

**A STUDY ON THE INFLUENCE OF PERSONALITY TOWARDS EMPLOYEE'S
PERFORMANCE IN PEJABAT PENDIDIKAN DAERAH PEKAN**

NURUL FARHANAH BINTI MOHAMAD LOKEMAN

**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)
UNIVERSITI TEKNOLOGI MARA CAWANGAN PAHANG
JULY 2018**

ABSTRACT

This research was conducted to employees at Pejabat Pendidikan Daerah (PPD) Pekan to study the influence of personality towards employee's performance. The objective of this research are to identify the most personality traits that contribute towards employee's performance and to investigate the relationships between personality and employee's performance. Hence, this research focuses on the big five personality behaviour which are conscientiousness, agreeableness, neuroticism, openness to experience and extroversion. Furthermore, the researcher was used the descriptive statistic method to key in the data from questionnaire to get the result of data analysis using the Statistical Package in the Social Science Software (SPSS) version 21. The researcher was distributing the questionnaire to 56 respondents in this government sector that has been chosen for this study. Based on the findings, the researcher was found the relationships between dependent variable and independent variable for this study. Besides, the researcher was made several recommendations in order to improve the employee's performance at this government sector. Other than that, the researcher also made some recommendation for future research to improve the research in the future.

TABLE OF CONTENTS

	Page
LIST OF TABLES	i
LIST OF FIGURES	ii
CHAPTER 1	
INTRODUCTION	
1.0 Background of the Study.....	1
1.1 Statement of the Problem.....	2
1.2 Research Objectives.....	3
1.3 Research Questions.....	3
1.4 Research Hypothesis.....	3
1.5 Significant of the Study.....	4
1.6 Limitations of Study.....	4
1.7 Definition of Terms.....	5
CHAPTER 2	
LITERATURE REVIEW	
2.0 Introduction.....	7
2.1 Performance.....	7
2.2 Conscientiousness.....	8
2.3 Agreeableness.....	10
2.4 Neuroticism.....	11
2.5 Openness to Experience.....	12
2.6 Extraversion.....	13
2.7 Conceptual Framework.....	14
2.8 Summary.....	14
CHAPTER 3	
RESEARCH METHODOLOGY	
3.0 Introduction.....	16
3.1 Research Design.....	16
3.2 Sampling Frame.....	16
3.3 Population.....	17
3.4 Sample.....	17
3.5 Sampling Technique.....	17
3.6 Sample Size.....	17
3.7 Unit of Analysis.....	18
3.8 Data Collection Procedures.....	18
3.9 Survey Instrument.....	20

3.10	Validity of Instrument.....	21
3.11	Reliability of Instrument.....	21
3.12	Plan of Data Analysis.....	23

CHAPTER 4

FINDINGS

4.0	Introduction.....	25
4.1	Rate of Survey Return.....	25
	4.1.1 Response Rate.....	26
4.2	Profile of Respondents.....	26
4.3	Demographic Background of Respondents.....	26
	4.3.1 Gender.....	27
	4.3.2 Age.....	27
4.3.3	Marital Status.....	28
4.3.4	Education Level.....	29
4.3.5	Race.....	30
4.4	Preliminary Data Analysis.....	30
	4.4.1 Normality Test.....	30
	4.4.2 Reliability Test.....	33
4.5	Descriptive Statistics.....	34
	4.5.1 Descriptive Statistics for Conscientiousness.....	35
	4.5.2 Descriptive Statistics for Agreeableness.....	36
	4.5.3 Descriptive Statistics for Neuroticism.....	37
	4.5.4 Descriptive Statistics for Openness to Experience.....	38
	4.5.5 Descriptive Statistics for Extraversion.....	39
	4.5.6 Descriptive Statistics for Performance.....	40
4.6	Pearson Correlations Coefficient Analysis.....	41

CHAPTER 5

CONCLUSIONS AND RECOMMENDATIONS

5.0	Introduction.....	46
5.1	Demographic Profile of Respondents.....	46
5.2	Conclusion.....	47
	Research Question 1.....	47
	Research Question 2.....	47
	Research Question 3.....	47
	Research Question 4.....	48
	Research Question 5.....	48
	Research Question 6.....	49
5.3	Recommendations.....	49
5.4	Recommendation for Future Research.....	50

REFERENCES.....	51
------------------------	-----------

APPENDICES.....	56
------------------------	-----------

LIST OF TABLES

TABLE	PAGE
3.6.1 Krejcie and Morgan table.....	18
3.11.1 Reliability of Instrument.....	22
3.12.1 Plan for data analysis.....	23
4.1.1 Response rate.....	26
4.3.1 Gender of respondents.....	27
4.3.2 Age of respondents.....	27
4.3.3 Marital status of respondents.....	28
4.3.4 Education level of respondents.....	29
4.3.5 Race of respondents.....	31
4.4.1.1 Normality Test for Dependent Variable.....	30
4.4.1.2 Normality Test for Independent Variable.....	32
4.4.2.1 Reliability test.....	33
4.5.1 Descriptive Statistics for Conscientiousness.....	35
4.5.2 Descriptive Statistics for Agreeableness.....	36
4.5.3 Descriptive Statistics for Neuroticism.....	37
4.5.4 Descriptive Statistics for Openness to Experience.....	38
4.5.5 Descriptive Statistics for Extraversion.....	39
4.5.6 Descriptive Statistics for Performance.....	40
4.6.1 Correlation between conscientiousness personality and employee's performance.....	42
4.6.2 Correlation between agreeableness personality and employee's performance.....	42
4.6.3 Correlation between neuroticism personality and employee's performance.....	43
4.6.4 Correlation between openness to experience personality and employee's performance.....	44
4.6.5 Correlation between extraversion personality and employee's performance.....	44