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**Personality characteristics of Christian counselors as a predictor
of job satisfaction**

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The University of Arizona, 1991

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Ann Arbor, MI 48106**



PERSONALITY CHARACTERISTICS OF CHRISTIAN
COUNSELORS AS A PREDICTOR OF JOB SATISFACTION

by
Kristin Kay Farris

A Thesis Submitted to the Faculty of the
SCHOOL OF FAMILY AND CONSUMER RESOURCES
In Partial fulfillment of the Requirements
For the Degree of
MASTER OF ARTS
WITH A MAJOR IN COUNSELING AND GUIDANCE
In the Graduate College
THE UNIVERSITY OF ARIZONA

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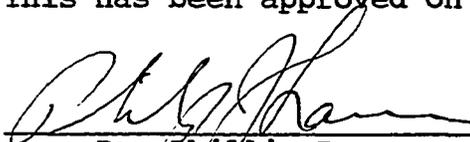
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ABSTRACT

This study examined the personality characteristics of Christian counselors and determined whether those characteristics could be employed to predict job satisfaction. The objectives of the study included determining if Christian counselors differ from the general population on any of the nine personality traits found in the Taylor-Johnson Temperament Analysis and determining if a correlation exists between the nine traits and reported job satisfaction. Data was collected from 51 self-identified Christian counselors from Arizona and California. The results indicate that Christian counselors are more expressive-responsive and less depressive and subjective than the general population. While those Christian counselors who indicated high job satisfaction tended to be less depressive and subjective and more expressive-responsive than those who indicated medium or low job satisfaction, it was shown that personality traits are not predictive of job satisfaction in Christian counselors.

CHAPTER 1

INTRODUCTION

Christian counseling is a new and fast-growing phenomenon in both the Christian and counseling worlds. As church membership grows and people's awareness of their emotional and psychological problems expands, church pastors are overwhelmed with the need of their congregations for counseling (Bufford & Buckler, 1987). Many Christians aren't satisfied with secular counseling in that it typically doesn't address their spiritual needs. These factors have led to the recent growth in Christian counseling practices and the need for more Christian counselors.

Researchers have suggested that religious workers differ from the general population in a number of personality characteristics. May (1967) found that religious people tend to display more neuroticism than the general population. Others have found that religious people tend to have a lower self-concept than do non-religious persons (Coyle & Edberg, 1969). One might infer that the personality of religious workers, specifically Christian counselors, might differ from the general population in similar ways.

Job satisfaction has been the subject of many investigations focusing on prediction and the relationship between satisfaction and demographic characteristics. Among these studies, relatively few investigated the relationship between personality characteristics and job satisfaction. No study reported to date has used Christian counselors as the population.

Rationale of the Study

The growing need for Christian counseling created a question concerning the characteristics of people who select Christian counseling as a career or ministry and how their traits compare to the norm group representing the general population. The results of this study contribute to the knowledge of those identifying themselves as Christian counselors.

Further, this study attempted to determine if the personality characteristics of Christian counselors are associated with job satisfaction. Counseling agency supervisors could benefit from the results of this study by understanding better factors associated with their employee's job satisfaction.

Questions to be Answered

Question 1: Do Christian counselors have personality traits that differ from a general norm group as measured by the Taylor-Johnson Temperament Analysis?

Question 2: Are Christian counselor's personality traits, as measured by the Taylor-Johnson Temperament Analysis, associated with the level of reported job satisfaction?

Definitions

Counselor: An individual who is professionally trained with either a Master's or Doctoral degree from an approved counseling or psychology program.

Christian: Those participants who endorsed the statement "I consider myself to be a Christian."

Christian Counseling: Those participants who endorsed the statement "I have used by Christian beliefs as a part of my practice" are considered to be practicing Christian Counseling.

The following are brief definitions of the personality constructs used by the TJTA (Taylor, 1984, pp. 7-10):

Depressive - pessimistic, discouraged, dejected;
Lighthearted - happy, cheerful, optimistic.

Active-Social - energetic, enthusiastic, socially involved; Quiet - socially inactive, lethargic, withdrawn.

Expressive-Responsive - spontaneous, affectionate, demonstrative; Inhibited - restrained, unresponsive, repressed.

Sympathetic - kind, understanding compassionate;
Indifferent - unsympathetic, insensitive, unfeeling.

Subjective - emotional, illogical, self-absorbed;
Objective - fair minded, reasonable, logical.

Dominant - confident, assertive, competitive;
Submissive - passive, compliant, dependent.

Hostile - critical, argumentative, punitive; Tolerant -
accepting, patient, humane.

Self-Disciplined - controlled, methodical, persevering;
Impulsive - Uncontrolled, disorganized, changeable.

Assumptions

For the purpose of this study, the following
assumptions were made:

1. The Christian counselors who volunteered to participate in this study are representative of other Christian counselors in Phoenix and Tucson, Arizona, and California where the sample was drawn.
2. The counselors that completed the questionnaire understood the questions and answered candidly to the best of their ability.

Summary

This chapter has attempted to demonstrate the importance of this present study. The need for further empirical study of Christian counselors has been demonstrated. It was pointed out that this study of the personality characteristics of christian counselors and how those characteristics impact job satisfaction has added to

the limited amount of literature in this area. Limitations, definition of terms, and assumptions were also explored.

