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Araştırma Makalesi/ Research Article*

AN INVESTIGATION OF PSYCHOLOGICAL RESILIENCE SUB-DIMENSIONS IN TERMS OF PERSONALITY FEATURES OF BANK EMPLOYEES***

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Abstract

The aim of this study is to investigate the psychological resilience sub-dimensions in terms of personality features of bank employees. In this regard, a questionnaire was conducted to the banking employees who are operating in Gumushane province. T-test and ANOVA were used to test the hypotheses. Challenges, self-commitment and control, which are the three sub-dimensions of psychological resilience, were analyzed according to the demographic characteristics of bank employees. According to the results of the study, it can be said that the sub-dimensions of psychological resilience of bank employees does not differ according to gender and marital status. However, challenge and self-commitment differs according to age variable. Moreover, it can be said that challenge and control differ according to professional year and bank status, respectively.

Key Words: Psychological Resilience, Challenge, Self-Commitment, Control, Demographic Factors, Bank Employees

PSİKOLOJİK DAYANIKLILIK ALT BOYUTLARININ BANKA ÇALIŞANLARININ KİŞİLİK ÖZELLİKLERİ AÇISINDAN İNCELENMESİ

Öz

Bu çalışmanın amacı banka çalışanlarının psikolojik dayanıklılık alt boyutlarının banka çalışanlarının kişilik özellikleri açısından incelenmesini içermektedir. Bu doğrultuda Gümüşhane İl'inde faaliyet gösteren banka çalışanlarına bir anket uygulanmıştır. Oluşturulan hipotezlerin test edilmesinde T-testi ve ANOVA kullanılmıştır. Psikolojik dayanıklılığın üç alt boyutunu oluşturan meydan okuma, kendini adama ve kontrolün banka çalışanların demografik özelliklerine göre farklılıklarının olup olmadığı bu çalışmada analiz edilmiştir. Çalışma sonuçlarına göre banka çalışanlarının psikolojik dayanıklılık alt boyutlarının cinsiyet ve medeni duruma göre farklılık göstermediği söylenebilir. Ancak psikolojik dayanıklılığın alt boyutlarından meydan okuma ve kendini adamanın yaş değişkenine göre farklılık gösterdiği tespit edilmiştir. Ayrıca meydan okuma ve kontrol boyutlarının sırasıyla mesleki tecrübe ve banka statüsüne göre farklılık gösterdiği söylenebilmektedir.

Anahtar Kelimeler: Psikolojik Dayanıklılık, Meydan Okuma, Kendini Adama, Kontrol, Demografik Özellikler, Banka Çalışanları

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1. INTRODUCTION

Human resources have a strategic importance to ensure that organizations formed by bringing together various resources to produce goods or services can achieve their predetermined goals and objectives. The human factor, which is valuable all kinds of participation in organizations has become the most important element of achieving superiority in strategic competition. As the importance expressed by the working life for human beings, the expectations from the general life are carried to the business life as well (Keleş, 2011: 345). However, for people, the loss of a loved one, dismissal, serious health problems, terrorist attacks and similar incidents challenging life experiences. Many people experience a flood of emotions or react differently to such events. Although initially experienced negative emotions, people often adapt to such stressful events and situations that can change their lives over time (Luthar et al., 2000: 545). Psychological resilience is generally a success or adjustment express the provision process. On the other hand, psychological resilience is defined as the ability to recover from difficult life experiences or the ability to successfully overcome change or disaster (Tusaie and Dyer, 2004: 3).

Although psychological resilience has been dealt with in various definitions from different perspectives in the literature, many of these are not based on theory and are often associated with empirical findings (Ahern et al., 2006: 105). Recently, especially with the developments in positive psychology, the concept of psychological resilience has been seen as the ability to survive and balance after a person experiencing severe traumatic events (Bonanno, 2004: 57). It is seen that most of these studies about understanding human being that gained importance especially after World War II are related to psychology science (Seligman, 2002: 263). It is expected that a worker who have a high psychological resilience may have a higher stress threshold and thus show performance with high motivation in conflict, crisis, change and other critical conditions. Psychologically resilient workers have lower rates for having a sense of burnout they contribute to the achievement of organizational goals effectively and efficiently.

