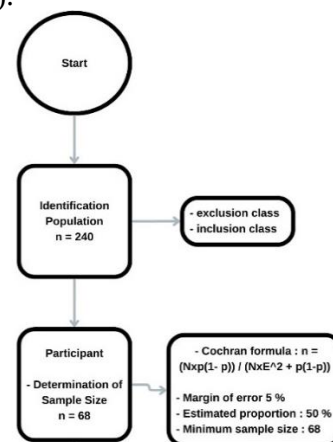


Figure 1. Flowchart respondents

Table 1. Respondent Characteristic



Characteristic	Category	Frequency	Per cent
Gender	Woman	46	67,6
	Man	22	32,4
	Total	68	100,0
Education Level	D3	23	33,8
	D4/S1	16	23,5
	Profesi	28	41,2
	S2	1	1,5
	Total	68	100,0
Work Experience	0-3 years	14	20,6
	4-7 years	11	16,2
	8-11 years	11	16,2
	12-15 years	11	16,2
	16-60 years	21	16,2
	Total	68	100,0
Age	20-40 years	43	63,2
	41-60 years	23	33,8
	61-100 years	2	2,9
	Total	68	100,0
Workplace	Self-Practice/clinic	32	47,1
	Hospital	36	52,9
	Total	68	100,0

Based on the distribution of data above, it can be explained that respondents with less than three years of work experience amounted to 20.6%, 4-7 years, 8-11 years, and 12-15 years amounted to 16.2%, and those with more than 16

years amounted to 30.9%. This variation in experience provides diverse perspectives on diverse job experiences and satisfaction. Most respondent participants were between 20 and 40, with a frequency of 43 (63.2%). Twenty-three people (33.8%) were between 41 and 60 years old, and only 2 (2.9%) were between 61 and 100. This age distribution suggests that most participants are in the productive age range and are more likely to have incredible energy and the ability to work. Agency Working: 47.1% of participants worked in independent practices or clinics, and 52.9% worked in hospitals. This distribution implies that the study included participants from various work environments, which could result in differences in job satisfaction.

Based on data obtained from job satisfaction surveys and Big Five Inventory (BFI) questionnaires. Validity and Dependability of the Instrument:

The personality type questionnaire achieved a Cronbach's Alpha reliability score of 0.723, while the job satisfaction questionnaire achieved a score of 0.683.

Reliability and Validity of the Instrument:

The Cronbach's Alpha reliability test results showed a score of 0.723 for the personality type questionnaire and 0.683 for the job satisfaction questionnaire. These values indicate that both questionnaires are reliable, as Cronbach's Alpha score above 0.7 indicates adequate internal consistency. This means that the variables measured in the survey are consistent.

Pearson's Correlation between Personality Type and Variable. In the validity test with Sig (2-tailed), all items in the personality type questionnaire had a value of less than 0.05 (except for the KT2 item, which had a value of 0.23), which indicates that most of the items in the personality questionnaire were valid in assessing the related dimensions.



Table 2. Pearson's correlation between Personality Type and related items

Variable	Pearson Correlation	Sig, (2-tailed)	N
KE1	0,610	0,000	68
KE2	0,751	0,000	68
KE3	0,736	0,000	68
KM1	0,604	0,000	68
KM2	0,563	0,000	68
Job Satisfaction	1		68

Correlation is significant at the 0.01 level (2-tailed)

On the other hand, in the job satisfaction questionnaire, all items had a Sig (2-tailed) value of less than 0.05, which indicates that the items are valid in assessing decisions. Pearson Correlation Analysis was used to identify the relationship between personality traits and job satisfaction.

