

Relationship of Personality Traits and Work Suitability in the Emergency and Trauma Department among Assistant Medical Officers

Abu Samah Shukor¹, Nurul-Azza Abdullah²

^{1,2}Faculty of Social Sciences and Humanities, National University of Malaysia
e-mail: nurulazza@ukm.edu.my

Abstract. *Medical staff assistants working in emergency and trauma departments must have appropriate traits in terms of personality traits to enable them to cope with stressful and stressful work and the best quality of work. Therefore, researchers have undertaken a study of the relationship between personality traits and work suitability in the emergency and trauma department. Data obtained by using a questionnaire form to obtain demographic data, personality data, job satisfaction data and job performance data. The questionnaire was distributed to 63 respondents consisting of medical staff assistants who work in the emergency and trauma department of two major hospitals in Perak. In the inference test, the results of the Pearson correlation showed a significant relationship between personality traits and job satisfaction with a coefficient of $r = -.698$ and $p < .05$. Meanwhile, personality traits were also found to be negatively related to tenure where the correlation coefficient was $r = -.702$ and $p < .05$. In addition, the linear regression test conducted to see the effect of personality traits on work performance also showed that personality traits had a strong influence on work performance with a value of $r = 0.473$ and a significant $p < 0.05$. The results of this study will assist supervisors and organizations in the recruitment process of medical personnel with appropriate personality traits to work in the emergency and trauma department.*

Keywords: *Assistant medical personnel, emergency and trauma department, personality traits, job satisfaction, tenure, work performance*

Abstrak. Asisten staf medis yang bekerja di bagian gawat darurat dan trauma harus memiliki ciri-ciri yang sesuai untuk memungkinkan mereka mengatasi pekerjaan yang penuh tekanan dan stres serta kualitas kerja yang terbaik. Oleh karena itu, peneliti telah melakukan studi tentang hubungan antara ciri-ciri kepribadian dan kesesuaian kerja di bagian gawat darurat dan trauma. Data diperoleh dengan menggunakan formulir kuesioner untuk memperoleh data demografi, data kepribadian, data kepuasan kerja dan data prestasi kerja. Kuesioner dibagikan kepada 63 responden yang terdiri dari asisten staf medis yang bekerja di bagian gawat darurat dan trauma di dua rumah sakit besar di Perak. Pada uji inferensi hasil korelasi pearson menunjukkan adanya hubungan yang signifikan antara ciri kepribadian dengan kepuasan kerja dengan koefisien $r = -.698$ dan $p < .05$. Sedangkan ciri-ciri kepribadian juga ditemukan berhubungan negatif dengan masa kerja dimana nilai koefisien korelasinya adalah $r = -.702$ dan $p < .05$. Selain itu, uji regresi linier yang dilakukan untuk melihat pengaruh ciri-ciri kepribadian terhadap prestasi kerja juga menunjukkan bahwa ciri-ciri kepribadian berpengaruh kuat terhadap prestasi kerja dengan nilai $r = 0,473$ dan signifikan $p < 0,05$. Hasil penelitian ini akan membantu supervisor dan organisasi dalam proses perekrutan tenaga medis yang memiliki ciri kepribadian yang sesuai bekerja di bagian gawat darurat dan trauma.

Kata kunci. Asisten petugas medis, bagian gawat darurat dan trauma, ciri kepribadian, kepuasan kerja, masa kerja, prestasi kerja

Personality traits are something that play an important role in the selection and suitability of an individual's career. Every individual who has personality traits suitable for his / her career field will be able to survive for a long time and be able to adapt to his work environment. A career as an assistant medical officer, especially those working in the emergency and trauma department requires individuals who are able to survive work in high stress situations, are able to make decisions, be able to control emotions and have high sympathy and empathy. Dr. K Fontheim (2011) said that the traits found in the personality traits of a paramedic have an impact on their decision-making behavior and their propensity for treatment strategies.