When studies related to psychological resilience were examined, different studies that measure psychological resilience were found and different dimensions were revealed in these studies. In accordance with relevant literature, there are three basic dimensions of psychological resilience. These dimensions are a) challenge, b) self-commitment and c) control (Işık, 2016: 168) a) *Challenge*; expresses the individual's belief in change rather than static. b) *Self-commitment* is refers to one's own awareness and thoughts about who he or she. c) *Control*; the belief that it can affect various situations in an individual's life.

Due to the intense stress environment experienced by the Bank employees, they need to be psychologically resilient and perform their business effectively without being severely affected by stressors. For this reason, increasing the psychological resilience of bank employees can be an effective method to cope with the stressful aspects of the profession.

In accordance with the objective of the study, literature search is included in the study after the necessary information regarding psychological resilience. In the last section of the study, testing of the hypotheses and interpretation of findings are discussed.

2. LITERATURE REVIEW

Evaluations with regards to literature with respect to psychological resilience is presented on Table 1.

Table 1: Literature Regarding the Psychological Resilience

Author(s)/Year	Sample	Method	Research results
Bentler and Bonett (1980)	Students	Chi-square Variance	Fear of Negative Assessment Scale has an impact on university students
Chen, et al. (2001)	Students	T-Test Anova	The effect of self-efficacy scale on students was determined
Büyüköztürk (2002)	Students	Factor Analysis	The relationship between pre-service teachers' epistemological beliefs and problem solving skills was determined
Caprara and Cervone (2003)	Teachers	Correlation Simple Regression Analysis	Positive psychological capital has an effect on teachers.
Luthans et al. (2007)	Public corporation	Correlation Analysis	There was a positive relationship between psychological capital and job satisfaction
Polatçı (2011)	Police Officers	Regression Analysis	Psychological capital and performance levels were significantly correlated with police officers.
Akçay (2012)	Hotel Staff	Kolmogrow Smirnow	The hotel staffs has a positive perception of psychological capital.
Demirkasımoğlu (2014)	Teachers	Factor analysis Variance	It has positively affected the perception of psychological contract with the new teachers.
Kaya (2012)	Teachers	Chi square	A significant relationship was found between school administrators and psychological capital
Berberoğlu (2013).	Bank employees	Canonical Correlation	The relationship between emotional intelligence and organizational citizenship behavior was determined.
Aydoğdu (2013)	Students	T-test Multiple Regression Correlation	The effect of high level of psychological resilience on the student was determined.
Araz (2013)	Bank Employees	Correlation Analysis Regression Analysis Anova	A significant relationship was found between the personality traits in psychological durability processes

3. OBJECTIVE, METHODOLOGY AND FINDING OF THE STUDY

3.1. Objective of the Study

The objective of this study is to evaluate the concept of psychological resilience in terms of bank employees. In the research, challenge, self-commitment and control, which are sub-dimensions of psychological resilience, were taken into consideration.

3.2. Methodology of the Study

3.2.1. Sampling Process

The population of this study, which uses easy sampling method, is composed of bank employees operating in Gümüşhane Province. A total of 130 bank employees in Gumushane constitute the universe of the research. Within the scope of the research, 55 of the survey results were taken into consideration. Demographical features of the bank employees in the research were presented in table 2.

