IDENTIFYING THE RELATIONSHIP BETWEEN EMPLOYEES PERSONALITY TRAITS TOWARDS JOB PERFORMANCE AMONG SUPPORT STAFF AT IMMIGRATION DEPARTMENT OF MALAYSIA AT KUCHING SARAWAK.

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"DECLARATION OF ORIGINAL WORK"

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Hereby, declare that:

- This work has not previously been accepted in substance for 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 my independent work and investigation, except where otherwise stated

- All verbatim extract have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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ABSTRACT

The purpose of this present study is to examine the relationship between employee personality trait and job performance at Immigration department of Malaysia at Kuching, Sarawak. Researcher developed to observe the personality traits that affect job performance. Questionnaire was developed for the purpose of data collection. 100 set of questionnaire were sent to respondents with a return rate of 86%. The data was analyzed using Statistical Package for Social Science Software (SPSS) version 20. The survey was conducted from 25 March 2019 and collect at 12 April 2019. There is a positive correlation between two variables. The neuroticism has weak relationship on job performance which was negative, small and not significant. The result also shows that the extraversion has a relationship towards job performance which were negative correlation, medium, and the result of conscientiousness also show that it has a relationship towards job performance which were positive correlation, large, and significant. The result of agreeableness also show that it has a relationship towards job performance which were positive correlation, large and significant The result of openness to experience also shows that it has a relationship towards job performances. This study goes beyond previous studies focused on the personality of support staff. These tool and model helps employees recognizes their personality that can helps them to improve their job performances. This study enhances on how the employee personality traits (Big Five-factor model of personality traits) affects the job performance of support staff in the organizations. This research showed that big five personalities can be used to evaluated employee based on their job performances.

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CHAPTER 1

INTRODUCTION

This chapter explains the background of the study, research problems, research objectives and research questions, significance of the study and limitations of the study. This chapter aims to provide the answers on the need of conducting this study. Therefore, this study was conducted to identify the relationship between employee's personalities towards job performance at Immigration Department of Malaysia at Kuching Sarawak.

Background of the Study

Personality is the individual with their different characteristics and how they are reacting and act based on the environment. In workplace, personalities are important for the employees improve their job performance. The evaluation of personality is also important for the human resource to recruit and choose the right person to work in the organization. During this study, the researcher investigates the employee personality traits with their job performance.

Based on article by Costa and McCrae (1992) the big five-factor model is the representation of dimensions of personality structure that recently gained widespread acceptance among personality psychology. This study also explains the big five personality traits such as Neuroticism, Extraversion, Openness to experience, Agreeableness and Conscientiousness. Many researchers used five factors to evaluate

the personality of people. Neuroticism is associated with negative emotions such as fear, sadness, anxiety, shame anger, depression and nausea. Ghani, Yunus and Bahry (2016). The persons with neurotics have no belief or faith towards others and they are more likely to keep their feeling on their own (Awadh & Ismail). Extraversion is a positive side of person who love with the outside world. Individual that have fun with people, full with energy, and experience positive emotions that ultimately can make them more friends and spend their time with social activities as stated by Costa and McCrae (1992). According to Courtney (2017), People with high conscientiousness are more aware of their actions and the consequences of their behavior than people who are low level of conscientiousness. Openness to experience refers to individuals who are creative, imaginative, and curious to experience new things as stated by Costa and McCrae (1992). Individuals with agreeableness are dislike to involve with arguments, conflicts with others and other forms of confrontation according to Costa and McCrae (1992).

This theory helps the organization placing the employees according to their personality and reduces the turnover and improves their job performance. According to article Awais Bhatti, Mohamed Battour, and Rageh Ismail (2013), the personality traits are proving to have a significant effect towards job performance in the workplace. So, that research has proving that have effect on the job performance. In Malaysia, in article by Seng, Theng, Ling, Siang, and Yean (2013) there are some research have been done at UTAR about personality trait and job performance, the finding of research on the big five personality traits are the important role in influencing lecturer's job performance. So, there are lacks in Malaysia that focus on support staff in Malaysia.

Further, that was the reason why researcher wants to identify the relationship between employee's personality traits towards job performance among support staff. This is because, when the way of employees act and work in the workplace will impact their job performance according to Youshan and Hassan (2015). Job performances are related to the person personality as we know the employees can perform a job well. Based on the study conducted by Rose, Ramalu, Uli, and Kumar (2010) the job performance is individual that function of skills, knowledge, motivation, and abilities directed to act as defined behaviour for example formal job responsibilities.

This research was identifying the relationship between employee personality traits and job performance among support staff at Immigration Department of Malaysia at Kuching Sarawak. As mentioned above, there are five dimensions of big Five of Personality such as Neuroticism, Extraversion, Conscientiousness, Openness to Experience and agreeableness that have relationship with the job performance. This big five personality traits are important been used for developing employee performance and improving the job performance as stated by Ghani et al. (2016). This study was been implemented in the organizational that focuses on the support staff.

Based on thesis by Klang (2012) researchers also have been motivated to discover the relationship between personality traits and the immediate impact on job performance and also described on how people solve their problems, how well people do at workplace and complete the task will contribute to the achievement of their performance. So, that why the personality traits give an effect to the effectiveness of job performance.

By conducting this study, researcher hope this knowledge would help and enhance the organization to using this big five personality test to the employees, so they can improve their job performance as well as in helping employees in career development.

Statement of the Problem

Nowadays, using good personality traits to choose workers is very popular in the organization. Many researches show the results that there has relationship between employee personality and job performance. Personality was the most useful tools for predicting job performance and professional careers according to Costa and McCrae (2012).

"The Five-Factor Model of Personality in the Workplace" by Neubert (2004) have showed a great correlation between the elements of the big five personality traits towards job performance. Five factors are closely related to working with people and enjoying the overall work experience and environment, which is a major component of long-term job success.

However, there is limited scope of study has done in Sarawak, Malaysia. Most of the study was done in the Peninsular Malaysia and overseas. In addition, some of the studies just focus only towards a leadership not towards support staff. For example, Ghani et al. (2016) have conducted a study at Putrajaya, Malaysia which entitled Leader's Personality Traits and Employees Job Performance in Public Sector Putrajaya. Based on the analysis and findings discussed, it is confirmed that there are four variables of leaders' personality traits who have significant and positive relationship with job performance. There are four variables are extroversion, openness to experience, conscientiousness and agreeableness and agreeableness has

shown the highest significant correlation with employee job performance. Conversely, neuroticism has negative relationships with employee job performance.

Other than that, there is a study of personality traits and simultaneous reciprocal influences between job performance and job satisfaction in Taiwan that conducted by Yang and Hwang (2014). The results showed that all Big Five personality traits are significantly influence with job performance, the agreeableness showing the highest effect, followed by extraversion.

There is lack of studies on the issue of employees' personality in Sarawak. Hence, these studies want to investigate the relationship between personality traits towards job performance among support staff at Immigration Department of Malaysia at Kuching Sarawak.