CHAPTER 2

LITERATURE REVIEW

This chapter contains a review of the relevant literature divided into five sections: (1) Introduction, (2) Christian Counseling, (3) Job Satisfaction, (4) Characteristics of Counselors, and (5) Characteristics of Christian Counselors.

Introduction

In reviewing the literature on Christian counseling it becomes clear that little systematic study of practitioners has been reported, and that which has been done has been based on opinion or anecdotal report rather than empirical study. The review of literature included a number of searches through the available published articles recorded on the following CD ROM's: ERIC, Sociofile, and PsychLIT. The following words were used in the CD ROM searches: Christian, counseling, job satisfaction, counselor, personality, traits or characteristics, and Counselor-Characteristics. This search produced 42 articles, 16 of which had direct relevance to the study, 374 articles were found under the descriptor Counselor-Characteristics, with only 32 of those articles including specific personality traits as a variable. Of those 32 articles, six were found within the scope of this study. Other sources consulted

include: The Religious Index One; Periodicals, Index to Religious Periodicals Research, Infotrak, and the Psychological Abstracts.

Christian Counseling

Christian counseling is the process of helping persons with their problems in living within the context of the gospel of Jesus Christ (Strong, 1976). But why are Christian counselors necessary?

The pastoral staff at churches have often felt the need to be a "jack of all trades." In this situation it is not uncommon for 1% of the congregation to take 50% of the pastor's time (Bufford & Buckler, 1987). The difficult problems the parishioners present often go without satisfactory resolution and the pastor's time for other responsibilities has decreased. A trained Christian counselor can provide counseling services to all members of the congregation, leaving the pastoral staff free to handle their other responsibilities. People who come to their pastor are in most cases expecting an easy and quick nugget of Godly wisdom that will solve their problems. However, counseling that results in change takes time. The pastor cannot miraculously heal nor take the necessary time to bring healing to the people who need it (Krebs, 1980). King (1974) found that 27% of the evangelical Christians in his sample had suffered psychological problems, 59% (16% of the

sample population) had sought counseling from a source outside family or friends to help solve their problems, with 54% of these going to their pastor. Gurin, Veroff, and Feld, (1960) found that less than 1/5 of those who saw themselves as having psychological problems took these problems to mental health professionals. By contrast, more than 2/3 brought them to their clergy or physician.

In one study of Arizona Southern Baptist's views toward counseling in the church (Nichols, 1984) found that a majority of these church attenders believed very strongly that the church should sponsor trained counselors in order to help its members during troubled times. In a survey conducted by Morgan in 1982, churchgoers with mental health problems were much more likely to seek help from friends and clergy members than secular professional counselors. Morgan found that his sample preferred first the services of a friend, relative or someone in their church, and second a pastor or minister. Religiously affiliated professional counselors ranked third, with medical doctors and non-religiously affiliated mental health workers receiving the least endorsement.

Bufford and Buckler (1987) concluded in their study of mental health needs in the church, that God's call to love our neighbor as ourself includes concern for their mental health. They also describe the abundant life in Jesus found

in the Bible as the absence of fear, dread, worry, and despair, together with the presence of love, joy, and peace. The Bible states that Christians are to reflect Christ by teaching salvation, prayer, heaven, hell, spiritual growth, and the attributes of God. Jesus also spoke about practical issues such as marriage, parent-child relationships, and relationships between people. All of these are concerns that people bring into counseling (Collins, 1980). The need for Christian counselors is justified, although very little empirical research has been published about the Christian counselor or the career in Christian counseling.

Job Satisfaction

Job satisfaction has been the subject of many research projects, with a variety of results. Studies have shown the importance of job satisfaction in its relationship to job effectiveness. For counselors, job satisfaction could impact effectiveness as well as the quality of the counselor-client relationship (Wertz, Sorenson, & Heeron, 1988). Wiggins (1984) felt that it is important to look at factors other than salary, benefits and external working conditions when studying the sources of job satisfaction.

King, Murray, and Atkinson (1982) found that job satisfaction is correlated with satisfaction in other areas as well as with general life satisfaction. In the same study, it was found that workers with college degrees were

found to be slightly more satisfied with their jobs than those with only some college. An assessment of psychological needs, usually based on Maslow's (1954) Motivational Personality Theory, has not shown much utility in understanding job satisfaction. Instead, it was found that personality variables show a much stronger association to job satisfaction (King, Murray, & Atkinson, 1982), indicating that a comprehensive model of work satisfaction must consider individual personality. Carlson (1985) found, in a study of personality characteristics and job satisfaction, a significant negative correlation between the level of job satisfaction and the measures on the personality constructs of depression and subjectivity on the Taylor Johnson Temperament Analysis. Research has also shown that job satisfaction impacts the effectiveness counselors have in their practice. Wiggins and Moody (1983) found that those counselors who rated low in effectiveness indicated unhappiness with their job.

Among the limited research in the area of personality characteristics and job satisfaction, Wertz, Sorenson, and Heeron (1988) found that most personal and professional characteristics of counselors were not associated with levels of satisfaction or dissatisfaction with professional-client interactions. These researchers concluded that the only counselor characteristics, aside from medical

specialty, that were associated with higher levels of satisfaction were the counselor's clinical training in counseling, the number of hours per week spent in counseling, and the total number of hours per week spent in professional activities.