In the emergency department, the assistant medical personnel is divided into several sections. Medical assistants play an important role in triage counters, prehospital services and executing procedures in green, yellow and red zones. Each assigned place has various difficulties and pressures, therefore an assistant medical officer must have the right personality to ensure that they are able to adapt to the work environment and are able to cope with any stress. The emergency and trauma department is a workplace that is always busy and full of

work stress, both physical and mental. Emergency and trauma departments are one of the main jobs of assistant medical personnel apart from other medical and health departments. In this section, medical assistant assistants act as the front line in providing health services. They are the front counter that receives the patient and the place to evaluate the patient to determine the severity of the illness or injury to the patient before determining which zone the patient should place. Work at the triage counter requires an assistant medical officer to always be focused and able to make the right decisions so that the patient's life can be saved.

The assistant medical officer is also responsible for responding to cases of emergency calls through an ambulance medical team otherwise known as pre-hospital care. In this task, assistant medical personnel act as 'first responders' whose job is to provide early emergency care and assess the severity of an illness or injury. In addition, accompanying officers are also assigned to the red zone, yellow zone and green zone. Working in this zone, the assistant medical staff carries out all treatment procedures as directed by the medical officer. Knowledge of good care, always ready, cooperative and responsible attitude are very important when assigned to this zone.

The pressure of the workplace environment, responsibilities, and workload in the emergency department is very high. This requires a medical assistant who can adapt quickly and be able to cope with stress in the workplace environment. These factors are sometimes thought to cause many people to be unable to survive work in emergency departments and be traumatized for long periods of time. Based on information obtained from the supervision office of the assistant medical officer of Seri Manjung Hospital and Taiping Hospital, there are at least 3 to 4 applications per year to transfer applications to other departments of the department.

However, some are able to survive working in emergency and trauma departments for long periods of time. Therefore, the researcher intends to conduct research related to the relationship between personality traits and work suitability in the ER for medical assistant assistants. Researchers hope that the findings in this study can help supervise medical assistants to find appropriate personnel to work in the ER and be able to last a long time with the work environment.

According to Bozionelos (2004) and Ng et al. (2005) personality traits play an important role in determining individual

job satisfaction. This is because the characteristics of an individual will usually influence decisions in his career. According to (Dole & Schroeder 2001) stable personality traits such as extroversion, agreement, loyalty and openness to experience will influence individuals in terms of cognitive, motivation, movement and behavior to feel satisfied.

A. Furhan et al. (2002) which states that there is a lot of evidence that the nature of extraversion will really value certain extrinsic aspects of work, such as opportunities to interact with other people and rewards in the form of salary increases and benefits. This statement is further supported by Lucas, Diener, Grob, Suh, & Shao, (2000) who say that there is evidence that the main feature of extraversion is reward satisfaction rather than social ability.

Relationship between personality traits and work performance

Barrick & Mount (1991) said that different personality factors can help in predicting different levels of performance in individual jobs. Interesting and dynamic personality traits will bring many benefits to an organization. The Analytical Meta Findings conducted by Digman (1977) and Salgado (1997) states that only certain personality factors are associated with

success in other occupations. Good employees today consist of those who are well adapted and able to face the work environment well. According to Caligiuri (2006) personality factors are more related to work performance than cognitive factors. This has been noted by Bern & Cheng-Liang & Mark, (2014); King, Johns, & Bilgrami, (2011) suggest that personal characteristics can predict and play an important role in determining job satisfaction and job performance. Meanwhile, according to Hein (1978) personality is the whole nature that forms an individual identity that differentiates a person from other individuals. The combination of sentiments, inclinations, interests, skills, desires, ambitions and styles shapes a person's personality. A study conducted by Holland (1997) found that individuals develop and succeed in a work environment that matches their personality.