Research Objective

The objective of this study is:

To investigate the relationship between five big personalities traits among support staff towards job performance at Immigration Department of Malaysia at Kuching Sarawak.

Research Questions

In the context of the study, the following research questions were identified:

1. Is there any relationship between neuroticism and job performance among support staff at Immigration Department of Malaysia at Kuching, Sarawak?

2. Is there any relationship between extraversion and job performance among support staff at Immigration Department of Malaysia at Kuching, Sarawak?

3. Is there any relationship between openness to experience and job performance among support staff at Immigration Department of Malaysia at Kuching, Sarawak?

4. Is there any relationship between conscientiousness and job performance among support staff at Immigration Department of Malaysia at Kuching, Sarawak?

5. Is there any relationship between agreeableness and job performance among support staff at Immigration Department of Malaysia at Kuching, Sarawak?

Significance of the Study

This study was significant to the organization at Immigration Department of Malaysia at Kuching Sarawak. It specifically had a significant effect for support staff. The finding of this study help the organization to recruit the employee based on their personality. For support staff, the finding results helped the support staff at Immigration Department of Malaysia at Kuching Sarawak increase their job performance towards organization. For future researchers, the findings of this study can be used as a source of reference by future researchers that will conduct similar studies in the future.

Limitations of the Study

The findings of this study were limited to the support staff at Immigration Department of Malaysia at Kuching Sarawak only. The instruments that been used are questionnaires only for data collection. The company policy to allow researcher distribute instruments.

Definition of Terms

Neuroticism

This type of factor can be defined as emotional instability and have tendency to experience any negative emotions such as feelings anxiety, worry, fear, anger, frustration, depress mood or loneliness according to Costa and McCrae (1992).

Extraversion

This type of personality is the positive side of person who love engagement with external world. Extraverts enjoying with people, are full of energy, and often experience positive emotions which in turn can make them to have more friends and spend their time with social activities according to Costa and McCrae (1992)

Conscientiousness

The meaning of conscientiousness refers to the persons who have a strong self-disciplines, punctuality, and general competence. They feel a sense of responsibility towards other and generally careful to carry out the duties assigned to them as stated by Costa and McCrae (1992).

Openness to Experience

Openness to Experience means an individual who have a willingness to try a new activities and tend to be creative, imaginative, and curious to experience new things among other things as stated by Costa and McCrae (1992). such as visiting art galleries, museum, and theatre, listening to music, and travelling to a new place or destination.

Agreeableness

This personality refers to individual who tends to be trusting, helpful towards others, forgiving, soft hearted, and compassionate. Individuals with agreeableness are dislike to involve with arguments, conflicts with others and other forms of confrontation as stated by Costa and McCrae (1992).

Job Performance

The meaning of job performance is measuring the individual performance towards his or her expected goals. Job performance also can be defined by how employees perform their tasks using time, techniques, and interactions with others as stated by Yang and Hwang (2014).

Support Staff

Support staff can be defined as employees whose works in a wide area of office operations and their duties vary by company. They are responsible for routine office tasks that other employees are too busy to handle as stated by Bethel and Beail (2013).

CHAPTER 2

LITERATURE REVIEW

Introduction

This chapter will provide a literature review of previous research that has been conducted related to this study. This chapter will review about all the employee personality which is neuroticism, extraversion, conscientiousness, openness to experience, and agreeableness and will review about organizational performance.

Big Five Personality Traits Model

The personality traits refer to the "Big Five dimensions". Personality in this study investigate through big five dimensions. According to article by Muhammad, Mohamed, Ahmed, and Veera (2014) they have highlighted many personality characteristics and argued that these characteristics played an important role in individual success. Among all personality characteristics, five factors are widely acceptable and most commonly used by researchers and practitioners to evaluate individual personality. In article Yang and Hwang (2014) All Big Five personality traits significantly influence job performance, with agreeableness showing the greatest effect, followed by extraversion. Extraversion is the only personality trait that shows significant influence over job satisfaction. Personality is the important factor in the personality related studies prior meta-analysis evidence suggests some five

personality traits are related to overall job performance in virtually all jobs, where other traits are related to performance in only a few jobs. Article by Youshan and Hassan (2015), the researcher briefly explain some of the problem facing about the personality and behavior of person or employees that can be impact on performances. So, this study is particularly interested in the personality traits correlates with the job performance.

Neuroticism

Neuroticism is related to negative emotional such as fear, sadness, anxiety, shame anger, depression, vulnerability and disgust according to Ghani et al. (2016).The persons with neurotics have no belief or faith towards others and they are more likely to keep their feeling on their own (Awadh & Ismail). So, the person that have this personality can affect their job activities at workplace and they cannot focus on doing the job when they are feel anxiety with the job and will feel sad when they cannot do some job or other related that make them emotional. People with a high level of neuroticism are likely to experience negative emotions, including anxiety, depression, hostility, and vulnerability according to Costa and McCrae (1992) because they tends to put themselves into situations that foster negative impact as stated by Bui (2017). They has argued that neurotic related to with living and working in an unfamiliar environment according to Muhammad et al. (2014). They tend to be self-inefficacy, and such do not belief that he or she has the ability, motivation and resources to complete a task successfully. Based on article by Neubert (2004) Individuals who score high on conscientiousness tend to perform well at work, whereas individuals lacking conscientiousness and having neuroticism tend to perform poorly at work. In contrast, people with low level of neuroticism mostly have

stable self-esteem, calm, secure and they also can control their impulses and cope with their stress thus them belief in their own capabilities as stated by Kiarie, Maru and Cheruiyot (2017). People with low level neuroticism can control their emotional during job time or at workplace and it can help them to focus on job.

Extraversion

Extraversion is the positive side of person who love engagement with external world. Extraverts enjoying with people, are full of energy, and often experience positive emotions which in turn can make them to have more friends and spend their time with social activities according to Costa and McCrae (1992) . This type of personality can increase their relationship between the co-workers when this person likely to communicate with other person in workplace and like to meet with new people and happy with people surrounding. While, a person with low level in extraversion are more likely to be a quiet, reserved, and thoughtful person as stated by Ackerman (2017). People that low-level extraversion can be the shy person and they difficult to make friend. If this person in the organization, the person will not know what happen in the organization.

Openness to Experience

Openness to experience refers to individuals who tends to be creative, imaginative, and curious to experience new things amongst other things according to Costa and McCrae (1992). They are flexible in thought, open to new ideas, broad minded, curious and like to try new things that interested them. They prefer to work on projects alone even if others volunteer to help. Therefore, individuals who score high on openness to experience should be more likely to report their work, as their work can serve as the arena to entertain their curiosity, their appetite for exploring

new perspectives and they have tendency to develop genuine interests for any activities they are involved in as stated by Kiarie et al. (2017). There also are some research that have been conducted found are no significant relationship between openness and organizational performance. However, findings indicated that Openness only success in specific occupation and specific works task according to Barrick and Mount (1991). But mostly people who score high on this trait are likely to have positive attitudes towards their own ideas and experiences in life. While, individuals who score low tend not to prefer fixed routines which mean they are not like changes in their routines as stated by Darkwah (2014).

