THE ROLE OF CONSCIENTIOUSNESS ON JOB STRESS AND DEVIANT WORK BEHAVIOR: THE VARIABLE SHARE OF PERCEIVED ORGANIZATIONAL SUPPORT

Akbar Farivar Afshar¹ and *Abolfazl Ghasemzadeh Alishahi²
¹Department of Public Administration, Urmia Branch, Islamic Azad University, Urmia, Iran
²Department of Education, Azerbaijan Shahid Madani University, Tabriz, Iran
*Author for Correspondence

ABSTRACT
The present study is performed to investigate the role of conscientious on job stress and deviant work behavior, regarding the role of perceived organizational support as mediator. The population of this study was all staff of the general directorate of prisons in West Azerbaijan province. The sample size was considered 200 people according to population. Research methodology was descriptive, correlative, and standard questionnaires were used for data collection. Obtained data using the correlation method, and direction analysis by using structural equation modeling were analyzed. The results of the study showed that there is a significant negative correlation between conscientiousness and work deviant behavior. The highest significant correlation is related to the relation between conscientiousness and deviant work behavior, and the lowest significant correlation to the relation between job stress and deviant work behavior. The results also indicated that any increase in scores of organizational support and conscientiousness is along with the decline in scores of deviant work behavior and job stress.

Keywords: Conscientiousness, Job Stress, Deviant Work Behavior, Perceived Organizational Support

INTRODUCTION
Job stress is an effective component in organizations. In job domain, job stress phenomenon constitutes the inevitable part of careers. Hans Selye, one of the pioneers of research on stress, knows it as an unknown body response to any kind of demand (Hemmati, 2002). According to the definition that national institute of professional health and safety has stated, mental pressure or job stress occurs when there is no coordination between occupational needs with abilities, talents and one’s demands (Yazdi, 2010).

Various factors affect job stress and one of them is personality traits (Samari and L’ali Faz, 2004). Difference in individual characteristics such as personality is one of the main causes of job stress. In other words, something that is stressful for an individual may not be important to other one (Mansour et al., 1990). Spector believes the ways in which people choose to deal with job stress is different according to individual differences and personality traits. In other words, personality trait of one is an effective factor in choosing the way to deal with stress (Farhadi and Mehdad, 2010).

One of the most efficient and most comprehensive theories considered about personality, is the five factor theory of Costa & McCrae. Costa & McCrae described personality along with five main factors (Costa & McCrae, 1992). The big five factor model for personality resembles as a fundamental discovery for researchers interested in identifying underlying individual differences in personality (Judge et al., 1999).

In between, the conscientiousness factor has special importance in studies related to organizational behavior and job stress. Conscientious people are trustworthy (responsible, accurate and reliable), efficient and diligent. They are ready to spend their initiative in solving problems and accomplish their work methodically and perfectly. People with high scores on this scale have strong and predetermined goals and desires. Conscientiousness has a strong positive relation with work performance. Also under stressful conditions, these people will most likely express healthier behaviors than those with lower scores on conscientiousness (Shahsavarian et al., 2010).

During past years, researches in this field have been done inside and outside the country. But in the study of personality traits in relation to these important and influential variables in job behavior, especially with...
considering the role of organizational support as mediator, a research gap can be seen. Therefore, in this context in the present study in light of the above and available research foundations, on one hand to fill this research gap and on the other considering the importance of the important structures in the workplace (job stress and deviant work behavior) for organizations and also due to the sensitivity and importance of the duty and function of higher education institutions in society that makes more important the presence of these components on those who are working in these organizations, we have planned to examine the perceived support as mediator between personality traits with job stress and deviant work behavior.

MATERIALS AND METHODS
The current study was practical in terms of purpose, descriptive in terms of data collection, on correlation type, and specifically based on structural equation modeling. The population of this research was all staff of the general directorate of prisons in West Azerbaijan province with sample size of 650 people. The sample size was considered 200 people using Cochran formula (d= 0.5, p= 0.5) according to the population. Sampling method was a stratified random ratio sampling that each stratum was determined proportional to the population size. A total of 250 questionnaires were distributed among the samples. From the returned questionnaires, 200 of them were analyzable that were used in this study. For data collection the following questionnaires were used in this study.

Perceived organizational support questionnaire: this questionnaire following researches of Eisenburger et al., (1986) has officially entered the literature of organizational theories and has been recognized as a proper tool to measure civil organizational behavior. Options to answer this questionnaire is set on Likert scale and involves a range of (1 strongly disagree to 5 strongly agree)

Conscientiousness questionnaire: Data related to the conscientiousness was obtained by implementing NEO-PI-R test that was done by Costa & McCrae, and is set according to their five factor theory (Haghshenas, 2006; Garousi, 2001; Pour, 2003).