Table 2: Demographical Features Of The Bank Employeess

	FREQUENCY	PERCENT (%)
GENDER		
Female	19	34.5
Male	36	65.5
AGE		
21 and below	1	1.8
21-25	2	3.6
26-30	25	45.5
31-35	12	21.8
35 and above	15	27.3
MARITAL STATUS		
Married	37	67.3
Single	18	32.7
TERM OF EMPLOYMENT IN PROFESSION		
1-5	18	32.7
6-10	17	30.9
11-15	11	20.0
21 Years and Above	9	16.4
BANK STATUS		
Private	22	40.0
Public	33	60.0
TOTAL	55	100

When Table 2 is examined, it is seen that the majority of bank employees are male and between the ages of 26-30. In addition, it can be said that 67.3% are married and 60% work in the public bank.

3.2.2. Tool of Data Gathering and Developed Hypotheses

Personal information form and psychological resilience scale were used to collect the research data.. In the first part of the questionnaire form, questions were asked to determine the characteristics of bank employees. In the second part, there are questions about measuring psychological resilience. Survey form was prepared in accordance with 5 point Likert scale (1: strongly disagree, 2: disagree, 3: slightly agree, 4: agree, 5: strongly agree). The study of Isık (2016) was used in making the necessary evaluations within the analysis process of the research. *In addition, for the scale that used to study was approved by the Gumushane University Ethical Committee.* The hypotheses developed with reference to literature in this study are as stated below:

H₁: There is a significant difference between gender variable and challenge, which is a sub-dimension of psychological resilience.

H₂: There is a significant difference between gender variable and self-commitment, which is a sub-dimension of psychological resilience.

H₃: There is a significant difference between gender variable and control, which is a sub-dimension of psychological resilience.

H₄: There is a significant difference between age variable and challenge, which is a sub-dimension of psychological resilience.

H₅: There is a significant difference between age variable and self-commitment, which is a sub-dimension of psychological resilience.

H₆: There is a significant difference between age variable and control, which is a sub-dimension of psychological resilience.

H₇: There is a significant difference between marital status variable and challenge, which is a sub-dimension of psychological resilience.

- H₈: There is a significant difference between marital status variable and self-commitment, which is a sub-dimension of psychological resilience.*
- H₉: There is a significant difference between marital status variable and control, which is a sub-dimension of psychological resilience.*
- H₁₀: There is a significant difference between professional time variable and challenge, which is a sub-dimension of psychological resilience.*
- H₁₁: There is a significant difference between professional time variable and self-commitment, which is a sub-dimension of psychological resilience.*
- H₁₂: There is a significant difference between professional time variable and control, which is a sub-dimension of psychological resilience.*
- H₁₃: There is a significant difference between bank status variable and challenge, which is a sub-dimension of psychological resilience.*
- H₁₄: There is a significant difference between bank status variable and self-commitment, which is a sub-dimension of psychological resilience.*
- H₁₅: There is a significant difference between bank status variable and control, which is a sub-dimension of psychological resilience.*

2.2. Research findings

The results of the analysis related to the scale used in the research are presented in Table 3.

Table 3: Exploratory Factor Analysis of Scale and Reliability Analysis Results

SCALE ITEMS	C ^{***}	SC ^{****}	C ^{*****}
C1. I think every new experience enriches my life.	0.656		
C2. I always prefer to try something new, albeit risky, instead of sticking to the same lifestyle.	0.687		
C3. Human learns from its mistakes and develops.	0.731		
C4. It's exciting for me to learn something about myself.	0.480		
C5. The expression of pain that does not kill me strengthens me.	0.958		
C6. I like trying new things.			
C7. I see important changes in my life as an opportunity for my personal development.	0.947		
SC8. I enjoy working very much.		0.735	
SC9. I feel life is becoming monotonous for me.		0.574	
SC10. By working hard I can always achieve my goal.		0.628	
SC11. I am deeply committed to my work / school / profession.		0.734	
SC12. I think there are some interesting and worthwhile things in my life.		0.691	
SC13. I regularly participates in the activities I enjoy.		0.678	
SC14. It's important to me that I have something to do.		0.721	
C15. I can take precautionary problems by anticipating.			0.575
C16. I believe that I can change my destiny.			0.666
C17. I always trust my judgments and decisions.			0.766
C18. I usually react greatly to the limitation of my personal freedoms.			0.532
C19. I'm annoyed when I have to get out of a program I've already done.			0.587
C20. What happens to me tomorrow depends on what I do today.			0.814
C21. I prefer to make a detailed plan when I start a new job / project / task.			0.882
Explained Variance (%)	73.712	68.016	68.910
Explained Total Variance (%)	72.367		
Kaiser – Meyer – Olkin (KMO) Test	0.693		
Barlett's Test of Sphericity	$\chi^2 = 778.220$; df=210 (p<0.000)		
Cronbach's Alpha	0.88		