Conscientiousness

According to Courtney (2017), people with high conscientiousness are more aware of their actions and the consequences of their behavior than people who are low level of conscientiousness. A person with conscientiousness is people that are careful or vigilant. They have a strong sense of responsibility towards other and very carefully in carrying their duties that has been assigned to them as stated by Barrick and Mount (1991). This type of persons is good to work in organizations because they can do the task well and organized person. According to study that has been conducted by Seng et al. (2013) there are positive relationship between conscientiousness and job performance which mean when job performance is increase, the organizational performance also will be improving. Those mean people who are efficient and organized is important to the organization because this person can improve their job performance.

Agreeableness

This personality refers to individual who tends to be trusting, helpful towards others, forgiving, soft hearted, and compassionate. Individuals with agreeableness are dislike to involve with arguments, conflicts with others and other forms of confrontation as stated by Costa and McCrae (1992). This type of personality person loves to get along well with others because for them, social harmony is important. Agreeableness is the personality trait essential to sales people and is the characteristic of service quality and attitude an abundance of agreeableness is a prerequisite of them according to Yang and Hwang (2014). Agreeableness is people with courteousness, good natured and caring. It was related to the interpersonal behaviors. In contrast, individuals with low agreeableness or disagreeable have lack of desire to give cooperation with the others because they does not trust people. This affects relationship with others. Agreeableness behaviors of employees or co-workers still contribute on organization performances but it is not a main contributor of

variable for an organization to become successful according to Youshan and Hassan (2015).

Job Performance

Job performance is assessing whether a person at workplace perform the job well on how their determining their duties, task and activities. Based on article by Ghani et al. (2016) job performance also ensures the organization is functioning well and it consists of the knowledge and skills that able to guide the employees to perform variety of activities. So, it means the employees who have improved their job performance are because of their skill and knowledge. It consists of the knowledge, skills and attitude that are required to enable an individual to perform the activities

listed in the job description as per the competency profile that a human resource or similar professional may have developed through job analysis as stated by Seng et al. (2013). In article Neubert (2004) researcher state that job performance may be related to the personality factors of conscientiousness, agreeableness, and extraversion, these measure only whether a person will show up to work and get along with his or her co-workers. Job performances are related to the person personality as we know the employees can perform a job well. This study is conducted to investigate the relationship between employee personalities towards job performance.

Research Framework

Conceptual framework refers to a written or graphic demonstration that explains either graphically or narrative form in which the main part to be studies is the key factors, concepts and variables according to Salkind (2014). Figure 2.1 below illustrates the relationship between independent and dependent variable. This framework is based on Five Big Personality Traits that adapted by Costa and McCrae (1992).

Figure 2.1: Research Framework of Five Big Personality Traits
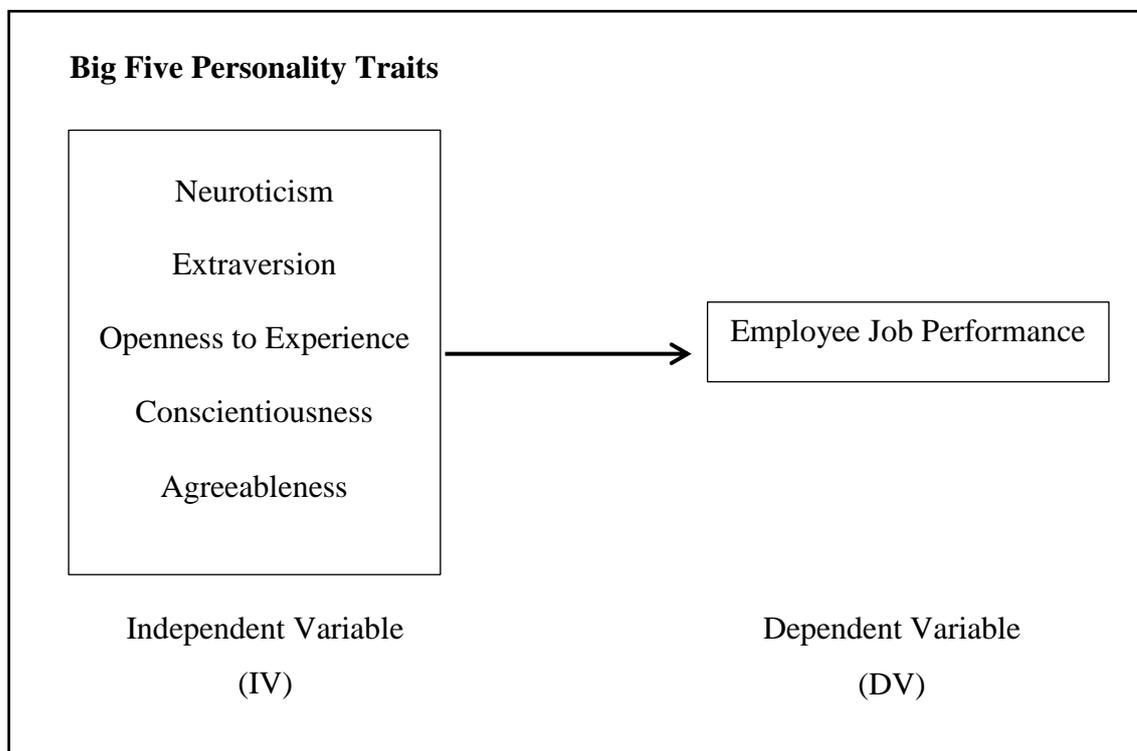
(Source: Adopted by Costa and McCrae (1992)

CHAPTER 3

METHODOLOGY

Introduction

This chapter discusses the methodology used in this study. The purpose of the study is to determine the relationship between employees' personality and job performance. This methodology clarify the research design, the sampling frame, population, sampling technique, sampling size, unit of analysis, data collection procedures, describing on the instrument used for data collecting, elaborating on the process of validating the instrument and ended with the plan for analysis.

Research Design

This section explains the research design chosen for this study. The research design that used for this study was correlational research. The purpose of correlational research is to examine the relationship between variables. The study is to investigate the relationships between employees' personality and job performance. So, the study has described the linear relationship between two or more variables without any hint of attributing the effect of one variable on another. As stated by Singh, Fook and Sidhu (2015), correlational research involves collecting data to determine relationship that are exists between two or more quantifiable variables. The degree of relationship is expressed as a correlation coefficient.

Sampling Frame

A sampling frame is the source from sample is drawn by listing every one of those included in the population who can be inspected, and may incorporate people, family units or organizations. Sample is a portion of a population by Singh, Fook and Sidhu (2015). In this study, the researcher would acquire all support staff from the Immigration Department of Malaysia at Kuching, Sarawak.

Population

According to Singh, Fook and Sidhu (2015), a population is defined as all members of any well-defined class of people, events, or objects. A population is also the group of interest to researcher; the group which the results of the study will ideally generalize. Here, the population describes the subjects or participants who will take part in researchers' study. The population is 100 support staffs that working in Immigration Department of Malaysia at Kuching, Sarawak.