Deviant work behavior questionnaire: To evaluate deviant work behaviors, a combination of 15 questions questionnaire of Mulki et al., (2006) and Robinson & Benet (1995) was used.

To assess the relation between indigenous and measured variables in conceptual pattern, structural equation modeling with the use of LISREL software was applied.

RESULTS AND DISCUSSION

Results

Table 1: Descriptive and correlation indices between variables of the study

<table>
<thead>
<tr>
<th>Standard deviation</th>
<th>average</th>
<th>stress</th>
<th>Deviant behavior</th>
<th>conscientiousness</th>
<th>support</th>
<th>structure</th>
</tr>
</thead>
<tbody>
<tr>
<td>0/71</td>
<td>3/23</td>
<td>1</td>
<td>0/18*</td>
<td>0/10</td>
<td>-0/21**</td>
<td>Job stress</td>
</tr>
<tr>
<td>0/64</td>
<td>3/42</td>
<td>1</td>
<td>-0/51**</td>
<td>0/31**</td>
<td>-0/26**</td>
<td>Deviant behavior</td>
</tr>
<tr>
<td>1/09</td>
<td>2/4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

As it is seen in table, correlation coefficient between variables of the study- except the relation between conscientiousness and job stress- are significant. The highest rate of significant correlation is due to the relation between conscientiousness and deviant work behavior and the lowest rate of significant correlation is due to the relation between job stress and deviant work behavior. From correlation analysis between exogenous and endogenous variables it can be anticipated that any increase in organizational support and conscientiousness score is along with decrease in deviant work behavior and job stress scores.
In order to better understand the causal relations and the way that personality traits of conscientiousness influences on deviant work behavior and job stress with the mediation of perceived organizational support, route model using structural equation modeling was conducted. The findings of this analysis, confirms the results and findings of route analysis in structural model related to research hypotheses. As in output of software standard estimations (figure 2) and also significant numbers in route analysis of research hypotheses can be seen (table 2), fitness indices values represents proper fitness of the model and the amount of square ratio on degree of freedom equals to 2.5, and is smaller than the allowed amount of 3, the amount of RMSEA equals to 0.075 and is smaller than 0.08. All coefficients are significant.

Table 2: Direct impact coefficients of intellectual capital and culture of learning organization on learning organizational capacity

<table>
<thead>
<tr>
<th>Result</th>
<th>t</th>
<th>Standard route coefficient</th>
<th>Hypotheses' routes</th>
</tr>
</thead>
<tbody>
<tr>
<td>direct impact</td>
<td>-3/17</td>
<td>-0/54</td>
<td>Consciousness on deviation</td>
</tr>
<tr>
<td>Non direct impact</td>
<td>-1/58</td>
<td>-0/14</td>
<td>Consciousness on stress</td>
</tr>
<tr>
<td>Direct impact</td>
<td>4/63</td>
<td>0/44</td>
<td>Consciousness on support</td>
</tr>
<tr>
<td>Direct impact</td>
<td>-3/08</td>
<td>-0/55</td>
<td>Support on deviation</td>
</tr>
<tr>
<td>Direct impact</td>
<td>-4/73</td>
<td>-0/51</td>
<td>Support on stress</td>
</tr>
<tr>
<td>Non direct impact</td>
<td>-</td>
<td>-0/24</td>
<td>Consciousness on deviation (through support)</td>
</tr>
<tr>
<td>Non direct impact</td>
<td>-</td>
<td>0/22</td>
<td>Consciousness on stress (through support)</td>
</tr>
</tbody>
</table>

$X^2 = 950.96, df = 372, X^2/df = 2.5, RMSEA = 0/075, IFI = 0/92, NFI = 0/84, NNFI= 0/90, CFI =0/92$

Conscientiousness has a significant positive effect on perceived organizational support with factor of 0.44. Perceived organizational support has significant negative effect on deviant work behavior with factor of -0.55. Therefore, mediator role of perceived organizational support is confirmed in relation between conscientiousness and deviant work behavior in the model. With the approval of mediator role of perceived support, conscientiousness has an indirect and significant effect on deviant work behavior with factor of -0.24. It can be seen that direct factor of conscientiousness on deviant work behavior with mediation of perceived support changes to negative effect of 0.24.

Conscientiousness has significant positive effect on perceived organizational support with factor of 0.44. Perceived organizational support has significant negative effect on job stress with factor of -0.51.
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Therefore, the mediator role of perceived support in relation between conscientiousness and job stress in the model is confirmed. With the approval of mediator role of perceived support, conscientiousness has indirect and significant effect on job stress with factor of -0.23. It can be seen that direct factor of conscientiousness on job stress is not significant. But with the mediation of perceived support, indirect effect of this variable on job stress will be significant.

