
HOW DOES A TELEWORKING ENVIRONMENT AFFECT THE RELATIONSHIP BETWEEN PERSONALITY, WELL-BEING, AND GRATITUDE?

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Abstract

Teleworking or remote work refers to working remotely, from a distance, using information technology to communicate and collaborate with colleagues, superiors, or clients. In such a case, the home or a place other than the office becomes the main workplace, and teleworkers can even work outside certain working hours (Chow et al., 2022). Teleworking increased during the COVID-19 pandemic and continues to be a major working practice at a higher rate than before the pandemic. Over the past three years, employees have engaged in various forms, types, and extents of telework (Zaidi & Ali, 2020). Experiences with telework have had both positive and negative effects on employees' well-being (Pathak et al., 2021; Antunes et al., 2022). Personality traits also appear to play a significant role in employee engagement in a telework environment (Clark et al., 2012). In addition, another important factor, gratitude, is considered to be a crucial predictor of positive subjective

well-being (SWB) in the work context (Datu et al., 2022; Aghababaei & Farahani, 2011; Cortini et al., 2019; Anderson et al., 2015; Badri et al., 2022; Ziskis, 2010). To this end, the present study examined the relationship between Big Five personality traits and teleworkers' well-being as well as their direct and indirect effects on gratitude.

Following the identification of the research's objective and assessment of its complexity, an online quantitative survey research was undertaken during the second wave of COVID-19 (February 2021–April 2021). A 58-item questionnaire with a 5-point Likert scale was utilized, to examine the relationships between the variables. A total of 230 teleworkers took part in this research. A path analysis was conducted to test the relationships among variables. The path model that tests the interactions between the variables is shown in the following figure (Tsaknis et al., 2022).

Figure 1. Model diagram

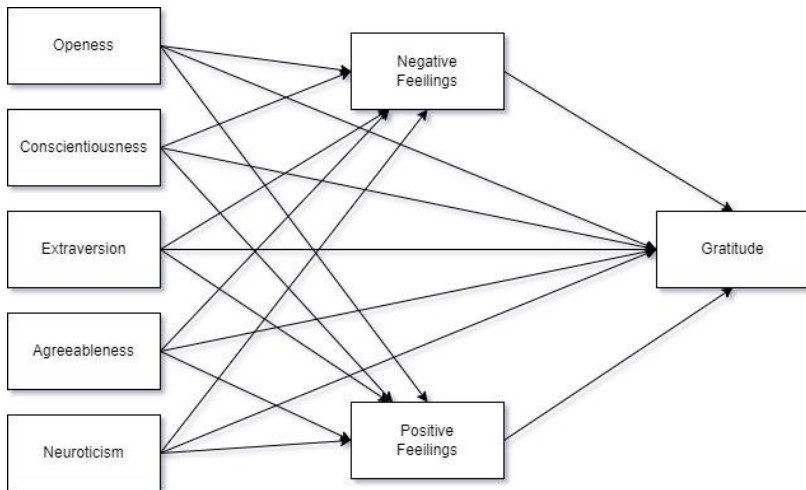


Table 1 indicates the direct and indirect effects of the independent variables (Big Five personality traits, positive feelings, negative feelings) on the dependent variable gratitude.