Sampling Technique

The sampling technique used in this study is convenience sampling. Convenience sampling is a non-probability sampling which involves using as the sample whoever happens to be available. According to Singh, Fook, and Sidhu (2015), nonprobability sampling refers to sampling procedures where members of a population do not have the same or equal chance of being selected. So, the reason why researcher uses this sampling technique because it is easy to use, easy to get a sample; it is also inexpensive compared to other methods and the participants are readily available.

Sample Size

The size of the group to be surveyed is generally determined by the size of the sample. According to Salkind (2014) the sample size is a collection of a specific population in which result of the research has an implication beyond the limited setting for which they are formerly obtained. The sample size at Immigration Department is 80 according to table of Krejcie and Morgan (1970)

Unit of Analysis

The analysis is the most basic element of a scientific research project, which is, the subject (who or what) the analyst will generalize as stated by Salkind (2014). The unit of analysis for this study is the support staff at Immigration Department of Malaysia at Kuching Sarawak.

Survey Instrument

According to Salkind (2014), this section have discuss the type of measuring instrument used in the study. The researchers are using a questionnaire which was been adapted from previous study that has been conducted by Seng et al. (2013) and modified any suitable contents of the questionnaire to meet the purpose of the study. Thus, the questionnaires have been distributed to support staff at Immigration Department of Malaysia at Kuching, Sarawak to obtain their opinions. The questionnaires consist of three sections.

Section A

Section A have included the demographic information questions which consist of personal information of respondents such as gender, age, race, level of qualification, and years of working and monthly income level.

Section B

Section B had asked the question about the five factors of employee personality, which is neuroticism, extraversion, conscientiousness, openness to experience, and agreeableness. The questionnaire contains each relevance factors that related between employees' personality and job performance. Each question is tested using 5-point Likert Scale. The respondents are required to choose the one closest to their viewpoint in the question.

Section C

Section C had asked about the dependent variable which is job performance and using 5-point Likert Scale also, but it will focus on the relationship between the five employee's personalities toward job performance.

Data Collection Procedures

According to Salkind (2014) data collection procedures are the process of distributing and collecting the questionnaire are explained in detail. The researcher in this study used questionnaire and has been personally distribute to respondents at Immigration Department of Malaysia at Kuching, Sarawak. (See table 3.1)

Table 3. 1: Data Collection Procedures

Date	Activities
20 March 2019	Sought permission Immigration Department of Malaysia at Kuching, Sarawak to conduct research by making a call.
25 March 2019	After the permission has been approved, distributes the questionnaire to the support staff in Department of Immigration Malaysia, Sarawak.
12 April 2019	After one week the questionnaire has been distributed, collect all the questionnaires from the respondents.
15 April 2019	Analysed Data
22 April 2019	Report Writing

Validity of Instrument

As stated by Salkind (2014) the instrument to be used in the study need to be content validated. The purpose of validity of instruments is to measure the accuracy of the questionnaire before distributing it to the respondents. The researcher have assist the expert people in the area of the research to determine that the instrument measures what is intended to measure. It is to ensure the content in the questionnaire will be clear, understand and relevant to the respondent before distributing it. Hence, the researcher has assigned Dr Ellen Chung for the content validity and the supervisor Muhammad bin Omar for the face validity.

Plan of Data Analysis

According to Salkind (2014), the plan for data analysis explains the techniques to analyst the data obtained from the questionnaire. The IBM SPSS version 20.0 software will be used to analyze the data for this research. The basis for analyzing the data is to find the correlation between the independent variables (Five Employees Personality) and dependent variables (Job Performance). SPSS can take facts in nearly any structure or type of file and used them to generate tabulated reports, charts and create plot of distributions and trends. Produce descriptive statistics and running a complex statistical analysis. With SPSS predictive analysis software, prediction can be made with confidence on what will happen next so that wiser decision can be made to solve problem and to improve outcomes.

Table 3.2: Data Analysis

Research Objective	Concept/Construct	Research Questions	Scale	Statistics
To study the relationship between employee personalities traits towards job performance among support staff at Immigration Department of Malaysia at Kuching, Sarawak.	**Neuroticism**: Individual related to negative emotional such as fear, sadness, anxiety, shame anger, depression, vulnerability and disgust by Ghani et al. (2016)	RQ1. Is there any relationship between Neuroticism and job performance among support staff at Immigration Department of Malaysia at Kuching, Sarawak ?	Interval	Pearson Correlation
	Extraversion: Enjoying with people, full of energy, and often experience positive emotions which in turn can make them to have more friends and spend their time with social activities by Costa and McCrae (1992)	RQ2. Is there any relationship between Extraversion and job performance among support staff at Immigration Department of Malaysia at Kuching, Sarawak?	Interval	Pearson Correlation

	Openness of experience: Individuals who tends to be creative, imaginative, and curious to experience new things amongst other things by Costa and McCrae (1992)	RQ3. Is there any relationship between Openness of experience and job performance among support staff at Immigration Department of Malaysia at Kuching, Sarawak?	Interval	Pearson Correlation
	Conscientiousness: Individual that good to work in organizations because they can do the task well and organized person. According to study that has been conducted by Seng et al. (2013)	RQ4. Is there any relationship between Conscientiousness and job performance among support staff at Immigration Department of Malaysia at Kuching, Sarawak?	Interval	Pearson Correlation
	Agreeableness: Individuals that trusting, forgiving, and caring as opposed to hostility, self-centeredness, and noncompliance.	RQ5. Is there any relationship between agreeableness and job performance among support staff at Immigration Department of Malaysia at Kuching, Sarawak?	Interval	Pearson Correlation

CHAPTER 4

FINDING AND DISCUSSION

This chapter contains specific as well as the overall description of the survey conducted. The findings from the survey will provide information on respondents' demographic profile, response of the independent variable (five dimensions of personality traits) and its impact towards the dependent variable (job performance). The researcher wants to investigate the relationship between five big personality traits of support staff towards job performance at Immigration Department of Malaysia, Sarawak.

Survey Return Rate

The total of questionnaire had been distributed personally at Immigration Department of Malaysia, at Kuching Sarawak was 100 sets. However, only 86 sets of questionnaire were returned and total of response rate was 86%. Furthermore in order to make sure all the respondents have return the questionnaires, follow up call were used to remind them and give them enough time for answering the questionnaires

Table 4.1
Rate of Survey return

Response Rate	Frequency
No. questionnaires distributed	100
No. of questionnaires return	86
Response rate	86%

Demographic Data

This section described the profile of the respondents in this study. There is gender, age, and level of education, period of service, salary and race used to evaluate respondents. The majority of the respondents involved in this research were male staff 46 (53.5%) while the rest of the respondents consisted of female staff compromising 40 (46.5%) and their aged are range between 31-40 years old (46.5%). For educational background category, there are 37 from SPM (43%) and followed by the respondents that had highest period of service is 6-10 years (22.1%) and earned salary less of RM2000 is the highest of respondents earned income.