Discussion and Conclusion

The results of the study indicated that there is no relation between personality traits of conscientious with job stress. The results of the above is not in line with the research results of Qasemzadeh et al., (2013), and Qasemzadeh et al., (2013) got the result that there is significant negative relation between personality traits of conscientious with job stress. Also it is not in line with the research results of Hasani et al., (2013). Hasani et al., (2013) in their research with title of the role of conscientiousness and cognitive control on satisfaction and job stress in staff of Imam Reza hospital in Oruimiyeh, found out personality traits of conscientious having significant relation with job stress. Results also represented that relation between personality traits of conscientiousness with job stress is mediated by cognitive control. Furthermore, Qasemzadeh et al., (2015) in their study with title of the relation between individual accountability with job stress and deviant work behavior through personality traits of conscientiousness in nurses working in Ayatollah Kashani and Hajar hospitals, concluded that also the significant negative relation between personality traits of conscientious with job stress and deviant work behavior was confirmed in the significance level of 0.01. Also, results of this study are not in line with the results of the above. However, for better understanding of these relations, considering the role of mediator and moderator variables is emphasized by researchers. Spector believes that one of the ways staffs may use to reduce and deal with job stress, is turning to deviant organizational behaviors. On the other hand, the ways that people choose to cope with job stress vary due to individual differences and personality traits. In the other words, personality trait of a person is an effective factor in choosing a way to deal with stress (Farhadi and Mahdad, 2010).

In addition, the findings of this study showed that there is a significant negative relation between personality traits of conscientiousness and deviant work behavior. Due to the importance of organizational deviant behavior, most researchers and managers seeks to identify the underlying causes of these behaviors in the workplace. In this regard, one of the ways that staffs may use to reduce and deal with job stress, is turning to deviant organizational behaviors. On the other hand, the ways that people choose to cope with job stress vary due to individual differences and personality traits; in this regard, Farhadi and Mahdad in their research with title of conscientiousness as moderator of the relation between job stress and deviant work behaviors, got the results that there is a significant and positive relation between deviant work behavior and job stress, and there is a significant and negative relation between deviant work behaviors and conscientiousness. Moreover, they showed that conscientiousness moderates the relation between job stress and deviant organizational behaviors and it is aligned with results of the above (Farhadi and Mahdad, 2010).

The results also explained the mediator role of perceived organizational support in relation between conscientiousness and deviant work behavior. Hosseini et al., (2013) in their study concluded that perceived organizational support with job stress and then job stress with work deviant behaviors make significant relations. According to the findings it was specified that perceived organizational support reduces first the level of stress and then deviant behavior. Their results are consistent with the results of the above study. Gayo and Ioan (2012), indicate that when staffs perceive this feeling that the organization is concerned about their happiness and assists and support (organizational support), will know themselves as part of the organization and will have the sense of commitment and loyalty toward the organization. When people’s perception of organizational support rises, not only they will be more motivated for better performance and work harder, but also their perception of threatening and stressful factors decreases; because they know the organization as their supporter that is able to cope with harmful conditions and factors; this is while they cannot deal with such factors alone. Krishnan and Mary (2012) asserts that perceived organizational support can reduce stress, job pressures and their consequences.
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Researches done in this field, represented that perceived organizational support can affect job stress and deviant behaviors (Krishna and Mary, 2012; Celik & Findic, 2012; Yahya et al., 2012; Asad & Khan, 2003; Arizi & Gol, 2011; Zak, 2006). Perceived organizational support encourages people to make a positive assessment, because organizational support allows staffs to use their ability to overcome stressful situations more effectively (Rohad & Eisenberger, 2002). Moreover, perceived organizational support creates this trust and confidence for staffs that the organization will do necessary efforts to overcome stressful factors (Karlson & Piervy, 1999; quoted by Solrush, 2012).

Therefore, in a high-pressure workplace, people become more sensitive of organization behavior towards themselves and are looking for signs in the organization that indicate the organization is their supporter and protector in difficult situations and cares their personal health (Arizi et al., 2011). If people see the organization as their supporter in stressful conditions, they may have a different assessment of the situation. Therefore, if they see themselves alone and without supporter in stressful situations, they may have fear and concern and their perceived stress may increase, and it can cause more deviant behaviors. The results of this research emphasize the need of recognizing the role of perceived organizational support to study the causal relation of personality traits of conscientiousness with job stress and deviant work behavior. The results of this research show direct and indirect alignment with results of comments, ideas and some of the findings of researchers and theorists, such as Eisenberg & Rudaz (2002), Fox et al., (2004), Krishna & Mary (2012), Person (2012), Hosseini et al., (2013), Ziaoddini & Farasat (2013), Arizi & Gol (2011).

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