Table 1. Effects of the path model

<i>Effect</i>	<i>Estimate</i>	<i>St. error</i>	<i>Lower</i>	<i>Upper</i>	β	<i>z</i>	<i>p</i>
Openness \Rightarrow Negative feelings \Rightarrow Gratitude	0.002	0.004	-0.006	0.010	0.002	0.470	0.638
Openness \Rightarrow Positive feelings \Rightarrow Gratitude	0.002	0.004	-0.006	0.009	0.002	0.427	0.669
Conscientiousness \Rightarrow Negative feelings \Rightarrow Gratitude	0.008	0.009	-0.010	0.025	0.008	0.883	0.377
Conscientiousness \Rightarrow Positive feelings \Rightarrow Gratitude	0.001	0.003	-0.005	0.007	0.001	0.356	0.722
Extraversion \Rightarrow Negative feelings \Rightarrow Gratitude	-0.002	0.004	-0.010	0.006	-0.003	-0.542	0.588
Extraversion \Rightarrow Positive feelings \Rightarrow Gratitude	0.006	0.013	-0.019	0.031	0.007	0.470	0.638
Agreeableness \Rightarrow Negative feelings \Rightarrow Gratitude	-6.37e-5	0.004	-0.007	0.007	-6.51e-5	-0.017	0.987
Agreeableness \Rightarrow Positive feelings \Rightarrow Gratitude	0.006	0.012	-0.018	0.029	0.006	0.469	0.639
Neuroticism \Rightarrow Negative feelings \Rightarrow Gratitude	-0.019	0.019	-0.057	0.019	-0.025	-0.971	0.332
Neuroticism \Rightarrow Positive feelings \Rightarrow Gratitude	-0.006	0.013	-0.032	0.020	-0.008	-0.472	0.637
Openness \Rightarrow Negative feelings	-0.042	0.079	-0.196	0.112	-0.033	-0.535	0.592
Negative feelings \Rightarrow Gratitude	-0.044	0.045	-0.133	0.044	-0.064	-0.982	0.326
Openness \Rightarrow Positive feelings	0.066	0.067	-0.066	0.198	0.059	0.980	0.327
Positive feelings \Rightarrow Gratitude	0.025	0.053	-0.079	0.129	0.032	0.474	0.635
Conscientiousness \Rightarrow Negative feelings	-0.177	0.088	-0.349	-0.005	-0.125	-2.022	0.043
Conscientiousness \Rightarrow Positive feelings	0.040	0.075	-0.107	0.188	0.033	0.538	0.591
Extraversion \Rightarrow Negative feelings	0.050	0.077	-0.101	0.202	0.042	0.651	0.515
Extraversion \Rightarrow Positive feelings	0.240	0.066	0.110	0.370	0.230	3.630	< 0.001
Agreeableness \Rightarrow Negative feelings	0.001	0.085	-0.164	0.167	0.001	0.017	0.987
Agreeableness \Rightarrow Positive feelings	0.226	0.072	0.084	0.368	0.183	3.120	0.002
Neuroticism \Rightarrow Negative feelings	0.421	0.065	0.294	0.549	0.394	6.489	< 0.001
Neuroticism \Rightarrow Positive feelings	-0.247	0.056	-0.356	-0.138	-0.264	-4.435	< 0.001
Openness \Rightarrow Gratitude	-0.050	0.055	-0.159	0.059	-0.057	-0.903	0.367
Conscientiousness \Rightarrow Gratitude	0.293	0.062	0.172	0.414	0.298	4.740	< 0.001
Extraversion \Rightarrow Gratitude	0.118	0.054	0.012	0.225	0.143	2.173	0.030
Agreeableness \Rightarrow Gratitude	0.114	0.060	-0.002	0.231	0.117	1.920	0.055
Neuroticism \Rightarrow Gratitude	0.044	0.046	-0.046	0.133	0.059	0.953	0.341

Note: 95% confidence interval (a).

Confidence intervals computed with method: Standard (Delta method). Betas are completely standardized effect sizes.

The results indicate that there is a negative and statistically significant impact between conscientiousness and negative feelings and between neuroticism and positive feelings. On the other hand, we have a positive and statistically significant impact between extraversion and positive feelings, between agreeableness and positive feelings, and between neuroticism and negative feelings. Furthermore, there is a positive and statistically significant relationship between conscientiousness and gratitude and between extraversion and gratitude.

Recent studies argue that in the world of work, it is still questionable whether teleworking has clearly more advantages than disadvantages for employers and employees, as it is not clear if it promotes workers' well-being (Charalampous et al., 2019). The results of the study indicate that different personality traits may well impact the employees' telework attitudes and can play an important role in establishing teleworking subjective well-being. As the sample was limited to 230 teleworkers, a larger study could benefit from the above findings (Patitsa et al., 2022; Patitsa et al., 2023). Additionally, as there are very limited studies about the way personality traits affect employees' well-being and gratitude in a remote work environment, it would be of great importance to further investigate the direct and indirect relationship between those variables.

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