Super (1990) argues that skills development is a process of building and applying self-concept. When self-concept becomes stable and realistic, skill choices also become realistic. Self-concept is how a person sees and evaluates himself. Holland (1973) explained that further matching between a person's personalities in the work environment will in turn produce some predictable reactions. This

proves that personality affects a person's performance at work. As stated by Caligiuri (2006) personality factors such as extroversion, consent, caution, emotional stability and openness as well as cognitive factors such as knowledge, skills and cognitive abilities are the main factors affecting work performance of workers in the era of globalization. Cheng-Liang & Mark, (2014), King, Johns, & Bilgrami, (2011) suggest that personal characteristics may predict and play an important role in job satisfaction and job performance.

Previous research has emphasized that the personality traits a person possesses have a significant impact on individual success. Bhatti, Alshagawi and Juhari (2018) state that employees with simple emotional stability are expected to have good work performance, especially if they work in groups. In addition, job performance can also be predicted through the characteristics of "friendliness", "awareness" and political skills as stated by Gerhard Blickle et al. (2007). Loannis (2003), (Big Five, Tett et al. 1991) said that the characteristics of "extraversion" and the characteristics of "consentableness" had a significant relationship in predicting a person's work performance. Individual performance in a job that involves personal interaction usually has a relationship with the

characteristics of "suitability" and "openness" to other experiences (2003). Having suitable personality traits will improve performance as suggested by Galas & Lewowicki (1991) which states that individuals who have a more efficient nervous system are those who need more stimulation.

Method

The research design used in this research is quantitative. Researchers will conduct research using a specially designed survey form based on a survey form previously used by researchers to test personality types, job satisfaction levels and job performance among assistant medical personnel who work in the emergency and trauma department. Respondents consisted of assistant medical personnel working in the Emergency and Trauma Unit of Seri Manjung Hospital and Taiping Hospital. Based on the data obtained, the number of assistant medical personnel at the Emergency and Trauma Care Unit at Seri Manjung Hospital is 31 people, while the number of assistant medical personnel at the Emergency and Trauma Unit at Taiping Hospital is 44 people. This means that the total population of the two hospitals is 75 people.

The research instrument used was a questionnaire containing questions related

to demographics, personality, job satisfaction and job performance. The questionnaire was divided into four parts, namely, (1) Demographics of respondents (2) Keirsey Temperament Sorter personality test (3) Job satisfaction "Minnesota Satisfaction Questionnaire" (MSQ), and (4) Job performance of Fatimah Wati and Iran Herman (1977).

Results and Discussion

Relationship of personality traits and job satisfaction.

Pearson correlation analysis showed that there was a strong and significant relationship between personality traits and job satisfaction in the ER among Medical Assistant Medical Officers, $r(75) = -0.698$, $p < .05$. then the hypothesis which states that there is a significant relationship between personality traits and job satisfaction in the ER for Medical Assistants is accepted. The results of the correlation analysis show that the correlation coefficient has a high negative value. That is, there is a strong negative relationship between personality traits and job satisfaction between assistant medical personnel who work in the emergency and trauma department.

The results of the study found that there was a significant relationship between personality traits and job satisfaction between medical assistants

who worked in the ER and trauma, this was evidenced by the correlation test that had been carried out. This result is in line with what Bozionelos (2004) and Ng et al. (2005) personality traits play an important role in determining individual job satisfaction. This is because the characteristics of an individual will usually influence decisions in his career.

Stable personality traits will influence individuals in terms of cognitive, motivation, movement and behavior to be satisfied by Dole & Schroeder (2001). The findings of this study are also in line with the findings of Azlina Mohd. Kosnin & Tan Sew Lee (2008), where they found that personality traits have a significant relationship with job satisfaction. The findings of this study are also in line with previous research conducted by David Watson & Ann Kelner Slack (1993) who found that personality traits contribute significantly to predicting job satisfaction. But at the same time some job satisfaction has relationship with affective traits such as job satisfaction and cooperation and some dislike satisfaction with salary and supervision.