By contrast, Jaeger and Tesh (1989) found that the most frequently cited sources of professional satisfaction for counselors were: aspects of work itself, achievement, and recognition. The most frequently cited sources of professional dissatisfaction were: aspects of work itself, status (or lack thereof), achievement (or lack thereof), salary (or lack thereof), and responsibility. Specific examples of the work itself frequently cited as a source of professional satisfaction were: working with people, helping people, and promoting growth. The specific aspect of work itself most frequently cited as a source of dissatisfaction was record keeping. In the same study, it was found that 72.5% of counselors consider themselves to be very satisfied with their choice of profession, 21.6% report that they are somewhat satisfied, 4.6% report that they are somewhat dissatisfied, and 1% report that they are very dissatisfied.

Wiggins and Weslander (1986) concluded in their study that low job satisfaction scores for a counselor rated as ineffective were highly correlated to low self-esteem

scores. Low self-esteem may be indicated on the TJTA by elevated depressive and subjective scores.

The level of satisfaction reported after a professional-client interaction, and the factors related to satisfaction, could provide important insights for professionals in their work with clients (Wertz, Sorenson, & Heeron, 1988).

Characteristics of Counselors

Much of the literature in the field of counselor education for the past 20 years has been directed toward the isolation of personal characteristics that are thought to correlate with counselor effectiveness. In recent years, the importance of counselors' beliefs and behaviors has been stressed (Corey, 1991). Many studies that target the characteristics of counselors focus on the importance of the counselor's self-analysis and the development of the positive characteristics they encourage in their clients. If the desired outcome for counseling is to help clients reach their potential, then perhaps that should be the goal for counselors also.

Corey (1991) claims to have isolated the personal qualities and characteristics of a counselor who is therapeutic. These qualities are as follows:

1. They have an identity.
2. They respect and appreciate themselves.

3. They are able to recognize and accept their own power.
4. They are open to change.
5. They are expanding their awareness of self and others.
6. They are willing to tolerate ambiguity.
7. They are developing their own counseling style.
8. They can experience and know the world of the client, yet their empathy is nonresponsive.
9. They feel alive, and their choices are life oriented.
10. They are authentic, sincere, and honest.
11. They have a sense of humor.
12. They make mistakes and are willing to admit them.
13. They generally live in the present.
14. They appreciate the influence of culture.
15. They are able to reinvent themselves.
16. They are making choices that shape their life.
17. They have a sincere interest in the welfare of others.
18. They become deeply involved in their work and derive meaning from it (pp. 13-15).

Peterson and Nisenholz (1987) add to this list a high energy level, risk-taking ability, spontaneity, the quality of detachment, high ethnics, and the "mystic experience" described as "awe and wonder with feelings of limitless horizons opening up. . ." (p. 7).

Helpers are described by Egan (1982) as having basic intelligence, common sense, and social intelligence. They are comfortable in one-to-one situations, they can handle crises, and they explore their own behavior and know who they are.

The Counselor Competency Behavioral Rating Scale (Vriend, & Dyer, 1988) rates the counselor based on skills and characteristics which include being encouraging and supportive, being confrontational when appropriate, and being able to relate to the client nonverbally.

Wiggins and Moody (1983) used the vocational Preference Inventory and found substantial correlations between high Social and Artistic scores and high counselor effectiveness in the same study, it was concluded that "tested personality characteristics were correlationally predictive of rated effectiveness" (p. 260). Holland (1977) determined the personality characteristics of various occupations and described them in terms of an environmental code. The codes for successful counselors include Social, Artistic, and

Enterprising. Holland also found that ineffective counselors have high Realistic and Conventional scores.

In a subjective report on the status of the counselor, J. C. Wynn (1987) concluded that counselors tend to be less disturbed than the people they see in counseling. Wynn also stated that counselors gain greatly from self-understanding, including introspection into personal character traits.

In a study of personality traits and counselor effectiveness, Ritter (1984) found inconclusive results. Ritter concluded that there should be a closer look at the continued use of singular methods of assessment of both personality characteristics and counselor effectiveness.

Most researchers are in agreement that self-understanding is an important characteristic for counselors as well as social interest and a willingness to work toward those characteristics which are considered desirable. The lists of positive counselor characteristics are often the result of anecdotal report and reflect the author's values; however, empirical study to some degree supports the authors' assumptions.

Characteristics of Christian Counselors

No research reports were found directly describing desirable characteristics of Christian counselors. Several were found using "religious persons" as a sample, and as seen previously, many were found comparing a general

population of counselors' characteristics to job effectiveness.

In a Christian counseling text, Meier, Minirth and Wichern (1982) describe a wise Christian counselor as one who is in pursuit of God, knows God's Word in a living way, knows the importance of prayer, values fellowship with godly people, and shares the Work of God. In the same text, the authors describe the qualities essential in a Christian counselor as follows:

1. An accepting attitude.
2. Good listening skills.
3. Knowledge of proper technique.
4. Appropriate use of Scripture and prayer.
5. Personal approach.
6. Unshockable response.
7. Confidence.
8. Sense of humor (p. 297).