The table shows the detail of the demographic of the respondents.

Table 4.2
Profile of Respondents

Variables	Label	F	%
Gender	Male	46	53.5
	Female	40	46.5
Age	21-30 years old	19	22.1
	31-40 years old	40	46.5
	41-50 years old	21	24.4
	Above 50 years old	6	7.0
Level of Education	SPM	37	43.0
	STPM	21	24.4
	Diploma	21	24.4
	Bachelor Degree	7	8.1
Duration of service	Less than 1 years	13	15.1
	1-2 years	11	12.8
	3-5 years	17	19.8
	6-10 years	19	22.1
	Above 10 years	26	30.2
Salary	Less than RM2000	24	27.9
	RM2500-RM3000	33	38.4
	RM3000-RM3500	16	18.6
	RM4000-RM4500	9	10.5
	More than RM4500	4	4.7
Race	Malay	51	59.3
	Iban	21	24.4
	Chinese	8	9.3
	Others	6	7.0

Descriptive Statistics

Descriptive statistics were calculated for all independent variables and dependent variables. To obtain the data of descriptive analysis is through the mean of each variable. With 86 respondents, neuroticism with the mean statistic is 3.07, which mean the neuroticism agreed to the job performance. However, the extraversion is not sure whether extraversion agrees or not on the job performance as the mean are 2.44. For the conscientiousness the mean are 3.81, agreeableness are 3.74 and openness to experience are 3.72 was agreed with job performance.

Table 4.3

Descriptive Statistics

Variables	N	Mean	Std. Deviation
Neuroticism	86	3.07	.579
Extraversion	86	2.44	.586
Conscientiousness	86	3.81	.573
Agreeableness	86	3.74	.536
Openness To Experience	86	3.72	.552
Job Performance	86	3.43	.443

Normality Test

Based on the table, assess the normality of the distribution the score of neuroticism, extraversion, and conscientiousness, openness to experience and agreeableness and job performance. The result for normality shows that all the data are normal since value for skewness and kurtosis are within the range. Skewness and kurtosis should be between -2 and +2 and sig. value of more than .05 for skewness and kurtosis indicated assumptions of normality. Normality use for further analysis and data can also check by looking at the three graphs such as histogram, Q-Q plot and Box plot.

Table 4.4
Normality Test for the Variables

Variable	Skewness	Kurtosis
Job Performance	-0.556	1.866
Neuroticism	0.052	0.843
Extraversion	-0.163	-0.184
Conscientiousness	0.346	0.210
Agreeableness	0.268	0.336
Openness To Experience	0.127	0.008

Reliability

The objective of doing reliability test is to check that each of the scales is reliable with the particular sample. One of the most commonly used indicators of internal consistency is Cronbach's alpha coefficient. Ideally, the Cronbach alpha coefficient of a scale should be above .7.Values above 0.7 are considered acceptable, and values above 0.8 are preferable. However, if the value is less than 0.7, need to consider removing items with low item-total correlations. (Pallant, 2009).

The reliability test was done and Cronbach alpha's value for five independent variable such are Neuroticism, extraversion, conscientiousness, openness to experience and agreeableness and dependent variables are job performance. Table 4.5 shows that the reliability test was done and Cronbach alpha's value for neuroticism is 0.606 are poor (Sekaran & Bougie 2013). The extraversion and agreeableness value are above 0.7 as as acceptable while for conscientiousness, openness to experience and job performance are considered preferable as it's' value is above 0.8. (Pallant, 2009).

Table 4.5
Distribution of Cronbach's Coefficient Alpha.

Variables	No of Item	Cronbach's alpha
Neuroticism	5	.606
Extraversion	6	.752
Conscientiousness	5	.803
Openness to experience	6	.894
Agreeableness	5	.759
Job performance	5	.834

Correlation

Correlation analysis is used to describe the strength and direction of the linear relationship between two variables.. Guidelines to determine the strength of the relationship as suggested by Cohen (1988) as cited from Pallant (2009).

Table 4.6
Guidelines on the Interpretation of Correlation Coefficient Cohen (1988)

Small Correlation	-0.10 to –o.29 and +0.10 to +0.29
Moderate Correlation	-0.30 to -0.49 and +0.30 and +0.49
Strong Correlation	-0.50 to -1.00 and +0.50 and +1.00

Table below show the result that there is a positive correlation between two variables. The neuroticism has weak relationship on job performance which were negative, small and not significant (r =-.113, n =86, p = 0.01). The result also shows that the extraversion have a relationship towards job performance which were negative correlation, medium, and significant   (r =-.365, n = 86, p = 0.01). The result of conscientiousness also show that it has a relationship towards job performance which were positive correlation, large, and significant   (r = .600, n = 86, p = 0.01).

The result of agreeableness show that it has a relationship with job performance which were positive correlation, large and significant (r=619, n = 86, p = 0.01). The result of openness to experience also shows that it has a relationship with job performance which positive correlation, large and significant

(r =.678, n =86, p = 0.01).

Table 4 7
Correlation between Big Five Personality and Job Performance.

Variables	1	2	3	4	5	6
1. Job Performance	1	-.113	-.365**	.600**	.619**	.678**
2. Neuroticism		1	-.108	.103	.020	.055
3. Extraversion			1	-.718**	-.435**	-.638**
4. Conscientiousness				1	.585**	.853**
5. Agreeableness					1	.541**
6. Openness To Experience						1

**. Correlation is significant at the 0.01 level (2-tailed).

Discussions

Research Question 1: Is there any relationship between neuroticism and job performance by support staff?

Based on the research question 1, there are weak relationship between neuroticism and job performance by support staff at Immigration Department of Malaysia at Kuching, Sarawak. The result from the finding shows that the neuroticism and job performance not has a significant relationship on job performance which were negative, small and not significant (r =-.113, n =86, p =0.01). Thus means the neuroticism personality not impacts with job performance. Respondents at Immigration score highest for neuroticism mean there are related to negative emotional such as fear, sadness, anxiety, shame anger and depression. They tends to put themselves into situations that foster negative impact as stated by Bui (2017).

Research Question 2: Is there any relationship between extraversion and job performance?

Based on the research question 2, there is a relationship between extraversion and job performance among support staff at Immigration Department of Malaysia at Kuching, Sarawak. The result from finding shows Extraversion and job performance had a significant negative relationship. There is a negative and medium relationship between extraversion and job performance (r =-.365, n = 86, p =0.01). The findings of this study the higher of extraversion the lower of job performance, it happen because the work environment at Immigration Department. Some of the respondents are working outside so these respondents are more outgoing and more social activities other than working in the office. Therefore, they have lower job performance.

Research Question 3: Is there any relationship between openness to experience and job performance?

Based on research question 3, there is a relationship between openness to experience and job performance among support staff at Immigration Department of Malaysia at Kuching, Sarawak. The result from finding shows the Openness to Experience and job performance had a significant positive relationship. There is a positive and large relationship of job performance and openness to experience ($r = .678$, $n = 86$, $p < 0.01$). This is because of their personality such as great imagination and creativity, and being open to new experiences, especially in the contemporary work environments change (Nikolaou, 2003). Therefore, some of the respondents at Immigration department are working outside and they are likely to explore the new things and enjoying any challenges while working outside. Based on the work environment, the results show the higher of the openness to experience the greater of their job performance.