The action of researchers to study only one profession, namely assistant medical personnel in suitable places such as emergency and trauma departments can provide a clear picture in studying the

relationship of personality traits and job satisfaction as suggested by Małgorzata Siekan' Ska & Andrzej Se Kowski (2006) In their study that the relationship between temperament and job satisfaction should not be analyzed at the general level, but should be followed at the professional level (concentration on the unique nature of each profession) or the level of the relationship (choosing a suitable workplace). This is because the findings of their study found that there was no significant relationship between temperament traits and job satisfaction in general in various professions.

Relationship of personality traits and years of service

Pearson correlation analysis showed that there was a significant relationship between personality traits and length of service in the emergency room and trauma between Assistant Medical Officers, $r(75) = .0.702, p < .05$. then the hypothesis which states that there is a significant relationship between personality traits with length of work in the emergency room and trauma to medical assistant officers is accepted. In addition, the results of the correlation test also showed that there was a strong negative relationship between personality traits and the length of service for medical staff assistants in the ER and trauma.

The correlation test conducted to see the relationship between personality traits and length of service shows that there is a significant relationship between the two. This shows that personality traits that are suitable for work will make someone comfortable working and able to last a long time in their job. This finding is supported by what Bern & Allern said that personality factors have an influence on the quality of an individual's work.

Sarah Mahfuz, Wan Shahrazad Wan Sulaiman, Fatimah Omar & Zainah Ahmad Zamani (2017) found research findings that assume that individuals with low job control and social support and high job demands will be more vulnerable to job satisfaction and health problems as discussed by (Johson & Hall 1988; Karasek 1979) in the support-control model of job demand introduced by them.

The findings in this study also support the findings of Bar-On (1997) which states that work stress factors in the workplace, especially those involving interpersonal relationships, are one of the elements in emotional intelligence that can contribute to career transition or resignation among employees. .

From the research findings it can also be seen that personality traits have a relationship with tenure where appropriate personality traits will make a person last a

long time in an organization, as found by Erika Jurisova Ivan & Sarmany-Schuller (2013) who found that traits- traits present in several personalities are necessary for the success and resilience of a paramedic.

The study findings that found a relationship between personality traits and tenure were also found to be in line with what Judge & Watanabe, (1995), McCall, Cavanaugh, & Arvey, (1997) said that individual differences in their tendency to change work organization were related to their personalities.

Conclusion

From this study, supervisors can also find out the level of job satisfaction and the performance of medical assistant assistants who are currently working in the ER. Improvements will be made to increase the level of job satisfaction and job performance among medical assistants who work in the emergency and trauma department. Based on the study findings, the personality traits of each respondent were known. This to some extent can provide information to the hospital regarding the personalities of the assistant medical personnel working in the emergency and trauma department. Personality traits play an important role in the level of job satisfaction and individual job performance. Therefore, the selection of medical assistants who have

personalities suitable for the work environment in the ER and trauma is very important for organizations to ensure that application problems to move from the ER and trauma to other parts can be reduced. Other than that, The selection of individuals who have suitable personalities will ensure that the emergency and trauma department will be able to provide the best service where the level of job satisfaction and job performance of the assistant medical personnel is at a high level. Finally, the organization will be able to save time in terms of training new, inexperienced staff.

References

Furnham, A. (2002). Do personality factors predict job satisfaction? *Personality and Individual Differences*, 33, 1325–1342.

Barrick, MR, & Mount, MK (1991). Dimensions of personality and job performance in the Big Five: A meta-analysis. *Personal Psychology*, 44, 1-26.

Barrick, MR, Mount, MK & Hakim, TA (2001). Personality and work performance at the start of the new

millennium: What do we know and where do we go next? *International Journal of Selection and Assessment*, 9, 9-30.