In a study comparing religious to non-religious people, Rokeach (1960) found religious people to be more tense. This characteristic would be indicated by a high score on the nervous/composed construct on the Taylor Johnson Temperament Analysis (TJTA). Two studies (Marnell, 1967; Weima, 1965) found religious people to be less tolerant which might be indicated by a low score on the hostile/tolerant construct on the TJTA. Repressed feelings

of anger were found among religious persons by Coyle and Friedberg (1969) which might be indicated by a high score on the hostile/tolerant construct, and inadequacy was found by the major complaint of religious leaders by Elison and Mattila (1983) which might be indicated by a high score on the subjective/objective construct coupled with a low score on the dominant/submissive construct.

In a study of the personality characteristics of Christian workers, Carlson (1985) used the TTTA to compare religious broadcast employees to a norm group and found that female employees were significantly more depressed, sympathetic, and subjective, and significantly less dominant and hostile. In the same study, it was concluded that male employees were significantly more hostile and self-disciplined than the general population.

In describing Christian counseling, Strong (1977) asserts that the counselor must responsibly love the client. The counselor must fully value the client's person and be anguished by the client's sins. The counselor must be what he expects the clients to become. This emphasizes the importance of modeling in counseling. Christian counselors must be forgiving if they ask their clients to forgive, they must behave in counseling sessions and elsewhere in the same way they urge their clients to behave, and they must see God as being in control, not themselves (Strong, 1977).

Summary

The importance of personality assessments of counselors has been shown by Wiggins (1984) who recommends that an evaluation of personal aspects be included in the hiring and placement of counselors, and by Mahon and Altman (1977), who referred to the many skills training programs available and stated that the "personal qualities underlying an unifying 'skills' need as much or more emphasis on the skills themselves" (p. 49).

In summary, it appears that ideal counselor characteristics include self-awareness, empathy, high ethical values, an ability to admit mistakes and face weak areas, and a desire to grow. Although, in the past, Christians have been found to differ with the general population, many of the same characteristics are found to be desirable in Christian Counselors.

CHAPTER 3

RESEARCH METHODOLOGY

This chapter presents the methods and procedures of the study in six sections: (1) Description of the Participants, (2) Description of the Norm Groups, (3) Description of the Instrument, (4) Validity and Reliability, (5) Description of the Procedure, and (6) Treatment of the Data.

Description of the Participants

The participants in this study are self-identified Christian counselors in Phoenix and Tucson, Arizona, as well as the state of California, who use Christianity as a part of their counseling practice. The sample in Tucson, Arizona was derived from the phone book and from referrals from other Christian counselors. The sample from Phoenix, Arizona and California was formed by a random selection of entries from the directory of the Christian Association of Psychological Studies. All of the participants are volunteers.

Description of the Norm Group

The Taylor Johnson Temperament Analysis used a general population from which their norms were established, which consisted of 2,316 males and 1,626 females. The mean age for males is 38.40 with a standard deviation of 12.2 years. The mean age for females is 36.32 years with a standard

deviation of 12.03 years. To establish a norm group for the TJTA, a total of 100 men and 100 women were selected at random. The mean age for females in this norm group is 40.3 years with a standard deviation of 10.19 years. The mean age for males in this norm group is 40.1 with a standard deviation of 10.29 years. The sample, drawn in 1984, included persons from a variety of occupations and different educational levels, as well as persons from all over the country (Taylor, 1984).

Description of the Instrument

Two instruments were used in this study. They were the Taylor Johnson Temperament Analysis (TJTA) and the Personal Information Questionnaire (see Appendix A), which includes a job satisfaction scale.

The job satisfaction scale is an instrument that permitted the respondents to subjectively rate current levels of job satisfaction. A five-point Likert type scale was used to measure the level of job satisfaction. For purposes of tabulation and scoring, a numerical value was assigned to each of the possible alternatives. In the development of this scale, Likert (1932) commented that "if five alternatives have been used, it is necessary to assign values from one to five with the three assigned to the

undecided position. The 1 end is assigned to one extreme of the attitude continuum and the 5 end to the other" (p. 46).

For the purposes of this study, the alternatives were assigned the following values: "1" - Not Satisfied; "2" - Only Slightly Satisfied; "3" - Satisfied; "4" Very Satisfied; "5" - Extremely Satisfied. The same categories can be found in a study by Mount (1984) investigating managerial career stage and facets of job satisfaction, and Carlson (1985) investigating Christian broadcast employees job satisfaction.

The TJTA measures personality variables which effect personal, social, marital, parental, family, and scholastic adjustment. The respondent achieves a score on a continuum for each of nine traits:

1. - nervous/composed;
2. - depressed/lighthearted;
3. - social/quiet;
4. - expressive-responsive/inhibited;
5. - sympathetic/indifferent;
6. - subjective/objective;
7. - dominant/submissive;
8. - hostile/tolerant;
9. - self-disciplined/impulsive.

The TJTA was constructed to provide a measurement of the respondent's feelings about himself or herself at the time the individual answered the questions.

The Personal Information Questionnaire was created to collect pertinent demographic information such as birth date, sex, length of employment, and level of education.