Research Question 4: Is there any relationship between conscientiousness and job performance?

Based on research question 4, there is a relationship between conscientiousness and job performance among support staff at Immigration Department of Malaysia at Kuching, Sarawak. The result from finding shows that conscientiousness and job performance had a significant positive relationship. There is a positive and large relationship job performance and conscientiousness with ($r = .600$, $n = 86$, $p > 0.01$). The people at Immigration Department are careful or vigilant. They also have responsibility towards other and very carefully with the duty that has been assigned to them. Hence, the finding shows the higher of

conscientiousness the higher of job performance. The result shows the respondents at Immigration department are more likely are organized and responsible on their work and task.

Research Question 5: Is there any relationship between agreeableness and job performance?

Based on research question 5, there is a relationship between agreeableness and job performance among support staff at Immigration Department of Malaysia at Kuching, Sarawak. The results from finding show that agreeableness and job performance had a significant positive relationship. There is positive and large relationship job performance and agreeableness with (r=619, n = 86, p = 0.01). Individual with agreeableness traits is kind, sympathetic, and affectionate. The individual with agreeableness personality traits can maintain better work and general adjustment Awais Bhatti et al. (2014). The results show the higher of agreeableness the higher of the job performance. The respondents are generally having an optimistic view of human nature and get along well with others that can help themselves to increase their job performance.

CHAPTER 5

CONCLUSION AND RECOMMENDATIONS

These chapter sums up the findings obtained from the study. It includes the demographic information, personality traits and job performance. This study is proposed to seek the relationship between personality traits and job performance among support staff at Immigration Department of Malaysia, Kuching, Sarawak. This chapter requires the researcher to presents the conclusions and come out with the recommendations based on the finding.

Conclusions

In general, the result shows that the positive relationship between big five personality traits and job performance. There is a significant moderate positive and medium correlation (r=.365, p<0.01) between job performance and extraversion. The values also shows that there is a significant strong positive and high correlation (r =.678, p< 0.01) between job performance and openness to experience. There is also shows that there is a significant strong positive and high correlation (r = .600, p<0.01) between job performance and conscientiousness. Agreeableness and job performance also shows that there is a significant strong positive and high correlation (r=619, p<0.01). But for the neuroticism and job performance, there is not significant, negative and poor correlation (r =-.113, p<0.01).

Recommendations

The researcher has made several recommendations based on literature review and the finding for this study. The suggestion is to increase the relationship between employee personality traits and job performance.

Organization

Organization is the most important role to increase the relationship between employee personality traits and job performance. Organization must help the employees to use personality traits to increase their productivity. This is because the use of evaluate employee with the personality traits in their work can increase the relationship between personality traits and job performance. Through this, their productivity will increase.

Other than that, organization also must help employees to use the element of big five personality traits among employees to let them know their personality also can affect their job performance. The employees will know their characteristic of personality.

Employees

Employees also play the important role in increasing the relationship between employee personality traits and job performance. Employee must participate in decision-making in organization for promotion the job performance among employees. This is because to build more relationship between the employees when involving the communication.

Next, employees must know their personality among themselves and this is to make sure they can adapt in solving problem. When they in team that have different of personality, they can achieve the job performance among them. Employees also

need to focus on increasing their job performances through their contribution with the co-workers in the organization.

Future Research

There are several recommendations for the future research. Future researches can be conducted at other locations. The respondents of the future research also can be conducted among top management. The instrument for gaining data should not limit using questionnaire only. The others method of data collection such as interview should be used too.

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APPENDICES

APPENDIX A

TABLE 1
Table for Determining Sample Size from a Given Population

N	S	N	S	N	S
10	10	220	140	1200	291
15	14	230	144	1300	297
20	19	240	148	1400	302
25	24	250	152	1500	306
30	28	260	155	1600	310
35	32	270	159	1700	313
40	36	280	162	1800	317
45	40	290	165	1900	320
50	44	300	169	2000	322
55	48	320	175	2200	327
60	52	340	181	2400	331
65	56	360	186	2600	335
70	59	380	191	2800	338
75	63	400	196	3000	341
80	66	420	201	3500	346
85	70	440	205	4000	351
90	73	460	210	4500	354
95	76	480	214	5000	357
100	80	500	217	6000	361
110	86	550	226	7000	364
120	92	600	234	8000	367
130	97	650	242	9000	368
140	103	700	248	10000	370
150	108	750	254	15000	375
160	113	800	260	20000	377
170	118	850	265	30000	379
180	123	900	269	40000	380
190	127	950	274	50000	381
200	132	1000	278	75000	382
210	136	1100	285	1000000	384

Note.—N is population size.
S is sample size.

APPENDIX B

FACULTY OF BUSINESS AND MANAGEMENT
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS),
Universiti Teknologi Mara (UiTM) Cawangan Sarawak, Kampus Samarahan.

Dear Respondent,

PARTICIPATION IN SURVEY: THE RELATIONSHIP BETWEEN EMPLOYEE PERSONALITY TRAITS TOWARD JOB PERFORMANCE AMONG SUPPORT STAFF

As a final year student of Bachelor in Office Systems Management (Hons), I conducting a survey **"The Relationship between Employee Personality Traits towards Job Performance among Support Staff"**

The purpose of this study is to find out the relationship between employee personality traits towards job performance among support staff. Therefore, you are invited to participate in this study.

The survey questionnaire will take less than 10 minutes to complete. I would appreciate if you would answer this question sincerely. Please return the questionnaire to me one week from the date of this letter or I will come to collect the questionnaire myself whenever possible.

All information provided will be kept **STRICTLY CONFIDENTIAL** and used for **ACADEMIC PURPOSE** only.

Should you have questions about the survey, you may contact the researcher;

Radiatul Isma Binti Annuar   01125095586

Thank you.

Yours faithfully,   Supervisor,

_____   _____

(Radiatul Isma Binti Annuar)   (Muhammad Bin Omar)

SECTION A: DEMOGRAPHIC BACKGROUND

SEKSYEN A: LATAR BELAKANG DEMOGRAFI

Please tick (/) in the appropriate/ relevant box provided.

Sila tandakan (/) dalam kotak yang sesuai / berkaitan yang disediakan.

1. Please specify your gender. *Sila tentukan jantina anda.*

	Male *Lelaki*
	Female *Perempuan*

2. Please specify your age group. *Sila nyatakan kumpulan umur anda.*

	Less than 21 years old *Kurang dari 21 tahun*
	21 - 30 years old *21 -30 tahun*
	31 - 40 years old *31 – 40 tahun*
	41 - 50 years old *41 – 50 tahun*
	Above 50 years old *Lebih daripada 50 tahun*

3. Please specify your highest level of qualification. *Sila nyatakan kelayakan tertinggi anda.*

	SPM / O-Level
	STPM / A-Level
	Diploma / Certificate
	Bachelor's degree
	Master / PhD

4. Please indicate your duration of service with this organization.

Sila nyatakan tempoh perkhidmatan anda dengan organisasi ini.