Bhatti, MA, Alshagawi, M., & Juhari, USA (2018). Mediating the role of job engagement between personal resources (self-efficacy, Big Five model) and the nurse: Job performance. *International Journal of Human Rights in Health*, 11, 176-191.

Bhatti, MA, Alshagawi, M., Zakariya, A., & Juhari, USA (2019). Do multicultural faculty members perform well in higher education institutions? Examining the role of a climate of psychological diversity. HRM practices and personality traits (Big Five). *European Journal of Training and Development*, 43, 166-187.

Bhatti, MA, Battour, M., Ismail, A., & Sundram, V. (2014). Effect of personality traits (Big Five) on

- expatriate adjustment and job performance. *Equality, Diversity and Inclusion: International Journal*, 33, 73-96.
- Cheng-Liang, Y., & Mark, H. (2014). Personality traits and the simultaneous reciprocal influence between job performance and job satisfaction. *Chinese Management Studies*, 8, 6-26.
- Crites, JO 1974. Reassessment of vocational assessment. *The Vocational Guidance Quarterly*, 22, 272-279.
- David Watson & Ann Keltner Slack (1993) General Factors Affective Temperament and Its Relationship to Job Satisfaction Over Time. *Organizational Behavior and Human Decision Processes*, 54, 181-202.
- Digman, JM (1990). Personality structure: The emergence of a five-factor model. *Annual Review of Psychology*, 41, 417-440.
- Erika Jurisova Ivan & Sarmany-Schuller (2013) Structure of Basal Psychological Self-Regulation and Personality Integration in Relation to Coping Strategies in Decision Making in Paramedics. *Psychological Studies*, 55, 2013, 1.
- Fatimah wati H. (2002). Job Satisfaction and Its Relationship with Stress and Attitudes Toward Management. *Malaysian Psychology Journal*. 16, 45-55.
- Holland, JL (1973). *Making Vocational Choices: A career theory*. Englewood Cliffs, NJ: Prentice Hall.
- IB, McCaulley, MH, Quenk, NL, & Hamer, AL (1998). *MBTI Manual: A guide for the development and use of the Myers-Briggs Type Indicator* (3rd ed.). Palo Alto, CA: Consulting Psychologist Press.
- Hakim, TA and Watanabe, S. (1995). What is the prologue of the past? Ghiselli burn syndrome test. *Journal of Management*, 21, 2, 211-229.

- Keirsey, DW (1998). Please understand me II. Del Mar, CA: Prometheus Nemesis.
- Keirsey, DW, & Bates, M. (1978). Please understand Me. Del Mar, CA: Prometheus Nemesis.
- Keow, CL (2011). Philosophy and Education in Malaysia (5th ed.). Subang Jaya, Selangor: Budiman Sdn. Bhd.
- Kitchel, T, & Torres, RM (2006). The Influence of Personality Types on the Extent of Teacher Cooperation to Provide Psychological Assistance to Teacher Students. *Journal of Agricultural Education*, 47 (4), 134-144.
- Lucas, RE, Diener, E., Grob, A., Suh, EM, & Shao, L. (2000). Cross-cultural evidence for the fundamental features of extraversion. *Journal of Personality and Social Psychology*, 79, 452-468.
- Małgorzata, S. & Kowski, USA (2006). Job satisfaction and temperament structure of talented people. *Higher Ability Studies*, 17, 1, p. 75-85.
- McCall, BP, Cavanaugh, MA and Arvey, RD (1997) Genetic influences on employment and job movement. *Journal of Vocational Behavior*, 50, 60-77.
- Melati Sumari, Norfaizah Md Khalid, Norsafatul Aznin A. Razak. (2017). *Career Counseling Theory and Practice*.
- Myers, IB (1993). *Different gifts*. Palo Alto, CA: Consultation Psychologist Press Myers.
- Sharf, RS (2011). *Theories of Psychotherapy & Counseling: Concepts and Cases* (5th ed.). Pacific Grove, CA: Brooks Cole.