Validity and Reliability

The construct validity of the Taylor Johnson Temperament Analysis was established through correlation of the TJTA scores with the scores on the Minnesota Multiphasic Personality Inventory (MMPI) and with the 16 Personality Factor (16PF). Taylor (1984) states "The internal consistency of the nine scales was estimated by split-half and analysis of variance techniques" (p. 19). The resulting reliability ranges from .71 to .90 for males and .66 to .87 for females (see Table 1).

Description of the Procedure

1. A list of Christian counselors in Tucson, Arizona was compiled from the phone book and referrals from Christian counselors. Additional counselors were selected randomly from the Phoenix, Arizona and California sections of the Christian Association of Psychological Studies directory (CAPS, 1990).

2. The individual counselors in Tucson, Arizona were initially contacted by phone to establish the likelihood of

Table 1. Split-half reliability coefficients from the Taylor-Johnson Temperament Analysis manual.

Males (n=477)					
Scale	First Half		Second Half		Corrected Correlation
	Mean	S. D.	Mean	S. D.	
A	5.2	4.3	3.1	3.7	0.85
B	5.2	3.9	5.2	3.9	0.9
C	13.6	4.4	13.3	3.5	0.81
D	14.7	3.9	13	3.5	0.77
E	14.1	3.1	16.2	3.3	0.73
F	5.7	3.5	4.9	3.8	0.71
G	12.	3.5	13	3.7	0.72
H	5.6	4.2	5.2	3.7	0.82
I	13.7	4.4	10.8	4.6	0.82

Females (n=661)					
Scale	First Half		Second Half		Corrected Correlation
	Mean	S. D.	Mean	S. D.	
A	5.8	4.6	3.6	3.9	0.87
B	5.8	3.9	5.4	4.1	0.79
C	14.4	4.1	13.5	3.2	0.74
D	15.7	3.5	13.4	3.3	0.72
E	15.6	2.8	17.6	2.7	0.65
F	6.1	3.8	5.6	4	0.77
G	10.3	3.8	10.7	4.2	0.76
H	4.6	3.9	4.6	3.4	0.75
I	14	4.2	11	4.6	0.83

Taylor-Johnson Temperament Analysis Manual, 1968

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participation. The counselors in Phoenix, Arizona and California were mailed kits (described below) directly, without prior contact.

3. Kits were constructed and mailed to each volunteer. The kits included a TJTA, and a Personal Information Questionnaire as well as a letter including instructions on filling out the instruments, deadline dates, and collection procedures.

Treatment of Data

The information collected from the Personal Data Sheet was subjected to the following statistical analysis yielding the following statistics as appropriate: frequency, range, mean, and standard deviation (see Table 2).

Scores on variables related to the first research question were subjected to t-tests for independent samples. T-tests for males and females were compiled separately.

Scores on variables pertinent to the second research question was subjected to a one-way analysis of variance using scaled scores from the TJTA as dependent measures with low versus high job satisfaction as the independent measure and a Pearson r correlation coefficient.

Table 2. Distribution of Demographics.

Demographics	Frequency	Range	Mean	Standard Deviation
Male	25			
Female	26			
Age (years)		26 to 80	44	11
20 - 30	4			
31 - 40	15			
41 - 50	22			
51 - 60	4			
61 - 70	5			
71 - 80	1			
Degree				
Master's	41			
Doctorate	10			
Employment Status				
Part-time	31			
Full-time	20			
Length of Employment (years)		1 to 38	9	7.5
0 to 5	19			
6 to 10	15			
11 to 15	10			
16 to 20	5			
21 to 25	1			
26 to 30	0			
31 to 35	0			
35 to 40	1			

CHAPTER 4

RESULTS AND DISCUSSION

This study attempted to compare the personality characteristics of one sample of Christian counselors to a general population norm group. Further, this study has attempted to determine which personality characteristics are associated with job satisfaction.

A review of the results obtained from the study is presented below.

The Sample

The sample that was contacted for participation in this study included self-identified Christian counselors in Tucson, Arizona, found by word of mouth and the phone book. The Christian counselors in Phoenix, Arizona and California were picked at random from membership listings in the Christian Association for Psychological Studies directory. The contact group consisted of 32 from Tucson, 6 from Phoenix, and 77 from California. Of the 115 Christian counselors that were contacted through the mail, 53 responded. Two of the responses were not usable. Because of confidentiality, the returned instruments were not identified. Therefore, a breakdown of return rates by location is not possible.

The final sample group included 51 respondents, 26 females (51%) and 25 males (49%). Ages ranged from 26-67 years for the male population, with a mean age of 41.7, and from 26-80 years for the female population, with a mean age of 47.1 (see Figure 1). Respondents identified themselves as having the following degrees: 41 Master's degrees (80.4%) and 10 Doctoral degrees (19.6%). Length of time employed in the counseling field ranged from 1-38 years with a mean of 9 years (Figure 2). Within the sample, 31 participants reported working fulltime and 20 reported working part-time (see Table 2).

Question One

The first question asked if Christian counselors have personality traits that differ from a norm group as measured by the TJTA. The sample was divided into male and female scores in order to compare the means and standard deviations by use of a t-test. The resulting scores were then compared to those of the norm group. Table 3 reports the results of the t-test for the male sample and Table 4 reports the results of the t-test for the female sample.