Pearson's Correlation between Job Satisfaction and Personality Type. The results showed that the value of Sig (2-tailed) was 0.831, more significant than 0.05. That indicates no significant relationship between personality traits and job satisfaction as physiotherapists in Bandung. In other words, variations in job satisfaction do not significantly correlate with changes in personality traits, according to the author's citation in the journal article (Bui, 2017). The ANOVA analysis evaluates the influence of personality traits, or independent variables, on the bound variable, or job satisfaction. Anova's study showed a Sig value of 0.831, which showed no significant influence of personality traits on job satisfaction, as other aspects were needed to provide job satisfaction (Nirha & Chairiyaton, 2021). That aligns with Pearson's correlation analysis findings, which showed that the relationship between the two variables was insignificant. These results are consistent with prior research that indicates that personality traits may not always correlate significantly with job satisfaction, suggesting that other contextual factors may be more (Topino et al., 2021).

Table 3. Results of Variance Analysis (ANOVA) for the Influence of Personality Type on Job Satisfaction

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.455	1	.455	.046	.831 ^b
	Residual	650.663	66	9.859		
	Total	651.118	67			

a. Dependent Variable: Job Satisfaction

b. Predictors: (Constant): Personality Type

There was no significant correlation between personality traits and job satisfaction, according to the coefficient (R) 0.831 and Sig. 0.831. There was no significant correlation between personality traits and job satisfaction

DISCUSSION

This study found no significant relationship between the job satisfaction of physiotherapists in Bandung and personality characteristics measured through BFI. This result can be explained by the following: 1. Effort Context: Hard effort and clever work styles are two ways certain personality factors influence performance. The job qualities of physiotherapists could significantly impact their job happiness more than personality traits. Other elements, including workload, work environment, relationships with coworkers, and management support, may also impact job satisfaction (Pezdek & Dobrowolski, 2023; Törnroos et al., 2019). 2. Intervention Variables: Personality qualities may not have as much of an impact on job satisfaction as other variables not included in this study, such as stress levels, work-life balance, and professional recognition (Abate & Mekonnen, 2021; Topino et al., 2021). 3. Sample Homogeneity: Due to low variability, a meaningful link may not be discovered if the sample of personality characteristics is homogenous (Nirha & Chairiyaton, 2021).



This study's conclusions have several theoretical and applied ramifications. Practically speaking, the management of clinics and hospitals may need to focus more on other factors, such as working environment, management support, and staff well-being initiatives, that influence physiotherapist job satisfaction. According to Topino et al. (2021), these results imply that the link between personality characteristics and job satisfaction may be more complicated and impacted by various contextual circumstances, such as hard labor.

This study contributes to a deeper understanding of Bandung's physiotherapists' job satisfaction. Nevertheless, the results imply no relationship between personality characteristics and work satisfaction. The information provides credence to an interaction model emphasizing the necessity of examining work satisfaction by connecting personality characteristics to other variables. These findings highlight the need to consider several factors that may impact job satisfaction in a positive work environment. Numerous studies have highlighted the complex link between personality characteristics and job satisfaction, indicating the importance of elements like the work environment and managerial support. (Törnroos et al., 2019)

CONCLUSION

This study found no discernible correlation between employee work satisfaction and personality type. The variance analysis $F(1, 66) = 0.046$ ($p > 0.05$) and the Pearson correlation analysis, which displays a value of $r = -0.026$ ($p > 0.05$), support this. Therefore, physiotherapists in Bandung have job satisfaction that is influenced by factors other than personality type. The regression analysis findings showed that differences in work satisfaction were not substantially correlated with changes in personality factors. Physiotherapists' level of job satisfaction is unaffected by traits like agreeableness, neuroticism, extraversion, conscientiousness, and openness. This might be because components of working in physical

therapy, such as the office setting, amount of work, support from management, and connections with coworkers, are impacted by variables other than personal characteristics.

The study's findings also emphasize how crucial it is to consider other variables that can impact physiotherapists' work happiness. Work-life balance, stress levels, and professional recognition and appreciation may significantly affect one's happiness in one's career. To increase physiotherapists' job happiness, clinic and hospital administration in Bandung should concentrate more on enhancing working conditions and staff welfare initiatives. This study shows that a more comprehensive strategy that considers contextual elements in addition to personality type is necessary to evaluate and improve job satisfaction among healthcare personnel. (He et al., 2019)

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