

# SOCIAL SUPPORT AND PERSONALITY TRAIT AS FACTORS THAT AFFECT HAPPINESS LEVEL AMONG EMPLOYEE IN STATE ISLAMIC UNIVERSITY JAKARTA

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**Abstract:** In Indonesia, currently, we can conclude that more people have tendency to feel unhappy in their everyday life. Poverty was widespread, the weak economy and the lowest level of monthly income, high unemployment and terrorism were factors that interfere the community lately. There are so many factors that can affects happiness, one of them is the Personality Trait. One theory to measure the personality trait is the five-factor model, the grouping of individual personality arranged in five broad dimensions. In addition, other factors that might also affect the level of happiness are the influence of environmental or social support received by each individual. General social support can be obtained from a particular group or organization where the individuals involved, from the immediate family or from friends and companions.

The purpose of this study is to measure the effect of Personality Trait and Social Support in predicting Happiness Levels among employee in State Islamic University Jakarta, Indonesia. Furthermore, the selection of employees as a subject for this study would have a positive impact on the development of human resources at State Islamic University, Jakarta especially in giving more information about the personality trait of the employee and their happiness level which in turn could help the management in giving the best treatment to improve employee's performance.

This study will recruit 38 participants to answers questionnaires. The available data would be analyzed

using statistical approach in order to see the factors that might have bigger contribution to the happiness level among employee so the treatment can be more appropriate and effective.

**Keywords:** (Five Factor Model, Happiness, Personality Trait, Social Support)

## INTRODUCTION

How satisfied are you with your life today? In attempting to answer this question, we must introspect and reflect on what we feel in everyday life. A professor from the University of Minnesota surveyed millions of respondent to see their level of happiness, life satisfaction and subjective well being. From the research results obtained, he concluded that generally most people are at the stage of "moderately happy". He also concluded there was a group of people who are unhappy because the environment is not conducive or who are in a minority group (Carr, 2009).

Happiness is defined as a positive psychological condition which was characterized by high levels of life satisfaction, high levels of positive affect and low levels of negative affect (Carr, 2009). From the above definition, we can conclude that happy people are characterized by the emergence of positive emotions in every aspect of life. Happiness was also become an important focus in every aspect of human life, because by being happy someone will be more creative and productive and will likely have a longer life (Carr, 2009).

**Table 1:** Big Five Personality Trait (Pervin, 2005)

High Score Characteristic	Trait Scale	Low Score Characteristic
<i>Worrying, nervous, emotional, insecure, inadequate, hypochondriacal</i>	<i>Neuroticism</i>	<i>Calm, relaxed, unemotional, hardly, secure, self-satisfied</i>
<i>Sociable, active, talkative, person-oriented, optimistic, fun-loving, affectionate</i>	<i>Extraversion</i>	<i>Reserved, sober, unexuberant, aloof, task-oriented, retiring, quiet</i>
<i>Curious, broad interests, creative, original, imaginative, untraditional</i>	<i>Openness</i>	<i>Conventional, down-to-earth, narrow interests, unartistic, unanalytical</i>
<i>Soft-hearted, good, natured, trusting, helpful, forgiving, gullible, straightforward</i>	<i>Agreeableness</i>	<i>Cynical, rude, suspicious, uncooperative, vengeful, ruthless, irritable, manipulative</i>
<i>Organized, reliable, hard-working, self-disciplined, punctual, scrupulous, neat, ambitious, persevering</i>	<i>Conscientiousness</i>	<i>Aimless, unreliable, lazy, careless, lazy, negligent, weak-willed, hedonistic</i>

**Table 2:** Big Five Personality Traits Classification

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Consciousness	7	18.4	18.9	18.9
	Openness	3	7.9	8.1	27.0
	Agreeableness	5	13.2	13.5	40.5
	Extraversion	10	26.3	27.0	67.6
	Neuroticism	12	31.6	32.4	100.0
	Total	37	97.4	100.0	
Missing	System	1	2.6		
Total		38	100.0		

**Table 3:** Categorization of Happiness

Category	Total Score	Number of Subject	Percentage
High	118 – 156	11	28,9 %
Moderate	79 – 117	26	68,4 %
Low	39 – 78	1	2,7 %
	$\Sigma$	38	100%

There are so many factors that can affect a person's happiness level, one of them is the Personality Trait (Driener, et al, 1996). In the previous study found that happy people usually have an extrovert personality, optimistic, high self esteem and have an internal locus of control, on the contrary people who are unhappy tend to have high levels of neurotic trait. One theory for measuring the personality trait is a five-factor model, which groups the individual personalities arranged in five broad dimensions or factors or personality. These factors are: neuroticism, extraversion, openness to experience, agreeableness and conscientiousness (McCrae & Costa, 1999). This study says that the five dimensions can capture a wide variety of individual personality (Jang, McCrae, et al., 1998).

In addition, other factors that might also affect the level of happiness is the influence of environmental or social support that have been received by each individual. According to Sarafino, social support refers to the pleasure feeling of each individual since they received help and love from other people or groups (in Smet, 1994: 136). Moreover, social support can also be obtained from a particular group or organization where the individuals involved, from the family or even a friends and companions. Individual who are in the bonds of marriage, of course will feel happier than those who choose to be single and has no close friends. Based on such consideration, the authors are interested in doing a study "The Influence of personality traits and social support on levels of happiness at the Faculty of Psychology UIN Employees". The aim of this research was to see the personality trait and level of happiness of the employee. Therefore, the result could give additional information to the institution on how to treat them so they could improve the performance.