When comparing the means for the males, a significant difference at the .05 level was found on five of the nine subscales of the TJTA. The subscales that showed a

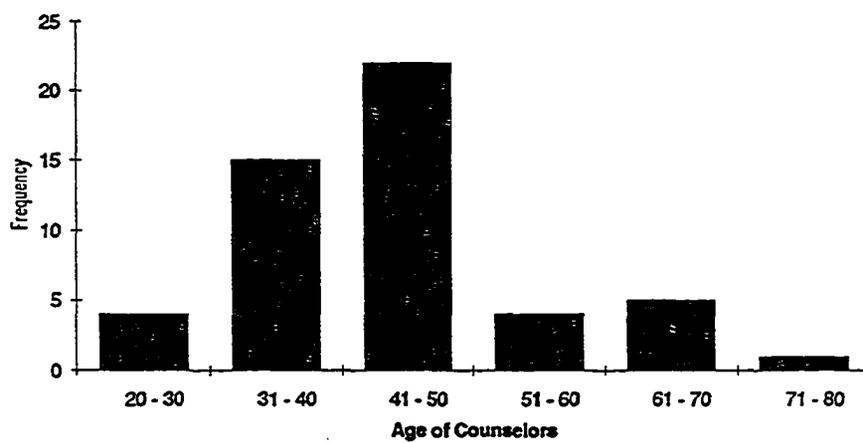


Figure 1. Distribution of Age.

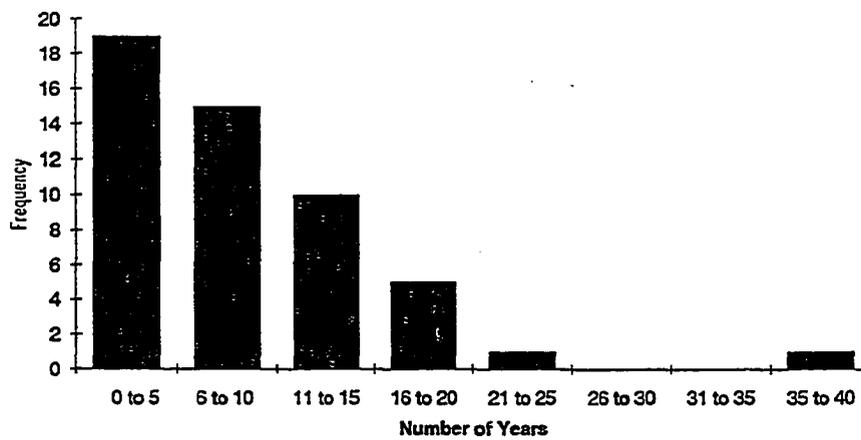


Figure 2. Distribution of Years in Counseling.

Table 3. T-Test for Male Population.

Trait	Sample Population (N=25)		General Population (N=100)		T-test
	Mean	St. Dev.	Mean	St. Dev.	
Nervous	8.2	6.20	9.84	7.61	1.13
Depressive	5.4	6.03	9.56	9.56	2.7*
Active-Social	28.56	6.41	25.37	8.54	2.07*
Expressive- Responsive	33.36	4.23	27.96	9.14	4.34*
Sympathetic	33.26	3.25	30.71	6.89	2.59*
Subjective	6.88	4.28	9.97	7.24	2.76*
Dominant	28.48	5.43	23.61	7.77	3.65*
Hostile	9.48	5.33	9.42	7.27	0.05
Self-Disciplined	28.92	7.54	25.83	8.43	1.79

Note: degrees of freedom = 24

T-test results shown in absolute values.

p = 0.05

* t for significance = 2.064

Table 4. T-Test for Female Population.

Trait	Sample Population (N=26)		General Population (N=100)		T-test
	Mean	St. Dev.	Mean	St. Dev.	
Nervous	5.69	5.50	12.48	8.94	4.84*
Depressive	4.27	5.91	11.87	9.45	5.08*
Active-Social	30.08	6.07	26.86	6.79	2.35*
Expressive- Responsive	36.46	2.85	31.83	7.01	5.07*
Sympathetic	34.19	3.23	32.98	5.21	1.08
Subjective	5.73	4.88	11.15	7.74	4.04*
Dominant	25.42	5.54	22.23	7	2.47*
Hostile	5.04	4.78	10.64	7.93	4.56*
Self-Disciplined	29.69	4.64	24.09	8.29	4.55*

Note: degrees of freedom = 25

T-test results shown in absolute values.

p = 0.05

* t for significance = 2.060

significant difference are as follows: Depressive (T = 2.70); Sympathetic (T = 2.59); Expressive-Responsive (T = 4.34); Subjective (T = 2.76); and Dominant (T = 3.65). The means of the male sample were significantly higher than the male norms, on the Expressive-Responsive, Sympathetic, and Dominant measures, and significantly lower on the subjective, and Depressive measures. Thus, male Christian counselors appear to differ from the male general population in some traits in a positive direction and in one trait in a negative direction.