*** Challenge
 **** Self-Commitment
 ***** Control

The Kaiser-Meyer-Olkin (KMO) value, which shows the suitability of the scale's data set for factor analysis, was 0.693. According to some researchers, if KMO value is between 0.5-1.0 says that the data set is suitable for factor analysis. In this case, the KMO value that calculated is acceptable. In addition, the overall Cronbach Alpha coefficient of the scale was calculated as 88.0%.

The t-test and ANOVA were used to determine the differences in the level of psychological resilience of bank employees according to demographic characteristics.

Table 4: Results of Independent Samples T-test According to Gender Variable

<i>Dimension</i>	<i>Group</i>	<i>N</i>	<i>X</i>	<i>SS</i>	<i>t</i>	<i>P</i>
<i>Challenge</i>	<i>Female</i>	19	2.172	0.614	0.834	0.408
	<i>Male</i>	36	2.015	0.688		
<i>Self-Commitment</i>	<i>Female</i>	19	1.804	0.513	0.967	0.338
	<i>Male</i>	36	1.654	0.562		
<i>Control</i>	<i>Female</i>	19	2.030	0.489	0.516	0.608
	<i>Male</i>	36	1.932	0.742		

* $p < 0,05$

When Table 4 is examined, it is determined that there is no significant difference between challenge, self-commitment and control, which are sub-dimensions of psychological resilience and gender variable ($p > 0.05$).

Table 5: Results of One-Way Anova Test According to Age Variable

<i>Dimension</i>	<i>Variance Source</i>	<i>SS</i>	<i>MS</i>	<i>F</i>	<i>P</i>
<i>Challenge</i>	Intergroup	4.678	1.169	3.072	0.024*
	In-group	19.031	0.381		
<i>Self-Commitment</i>	Intergroup	3.298	0.825	3.221	0.020*
	In-group	12.800	0.256		
<i>Control</i>	Intergroup	3.359	0.840	2.063	0.100
	In-group	20.354	0.407		

* $p < 0,05$

When Table 5 is examined, it is determined that there is significant difference between challenge and self-commitment which are sub-dimensions of psychological resilience and age variable ($p < 0,05$), however there is no significant difference with reference to control dimension ($p > 0.05$).

Table 6: Results of Independent Samples T-test According to Marital Status Variable

<i>Dimension</i>	<i>Group</i>	<i>N</i>	<i>X</i>	<i>SS</i>	<i>t</i>	<i>P</i>
<i>Challenge</i>	<i>Married</i>	37	2.011	0.696	-0.938	0.352
	<i>Single</i>	18	2.190	0.585		
<i>Self-Commitment</i>	<i>Married</i>	37	1.664	0.528	-0.823	0.414
	<i>Single</i>	18	1.793	0.586		
<i>Control</i>	<i>Married</i>	37	1.911	0.549	-0.881	0.382

<i>Single</i>	18	2.079	0.857
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* p<0,05

When Table 6 is examined, it is determined that there are no significant difference between challenge, self-commitment and control with marital status variable ($p>0.05$).

