# TABLE OF CONTENTS

## LIST OF TABLES

<table>
<thead>
<tr>
<th>TABLE</th>
<th>Page</th>
</tr>
</thead>
</table>

## CHAPTER ONE INTRODUCTION AND LITERATURE REVIEW

**INTRODUCTION**

1-1- Purpose of the Study

1-2- Research Problem and Questions

1-3- Significance of the Study

1-4- Definitions of the Key Terms

1-4-1- Bank Employees

1-4-2- Job Satisfaction

1-4-3- Organizational Commitment

1-4-4 Personality Type

1-4-5- Self-concept

1-5- Variable

**LITERATURE REVIEW**

1-6- Job Satisfaction Historical Overview

1-7- Definitions of Job Satisfaction

1-8- Theoretical Explanation of Job Satisfaction

1-8-1- Herzberg’s Two-Factor Theory of Job Satisfaction

1-8-2- Vroom’s Expectancy Theory

1-8-3- Work Adjustment Theory

1-8-4- Role Theory

1-8-5- Reference Group Theory

1-8-6- The Situational Theory

1-8-7- The Theory of Individual Differences

1-8-8- Need Theories

1-8-9- Cognitive Dissonance

1-8-10- Equity Theory and Cognitive Dissonance Theories

1-8-11- Locke’s Value Theory

1-8-12- Lawler’s Facet Satisfaction Model

1-8-13- Social Learning Theory

---

III
1-8-14-Theory X and Theory Y 26
1-8-15-Precipitating Factors of Job Satisfaction 27
1-9-Measurement of Job Satisfaction 28
1-10-Factors Determining of Job Satisfaction/Dissatisfaction 30
1-10-1-Age and Job Satisfaction 31
1-10-2-Gender and Job Satisfaction 34
1-10-3-Salary and Job Satisfaction 36
1-10-4-Job Tenure and Job Satisfaction 38
1-10-5-Education and Job Satisfaction 39
1-10-6-Job Position and Job Satisfaction 41
1-11-Organizational Commitment 41
1-12-Measurement of Organizational Commitment 49
1-13-Organizational Commitment and Job Satisfaction 50
1-14-Demographic Variables and Organizational Commitment 53
1-15-Personality Type 62
1-15-1-Type-A Behavior Pattern 66
1-15-2-Type-A Behavior and Job Stress 96
1-15-3-Measurement of Type-A Behavior Pattern 70
1-15-4-Type-B Personality 71
1-15-5-Type-D Personality 72
1-15-6-Type-E Personality 73
1-15-7-Type-T Personality 73
1-16-Personality Type and Job Satisfaction 73
1-17-The Conceptions of the Self 76
1-18-Distinctive Features of Self-Concept and Self-esteem 76
1-19-Historical Overview of Self-Concept Theory 77
1-20-The Multidimensional Model of Shavelson, Hubner and Stanton 79
2-17-The Re-birth of Multidimensional 81
1-21-Current Models of Self-Concept and the Marsh/Shavelson Model 82
1-22-The Self-Description Questionnaires 83
1-23-Self-Concept and Job Satisfaction 83