When comparing the means for the females, a significant difference at the .05 level was found on six of the nine subscales of the TJTA. The subscales that showed a significant difference are as follows: Nervous (T = 4.84); Depressive (T = 5.08); Expressive-Responsive (T = 5.07); Subjective (T = 4.04); Hostile (T = 4.56); and Self-Disciplined (T = 4.55). The means of the female sample were significantly higher on the Expressive-Responsive and Self-Disciplined measures, and significantly lower on the Nervous, Depressive, Subjective, and Hostile measures. Thus, the female Christian counselors appear to differ from the female general population in many traits in a positive direction.

In summary, the results show that there are significant differences between the sample of Christian counselors and

the general norm group. According to the t-test, the male sample group differs on six of the nine constructs and the female sample group differs on eight of the nine constructs. The sample group as a whole appears to be less depressive and subjective, and more active-social, expressive-responsive, and dominant than the general population.

Question Two

The second question asked if Christian counselors personality traits, as measured by the TJTA, are associated with the level of reported job satisfaction. The five points on the job satisfaction scale were: Not satisfied (1), Only Slightly Satisfied (2), Satisfied (3), Very Satisfied (4), and Extremely Satisfied (5). For the purposes of this analysis, the respondents who marked Not Satisfied, Only Slightly Satisfied, Satisfied, and Very Satisfied on the job satisfaction scale were considered as "Low" job satisfaction (n=35). The respondents who marked Extremely Satisfied on the job satisfaction scale were considered as having "High" job satisfaction (n=16).

The data related to the second question was subjected to a One-way Analysis of Variance using scaled scores as the dependent measures with Low Satisfaction and High Satisfaction as the independent measures and a Pearson r correlation coefficient using the raw scores from the

indication of job satisfaction. Table 5 shows the results of the analysis of variance. There was a significant difference at the .05 level between the means of the two groups on one of the nine subscales: Depressive ($F = 3.43$). The results show that on the depressive scale, the mean increases as the job satisfaction decreases, indicating that those respondents who were in the High Satisfaction group had a lower Depressive mean than the Low group. The scores of the respondents that indicated their job satisfaction on the Likert scale were subjected to a Pearson r correlation coefficient. Table 6 shows the results of the correlation. No significant correlation was found between any of the nine personality traits and the reported job satisfaction.

The findings reveal that while those who indicated High job satisfaction had lower depressive mean than those who indicated the Low job satisfaction, the personality traits of Christian counselors as described by the TJTA cannot be used as a predictor of job satisfaction.

Table 5. One-way ANOVA for Job Satisfaction.

Trait	High Satisfaction n=16		Low Satisfaction n=35		F ratio
	AVG	S.D.	AVG	S.D.	
Nervous	4.94	5.51	7.83	5.98	1.32
Depressive	1.75	2.29	6.23	6.56	3.43*
Active-Social	30.75	5.66	28.69	6.44	0.59
Expressive- Responsive	36.31	3.22	34.31	4.04	1.48
Sympathetic	35.25	3.89	32.97	2.67	2.91
Subjective	5.00	2.71	6.89	5.15	0.93
Dominant	27.25	5.04	26.77	5.97	0.04
Hostile	5.44	5.21	8.03	5.49	1.24
Self-Disciplined	30.88	4.67	28.60	6.70	0.74

F ratio calculated for $p=0.05$. *F ratio required for significance = 3.20.
 Degrees of freedom = 48 within cells
 Degrees of freedom = 2 between cells

Table 6. Pearson r Correlation for Job Satisfaction.

Trait	Pearson r
Nervous	-0.17
Depressive	0.15
Active-Social	-0.04
Expressive- Responsive	-0.17
Sympathetic	0.12
Subjective	0.14
Dominant	-0.25
Hostile	-0.09
Self-Disciplined	-0.12

F ratio calculated for $p=0.05$. *r required for significance > 0.2732
Degrees of freedom = 50.

CHAPTER 5
SUMMARY, CONCLUSIONS, IMPLICATIONS,
AND RECOMMENDATIONS

While much has been written about the characteristics of counselors, the bulk of the research has been limited to how characteristics correlate with counselor effectiveness (Ritter, 1984; Wiggins & Moody, 1983; Wiggins & Weslander, 1986).

The need to correlate personality characteristics and job satisfaction was recognized by King, Murray, and Atkinson (1982) who stated in reference to their study that clearly the most important finding is the strong relationship between job satisfaction and personality variables. Yet, in review of the literature, very few studies were found examining the association between the personality characteristics of counselors and their job satisfaction.

Summary

The purpose of this study was to answer the following questions: Do Christian counselors have personality traits that differ from a norm group as measured by the Taylor-Johnson Temperament Analysis and Are Christian counselor's

personality traits, as measured by the Taylor Johnson Temperament Analysis, associated with the level of reported job satisfaction?