Table 7: Results of One-Way Anova Test According to Professional Time Variable

<i>Dimension</i>	<i>Variance Source</i>	<i>SS</i>	<i>MS</i>	<i>F</i>	<i>P</i>
<i>Challenge</i>	Intergroup	6.310	1.578	4.532	0.003*
	In-group	17.403	0.348		
<i>Self-Commitment</i>	Intergroup	1.616	0.404	0.915	0.463
	In-group	22.093	0.442		
<i>Control</i>	Intergroup	1.555	0.389	1.337	0.269
	In-group	14.543	0.291		

* p<0,05

When Table 7 is examined, it is determined that there is no significant difference between self-commitment and control with professional time variable ($p>0.05$). However, there is significant difference with challenge dimension ($p<0,05$).

Table 8: Results of Independent Samples T-test According to Bank Status Variable

<i>Dimension</i>	<i>Group</i>	<i>N</i>	<i>X</i>	<i>SS</i>	<i>t</i>	<i>P</i>
<i>Challenge</i>	<i>Private</i>	33	2.008	0.731	-0.840	0.404
	<i>Public</i>	22	2.162	0.547		
<i>Self-Commitment</i>	<i>Private</i>	33	1.627	0.538	-1.320	0.193
	<i>Public</i>	22	1.824	0.548		
<i>Control</i>	<i>Private</i>	33	1.800	0.485	-2.361	0.022*
	<i>Public</i>	22	2.214	0.813		

* p<0,05

When Table 8 is examined, it is determined that there is no significant difference between challenge and self-commitment with bank status variable ($p>0.05$). However, there is significant difference with reference to control dimension ($p<0,05$).

4. Conclusion

In this study, psychological resilience levels of bank employees were examined in terms of gender, age, marital status, professional time and bank status. When the analysis results are evaluated;

When the sub-dimensions of psychological resilience was evaluated in terms of gender variable, are not statistically significant difference. Accordingly, H_1 , H_2 and H_3 hypotheses are denied with $p= 0.408$, $p= 0.338$ and $p= 0.608$ values respectively. When the literature is examined, the results of the study are similar to those of Özer (2013), Aydın (2010), Bolat (2013) and Aydoğdu (2013). Again from the relevant literature, it is possible to mention the existence of studies on the determination of significant differences between the gender variable and sub-dimensions of psychological resilience (Bahadır, 2009; Açıkgöz, 2016; Sezgin, 2016; Kılıç, 2014). According to the results of this study, psychological status of

individuals is affected by factors such as traumatic events, negative living conditions, some health problems and social environment rather than gender variable.

When we look at whether there is any difference between sub-dimensions of psychological resilience in reference to age variable, it may be stated that while there are difference in challenge and self-commitment there is no difference in control. Accordingly, while H_4 and H_5 hypothesis were accepted and H_6 hypothesis was rejected ($p= 0.024$, $p= 0.020$, $p= 0.100$). The ability to challenge challenging living conditions develops with age and this increases the level of psychological resilience. As a result of the experience gained over the years, it is expected to deal effectively with the problems. Effective coping is considered the most important indicator of psychological resilience.

When we look at whether there is any difference between sub-dimensions of psychological resilience in reference to marital status variable, it may be stated that there is no difference in all three sub-dimensions. Accordingly, H_7 , H_8 and H_9 variables are denied with $p= 0.352$, $p= 0.414$ and $p= 0.382$ values respectively.

When it is examined whether there is a difference in psychological resilience according to the professional time, it can be said that there is only difference in the challenge sub-dimension ($p= 0.003$). As with the age variable, the experience gained over the years can be explained by dealing with problems effectively. Effective coping is considered the most important indicator of psychological resilience and this finding is consistent with the literature (Foklman and Lazarus, 1987).

Finally, when we look at the difference according to whether the bank is private or public, we can only say that the control sub-dimension differs. It is observed that state banks are more flexible, innovative, proactive, visionary, employee-oriented, open to development and learning than private banks.

The present study was carried out in only one province and time zone due to implementation difficulties, time and economic constraints. New studies to be carried out in different provinces and regions at different time intervals will provide new findings and it will help to develop perspectives.

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