UNIVERSITI TEKNOLOGI MARA

A STUDY ON PERSONALITY TRAITS INFLUENCE

THE BANK SIMPANAN NASIONAL (BSN)

EMPLOYEE'S JOB PERFORMANCE

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2010751391

BACHELOR OF BUSINESS ADMINISTRATION

WITH HONOURS

(HUMAN RESOURCE MANAGEMENT)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

KAMPUS BANDARAYA MELAKA

JULY 2013

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Submitted in Partial Fulfillment

Of the Requirement for the

Bachelor Business Administration

(HONS) Human Resource Management

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

KAMPUS BANDARAYA MELAKA

JULY 2013

DECLARATION OF ORIGINAL WORK

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (HUMAN RESOURCE MANAGEMENT)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

"DECLARATION OF ORIGINAL WORK"

We, **AHMAD IZZAT BIN HAMZAH**, (I/C Number: **900522015191**)

and**SITI NOOR AZIEFAH AMIRA BINTI MOHD NAWI**, (I/C Number:**891014146708**)

Hereby, declare that:

□ This work has not previously been accepted in substance in any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.

□ This project-paper is the result of our independent work and investigation, except where otherwise stated.

□ All verbatim extracts have been distinguished by quotation marks and sources of our information have been specifically acknowledged.

Date: 5 July 2013

Signature: _____

LETTER OF SUBMISSION

JULY 2013

The Head of Program
Bachelor of Business Administration (Hons) Human Resources Management
Faculty of Business Management
UniversitiTeknologi Mara (UITM)
KampusBandaraya Melaka
Off Jalan Hang Tuah
75300 Melaka

Dear Sir/Madam

SUBMISSION OF PROJECT PAPER

Attach is the project paper titled'PERSONALITY TRAITS INFLUENCE THE BANK SIMPANAN NASIONAL (BSN) EMPLOYEE'S JOB PERFORMANCE' to fulfill the requirements as needed by the Faculty of Business Management, UniversitiTeknologi Mara (UITM).

Thank You,

Sincerely,

AHMAD IZZAT BIN HAMZAH
2011455366
Bachelor of Business Administration
(Hons) Human Resources Management

SITI NOOR AZIEFAH AMIRA BINTI
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CHAPTER 1   INTRODUCTION

1.1   BACKGROUND OF STUDY

This research title is Personality TraitsInfluencethe Bank SimpananNasional (BSN) Employee's Job Performance.   This study has been conducted by many researchers in the past decades and in today's era of globalization, personality of each of employees are important and must be measure by company to find the suitability for position and job task across many level in organization.   The study will begin with the definition of personality along with the traits that associated with the personality.   Many organizations have found that employee personality traits are important to their business.   This is because based on past researchers finding, human resource managers can appoint their personals to appropriate jobs.   The discussion will focuses on how personality traits impact employee's job performance and to prove that personality traits can increase job performance for a long term period.   To do this research, personality traits are based on *big five model personality* and it can be used as variables that contribute to the performance of the employee which are *Neuroticism, Extraversion, Openness to Change, Conscientiousness and Agreeableness*.   As a big organization such as Bank SimpananNasional (BSN) which has thousand employees, they will face variety type of characteristic that can affect to job performance.

Hence, the researcher chose employees at Bank SimpananNasional (BSN) as a respondent for this study because researcher currently doing internship at the organization and easy to get the feedback and see the view from inside of the company. Moreover the company is the headquarters for Bank SimpananNasional (BSN) around the country.