Conclusions

The statistical methods used were Frequency Distribution, t-test, ANOVA, and the Pearson r correlation coefficient. The conclusions from these methods are as follows:

1. Female Christian Counselors are significantly more expressive-responsive and self-disciplined when compared to the norm group.
 2. Female christian counselors are significantly less nervous, depressive, subjective, and hostile when compared to the norm group.
 3. Male Christian counselors are significantly more expressive-responsive, dominant, and sympathetic when compared to the norm group.
 4. Male Christian counselors are significantly less depressive and subjective when compared to the norm group.
 5. The Depressive trait decreases with higher job satisfaction.
 6. There was no significant correlation between any of the nine personality characteristics and the reported level of job satisfaction.
-

Implications

The results of this study appear to conflict with earlier findings regarding the personality characteristics of "religious persons" in relation to the general population. Coyle and Edberg (1969) found that religious persons have a lower self-concept than do non-religious persons. However, according to the results of the analysis of the sample, these Christian counselors can be described as more lighthearted, expressive, responsive, and objective than the general population.

For the female sample, having lower means in the areas of depression, nervousness, subjectivity, and hostility would be desirable in a counselor, as well as higher means in the areas of expression, responsiveness and self-discipline. These characteristics can be found in several descriptions of the "ideal" counselor (Corey, 1991; Egan, 1982; Peterson & Nisenholz, 1987).

For the male counselor, having lower means in the areas of depression and being subjective would be desirable in a counselor, as well as the higher means in the areas of expression and sympathy. The male sample had a higher mean in the area of dominance which creates the potential of a negative impact on the counseling relationship. In a description of effective counseling, Vriend and Dyer (1988) state that the counselor serves the client and that

"anything that goes on for the sake of the counselor is not counseling, is unethical, and nonproductive and has the capacity to be destructive to the client in some ways" (p. 18). Dominance in the counselor may result in this effect. According to the TJTA description of the dominance construct, a high score may also indicate that Christian counselors are more assertive and less passive. An awareness of this trait within the community of Christian counselors may encourage the male Christian counselors to seek out this trait within themselves and recognize how it may be effecting the counseling relationship.

The results also support the hypothesis of King, Murray, and Atkinson (1982) that personality variables, specifically shown here to be depression, show a strong association to job satisfaction. These findings also support Wiggin's and Weslander's (1986) conclusion that low job satisfaction scores may indicate low self-esteem, which would result in elevated depressive scores on the TJTA.

Christian counseling center's supervisors should take special note of the relationship between several of the traits and the level of reported job satisfaction. A supervisor can use the TJTA as a tool in assessing a potential employee's personality strengths and weaknesses in relation to the counselor role and may be better prepared to make an informed decision about the potential employee's

future as a counselor. It is important to note that the TJTA was not designed as a predictive measure.

Limitations

The generalizability of these results are clearly limited. The sample group was mostly composed of members of a Christian counselor's organization and limited to Arizona and California. In addition, the sample size was small, which also limits its generalizability.

Recommendations for Further Study

In an attempt to answer the primary questions of this study, additional questions have been raised that go beyond the scope of this project. Further research in the following areas is recommended:

1. In order to determine the bias of the TJTA, investigate if the results would be significantly different if the same research design was used with the MMPI, 16PF or Meyers-Briggs.
2. Investigate how secular counselors and Christian counselors compare on an assessment of personality characteristics in order to determine whether the outcome is a result of being Christian or a counselor.
3. Because of the abundance of reports on job satisfaction and job effectiveness, analyze whether job satisfaction is a function of personality.

4. Determine if counselors with varying specialties differ on an assessment of personality characteristics.

5. Investigate if there are pre-existing personality characteristics that may cause someone to choose counseling that may influence the results of a personality assessment.

6. Determine how a Christian counselor's level of "religious commitment" correlates with certain personality traits and job satisfaction.

7. Research the possibility that a Christian counselor's level of "success" correlates with certain personality traits.

8. Because of the lack of empirical data in this area, determines the desirable personality characteristics for Christian counselors.

APPENDIX A
PERSONALITY INFORMATION QUESTIONNAIRE

School of Family and Consumer Resources
Division of Educational and Professional Studies

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Tucson, Arizona 85721

THE PERSONALITY CHARACTERISTICS OF CHRISTIAN COUNSELORS
AS A PREDICTOR OF JOB SATISFACTION

The Purpose of this study is to identify the personality characteristics of Christian counselors and determine if they impact on job satisfaction. In light of the relatively small population of Christian counselors, your participation in this study would be greatly appreciated.

By filling out these instruments, you are volunteering your participation. To ensure confidentiality, please do not write your name or place any identifying marks on the booklet or answer sheets. It will take you approximately 20 minutes to complete. Please answer honestly and to the best of your ability.

When you are finished, Please seal your booklet and answer sheets in the envelope provided and mail before Feb. 22.

Please answer the following:

Birth date: ____ - ____ - ____

Circle one: Male Female

Highest degree earned: _____

Circle one: Full time Part time _____ (avg. hours/week)

Length of Employment as a counselor: _____

I consider myself to be a Christian: Yes No

I have used my Christian beliefs as a part of my practice: Yes No

Please circle the number below that most accurately represents your overall (average over a six month period) level of job satisfaction. Job satisfaction is here defined as: "The level of pleasure, contentment, and sense of accomplishment felt in relation to one's job responsibility and overall working relationships".

1	2	3	4	5
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Not	Only Slightly	Satisfied	Very	Extremely
Satisfied	Satisfied		Satisfied	Satisfied

School of Renewable Natural Resources

College of Agriculture

School of Family and Consumer Resources

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