	Less than 1 year *Kurang dari 1 tahun*
	1 to 2 years *1 hingga 2 tahun*
	3 to 5 years *3 hingga 5 tahun*
	6 to 10 years *6 hingga 10 tahun*
	Above 10 years *Lebih daripada 10 tahun*

5. Please indicate your individual monthly income with this organization.

Sila nyatakan pendapatan bulanan anda dalam organisasi imi.

	Less than RM2000/*Kurang dari RM2000*
	RM2500-RM3000/*RM2500-RM3000*
	RM3000-RM3500/*RM3000-RM3500*
	RM4000-RM4500/*RM4000-RM4500*
	More than RM4500/*Lebih dari RM4500*

6. Please indicate your race. *Sila nyatakan bangsa anda*

	Malay/ *Melayu*
	Iban/ *Iban*
	Chinese/ *Cina*
	Others (Please Specify/ *Lain-lain (Sila nyatakan_____*

SECTION B: EMPLOYEES PERSONALITY (INDEPENDENT VARIABLES) *SEKSYEN B: PERSONALITI PEKERJA (pembolehubah bebas)*					

Please tick (/) only one best answer for each statement below according to the scale given.
Sila tandakan (/) hanya satu jawapan yang terbaik untuk setiap pernyataan di bawah mengikut skala yang diberikan.

1	2	3	4	5
Strongly Disagree *Sangat tidak setuju*	**Disagree** *Tidak Setuju*	**Neutral** *Biasa*	**Agree** *Setuju*	**Strongly Agree** *Sangat Setuju*

	Neuroticism / *Neurotikisme / Sifat berkaitan dengan tekanan*	1	2	3	4	5
1	**I rarely feel nervous or worried** *Saya jarang berasa gementar atau bimbang*					
2	**At times I have felt resentful or embittered** *Kadang-kadang saya berasa marah atau sakit hati*					
3	**I avoid crowds wherever possible** *Saya mengelakkan orang ramai di mana mungkin*					
4	**I don't see myself as a driven person** *Saya tidak melihat diri saya sebagai seorang yang didorong*					
5	**I don't believe I am better than anyone else** *Saya tidak percaya saya lebih baik daripada orang lain*					
6	**I see myself as someone who can be cold and alone** *Saya melihat diri saya sebagai seorang yang boleh menjadi sejuk dan sendirian*					

	Extraversion/ *Extrovert/ Peramah*	1	2	3	4	5
1	**I see myself as someone who is full of energy** *Saya melihat diri saya sebagai seorang yang penuh dengan tenaga*					
2	**I see myself as someone who generates a lot of enthusiasm** *Saya melihat diri saya sebagai seorang yang menjana banyak semangat*					
3	**I see myself as someone who has an assertive/ confident/ aggressive personality** *Saya melihat diri saya sebagai seorang yang mempunyai personaliti yang tegas / yakin / agresif*					
4	**I see myself as someone who is outgoing and sociable** *Saya melihat diri saya sebagai seorang yang keluar dan pandai bergaul*					
5	**I see myself as someone who is shy and inhibited/depress** *Saya melihat diri saya sebagai seorang yang pemalu dan menghalang / menekan*					
6	**I see myself as someone who tends to be quiet** *Saya melihat diri saya sebagai seorang yang cenderung untuk mendiamkan diri*					

	Conscientiousness /*Kesungguhan/ Berhati-hati/Teliti*	1	2	3	4	5
1	**I see myself as someone who does a thorough job** *Saya melihat diri saya sebagai seorang yang melakukan kerja yang teliti*					
2	**I see myself as someone who is reliable worker** *Saya melihat diri saya sebagai pekerja yang boleh dipercayai*					
3	**I see myself as someone who tends to be disorganized** *Saya melihat diri saya sebagai seorang yang cenderung tidak teratur*					
4	**I see myself as someone who tends to be lazy** *Saya melihat diri saya sebagai seorang yang cenderung menjadi malas*					
5	**I see myself as someone who does things efficiently** *Saya melihat diri saya sebagai seorang yang melakukan perkara dengan cekap*					
6	**I see myself as someone who makes plans and follows through with them** *Saya melihat diri saya sebagai seorang yang membuat rancangan dan mengikutinya*					

	Openness to Experience /*Keterbukaan untuk Pengalaman*	1	2	3	4	5
1	**I see myself as someone who is competent and comes up with new ideas** *Saya melihat diri saya sebagai seorang yang berwibawa dan datang dengan idea-idea baru*					
2	**I see myself as someone who is curious about many different things** *Saya melihat diri saya sebagai seorang yang ingin tahu tentang banyak perkara yang berbeza*					
3	**I see myself as someone who is ingenious and a deep thinker** *Saya melihat diri saya sebagai seorang yang bijak dan pemikir yang mendalam*					
4	**I see myself as someone who has an active imagination** *Saya melihat diri saya sebagai seorang yang mempunyai imaginasi yang aktif*					
5	**I see myself as someone who is creative and inventive** *Saya melihat diri saya sebagai seorang yang kreatif dan berdaya cipta*					
6	**I generally co-operate rather than compete with others** *Saya secara amnya bekerjasama dan bukan bersaing dengan orang lain*					

	Agreeableness /*Ketulusan/ Sifat Mesra*	1	2	3	4	5
1	**I see myself as someone who tends to find faults with others** *Saya melihat diri saya sebagai seorang yang cenderung untuk mencari kesalahan dengan orang lain*					
2	**I see myself as someone who is helpful and unselfish with others** *Saya melihat diri saya sebagai seorang yang membantu dan tidak mementingkan diri sendiri dengan orang lain*					
3	**I see myself as someone who is generally trusting another person** *Saya melihat diri saya sebagai seorang yang umumnya mempercayai orang lain*					
4	**I see myself as someone who is considerate and kind to almost everyone** *Saya melihat diri saya sebagai seorang yang bertimbang rasa dan baik kepada hampir semua orang*					
5	**I see myself as someone who likes to cooperate with others** *Saya melihat diri saya sebagai seorang yang suka bekerjasama dengan orang lain*					
6	**I see myself as someone who can forgive the mistakes of others** *Saya melihat diri saya sebagai seorang yang boleh memaafkan kesilapan orang lain*					

SECTION C: JOB PERFORMANCE (DEPENDENT VARIABLE)
SEKSYEN C: PRESTASI KERJA

Please tick (/) only one best answer for each statement below according to the scale given.

Sila tandakan (/) hanya satu jawapan yang terbaik untuk setiap pernyataan di bawah mengikut skala yang diberikan.

