

Abstract

This research, "The Relationship between Big Five Personality Types, Adversity Quotient, and Organizational Citizenship Behaviors : A Case Study in the Office of a University Rector." was a survey research conducted to investigate the correlations between personality types ,adversity quotient and organizational citizenship behavior among the operational officers in the Office of a University Rector. The Big Five personality types compose of neuroticism, extraversion, openness to experience, agreeableness, and conscientiousness. Adversity Quotient (AQ) was categorized as control, origin and ownership, reach and endurance, while organizational citizenship behaviors (OCBs) as altruism, courtesy, sportsmanship, civic virtue, and conscientiousness.

The participants included 169 operational officers, both civil officers and university officers, working in the Office of a University Rector. The instrument used in this research consisted of 4 questionnaires: personal characteristic, the big five personality, AQ, and OCBs The big five Personality questionnaires composed of of 46 items: neuroticism (11 items, alpha = .933), extraversion (9 Items, alpha = .878), openness to experience (8 Items, alpha = .809), agreeableness (9 Items, alpha = .813), conscientiousness (9 Items, alpha = .873). The adversity quotient questionnaires composed of 30 items (alpha = .947) and the organizational citizenship behavior questionnaires composed of 35 items (alpha = .979).

Statistics conducted to analyse data included t-test, One-way ANOVA, Pearson's Product Moment Correlation and Stepwise Multiple Regression. The results of hypothesis testing were as follows:

1. No significant differences of OCBs are found among the officers with these different personal characteristics: sex, age, year of tenure, marital status, and job characteristics.

2. Significant differences of OCBs are found among the officers with different education backgrounds. The officers with bachelor degree and higher have the higher level of OCBs than the officers with lower than bachelor degree.

3. Significant positive correlation between agreeableness and OCBs is found, whereas significant negative correlation between neuroticism and OCBs is found.

4. No significant positive correlations between extraversion, openness to experience, and conscientiousness and OCBs are found.

5. Significant correlation between AQ and OCBs is found. Although it is found that there are significant positive correlations between control dimension, origin and ownership dimension, and endurance dimension and OCBs, there is no significant positive correlation between reach dimension and OCBs.

6. Significant positive correlations between extraversion, openness to experience, agreeableness, and conscientiousness and AQ are found while significant negative correlation between neuroticism and AQ is found.

7. From Stepwise Multiple Regression, it is revealed that neuroticism is capable of predicting OCBs. at 2 %.

These research results could be beneficial by applying knowledge of personality type and AQ for recruitment and development to increase OCBs among the officers. The person-organization fit could create the satisfactory working climate and could motivate the officers to realize that they themselves are the salient mechanisms of organizational success. This perception could activate their OCBs as well.