#### **METHODOLOGY**

These research applied quantitative approach by using multiple regression analysis to prove research hypothesis. This research takes subject with

characteristic as follows : all employee which registered as an employee in Faculty of Psychology including lecturer and all administration staff, above 20 years old and minimum graduated from the high school.

Data is collected through three questionnaire, *International Personality Item Pool NEO* (IPIP-NEO) from Lewis Goldberg to measure the big five personality trait, *The Revised Oxford Happiness Scale* and *Satisfaction with Life Scale* from Diener, et al to measure the level of happiness and Social Support Scale.

#### **RESULTS**

##### 3.1 Descriptive analysis.

In this study, we used the Big Five Personality scale in order to measure and get more information on what is dominant personality type of employees. Additionally, the score was obtained based on the factor scores of each personality. Hence we could conclude the frequency for people who have certain trait as described in Table 2.

The Tabel 2 showed that from the total data of respondents who can be counted was 38 respondents. Neurotic personality type is the most frequent among all employees with a frequency of 12 respondents (31.6%), then the second grade is extraversion trait with 10 respondents (26.3%), the third grade of type of personality is conscientiousness with 7 respondents (18.4%), and the fourth grade is agreeableness with five respondents (13.2%) and the last one is openness with three respondents (7.9%).

According to the tabel above, mostly the employee feels *moderately happy* (26 peoples = 68,4%).

##### 3.3 . Hypothetical tested

To see the effects of two independent variables (Big Five Personality Trait and Social Support) to Happiness, we used the multiple regression analysis. Tabel 4. Multiple Regression Analysis for Predicting the Impact of Personality Trait and Social Support to the level of Happiness

Tabel 4a  
F test  
ANOVA<sup>b</sup>

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	1107.432	6	221.486	2.947	.035 <sup>a</sup>
Residual	1653.321	22	75.151		
Total	2760.753	27			

a. Predictors: (Constant), Neuro, Agreeableness, Extraversion, Openness, Consciousness, Social Support

b. Dependent Variable: Happiness

Tabel 4 b

Model	R	R Square	Change Statistics				
			R Square Change	F Change	df1	df2	Sig. F Change
1	.487 <sup>a</sup>	.237	.237	7.761	1	25	.010
2	.600 <sup>b</sup>	.360	.123	4.613	1	24	.042
3	.600 <sup>c</sup>	.360	.000	.006	1	23	.939
4	.601 <sup>d</sup>	.362	.001	.050	1	22	.826
5	.640 <sup>e</sup>	.409	.048	1.697	1	21	.207
6	.656 <sup>f</sup>	.430	.021	.733	1	20	.402

According to the Multiple Regression Analysis, the research conclude some information : (1) Personality trait and Social Support give significant impact to the level of happiness among employee with F score; 2.947, df (6, 22) and  $p < 0.05$ . (2) The most significant trait taht giving significant impact for the variation of happiness level was Openness and Consciousness and other trait (Neuroticism, Agreeableness and Extraversion) still have an impact to the happiness level, yet their impact was not significant as well as social support. (3) Other conclusion also conducted from this research that mostly the employee have a neuroticism trait, yet they still feel moderately happy.

Different degrees of happiness in every people probably influence by their personality that already be settled since they were birth. In general, the human personality types are at moderate or intermediate level, only a few people who showed extreme scores in the specific personality trait. In western culture, happy people are they who have extrovert personality optimistic, have higher self-confidence and internal locus of control. This is in contrast with the results on this research, extrovert personality does not give a significant influence on the level of happiness. This was probably because different instrument with previous research. In addition a limited number of samples are also likely bring some impact to the variation obtained in this

study. Furthermore, the items on the scale of the NEO IPIP probably have different interpretations when being translate to sentences in Indonesian culture resulting in. Moreover, other result which was also contrary to previous findings is the trait neuroticism, which in previous studies, people who are unhappy in general have a high level in this trait. While in this study found that most of the study sample has a neuroticism trait, and they feel moderately happy. This conflicts probably due to social desirability so the respondents did not show his true self and tends to follow the prevailing norms in the community rather than describe his true personality. Furthermore, the instruments used to measure the feelings of happiness, just try to see someone experienced in the past week so it can not be known with certainty whether he feels happy during his life. Aside of that, cultural differences make people gave a different perception of the meaning of happiness.

Furthermore, the results above illustrate that social support was not a significant influence on a person's happiness level. This conclusion is in accordance with the theory advanced by Buss (2000) which suggests that up to now is still doubtful whether the environment can bring some impact on a person's happiness level. Sometimes, it is not enough that only supportive and conducive environment which could provide an opportunity for someone to develop their

ability in achieving happiness. People needs more than that. This statement concluded that individual happiness is determined by their own and did not depend on others.

#### RECOMMENDATION

Some recommendations also could gave from this research ; (A) For employees who have neuroticism trait should find their own way to reach their own happiness since the neurotic people tends to be more difficult to reach their happiness with their high level of anxiety. (B) For the institutions, by getting additional information regarding employee's trait, the institutions could provide training or career plan that is appropriate so that employees can work optimally.

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