1	2	3	4	5
Strongly Disagree *Sangat tidak setuju*	**Disagree** *Tidak Setuju*	**Neutral** *Biasa*	**Agree** *Setuju*	**Strongly Agree** *Sangat Setuju*

	Job Performance *Prestasi Kerja*	1	2	3	4	5
1	**I seldom get things done on time.** *Saya jarang menyiapkan tugasan tepat pada waktu*					
2	**My supervisor is never been disappointed with the quality of my work** *Penyelia saya tidak pernah kecewa dengan quality kerja saya*					
3	**I seldom exhibit willingness to go beyond** *Saya jarang menunjukkan kesediaan untuk melampaui batas*					
4	**I always strive to exhibit exemplary work habits (arriving to work on time, never take undeserved breaks, never absent without application, etc)** *Saya sentiasa berusaha untuk menunjukkan prestasi kerja yang menjadi teladan (datang kerja tepat masa, tidak pernah mengambil rehat yang kurang dapat layanan, tidak hadir tanpa permohonan, dan lain-lain)*					
5	**On the job, I always exhibit an underlying concern for doing things or tasks better, for improving situations.** *Di tempat kerja, saya selalu menunjukkan keprihatinan asas untuk melakukan perkara atau tugas dengan lebih baik agar dapat membaiki keadaan.*					
6	**On the job, I exhibit zeal/passion about the job and a consequent willingness to work hard and energetically.** *Di tempat kerja, saya menunjukkan semangat/kesungguhan tentang pekerjaan dan kesanggupan untuk bekerja keras dan bertenaga.*					

Adopted from (Seng, Theng, Ling, Siang, & Yean, 2013)

APPENDIX C

Statistics

		Gender	Age	Education	Duration	Income	Race
N	Valid	86	86	86	86	86	86
	Missing	0	0	0	0	0	0

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	46	53.5	53.5	53.5
	Female	40	46.5	46.5	100.0
	Total	86	100.0	100.0	

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	21-30 years old	19	22.1	22.1	22.1
	31-40 years	40	46.5	46.5	68.6
	41-50 years	21	24.4	24.4	93.0
	Above 50 years	6	7.0	7.0	100.0
	Total	86	100.0	100.0	

Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SPM	37	43.0	43.0	43.0
	STPM	21	24.4	24.4	67.4
	Diploma	21	24.4	24.4	91.9
	Bachelor Degree	7	8.1	8.1	100.0
	Total	86	100.0	100.0	

Duration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than one year	13	15.1	15.1	15.1
	1-2 Years	11	12.8	12.8	27.9
	3-5 years	17	19.8	19.8	47.7
	6-10 years	19	22.1	22.1	69.8
	Above 10 years	26	30.2	30.2	100.0
	Total	86	100.0	100.0	

Income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than Rm2000	24	27.9	27.9	27.9
	RM2500-RM3000	33	38.4	38.4	66.3
	RM3000-RM3500	16	18.6	18.6	84.9
	RM4000-RM4500	9	10.5	10.5	95.3
	More than RM4500	4	4.7	4.7	100.0
	Total	86	100.0	100.0	

Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Malay	51	59.3	59.3	59.3
	Iban	21	24.4	24.4	83.7
	Chinese	8	9.3	9.3	93.0
	Others	6	7.0	7.0	100.0
	Total	86	100.0	100.0	

RELIABILITY NEUROTICISM

Reliability Statistics

Cronbach's Alpha	N of Items
.606	5

Item Statistics

	Mean	Std. Deviation	N
At times i felt resentful or embittered	2.83	.785	86
I avoid crowds wherever possible	3.56	.889	86
I dont see myself as driven person	3.15	.952	86
I dont believe i am better than anyone else	3.21	.896	86
I see myself as someone who can be cold and alone	2.67	1.034	86

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
At times i felt resentful or embittered	12.59	5.821	.447	.516
I avoid crowds wherever possible	11.86	5.580	.418	.522
I dont see myself as driven person	12.27	5.539	.376	.544
I dont believe i am better than anyone else	12.21	5.979	.307	.579
I see myself as someone who can be cold and alone	12.74	5.651	.286	.598

REALIABILITY AGREEABLENESS

Reliability Statistics

Cronbach's Alpha	N of Items
.759	5

Item Statistics

	Mean	Std. Deviation	N
I see myself as someone who is helpful and unselfish with others	3.95	.649	86
I see myself as someone who generally trusting another person	3.21	.883	86
I see myself as someone who is considerate and kind to almost everyone	3.84	.717	86
I see myself as someone who likes to cooperate with others	4.03	.622	86
I see myself as someone who can forgive the mistakes of others	3.66	.849	86

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
I see myself as someone who is helpful and unselfish with others	14.74	5.087	.570	.704
I see myself as someone who generally trusting another person	15.49	4.747	.429	.760
I see myself as someone who is considerate and kind to almost everyone	14.86	4.757	.610	.686
I see myself as someone who likes to cooperate with others	14.66	4.979	.653	.681
I see myself as someone who can forgive the mistakes of others	15.03	4.787	.450	.748

RELIABILITY OPENNESS TO EXPERIENCE

Reliability Statistics

Cronbach's Alpha	N of Items
.894	6

Item Statistics

	Mean	Std. Deviation	N
I see myself as someone who is competent and comes up with new ideas	3.64	.667	86
I see myself as someone who is curious about many different things	3.85	.604	86
I see myself as someone who is ingenious and a deep thinker	3.65	.748	86
I see myself as someone who has an active imagination	3.63	.783	86
I see myself as someone who iscreative and inventives	3.53	.681	86
I generally co-operate rather than compete with others	4.00	.594	86

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
I see myself as someone who is competent and comes up with new ideas	18.66	7.544	.813	.860
I see myself as someone who is curious about many different things	18.45	8.345	.646	.885
I see myself as someone who is ingenious and a deep thinker	18.65	7.336	.758	.868
I see myself as someone who has an active imagination	18.67	6.857	.853	.852
I see myself as someone who is creative and inventive	18.77	7.969	.659	.884
I generally co-operate rather than compete with others	18.30	8.613	.574	.895

RELIABILITY EXTRAVERSION

Reliability Statistics

Cronbach's Alpha	N of Items
.752	6

Item Statistics

	Mean	Std. Deviation	N
I see myself as someone who is full of energy	2.22	.873	86
I see myself as someone who generates a lot of enthusiasm	2.29	.824	86
I see myself as someone who has an assertive/confident/aggressive personality	2.51	.891	86
I see myself as someone who is outgoing and sociable	2.36	.796	86
I see myself as someone who is shy and inhibited/depress	2.55	.863	86
I see myself as someone who tends to be quiet	2.71	1.004	86

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
I see myself as someone who is full of energy	12.42	8.693	.567	.695
I see myself as someone who generates a lot of enthusiasm	12.35	8.371	.697	.661
I see myself as someone who has an assertive/confident/aggresive personality	12.13	9.266	.427	.734
I see myself as someone who is outgoing and sociable	12.28	9.333	.495	.716
I see myself as someone who is shy and inhibited/depress	12.09	9.732	.352	.752
I see myself as someone who tends to be quiet	11.93	8.724	.445	.732

RELIABILITY CONSCIETIOUNESS

Reliability Statistics

Cronbach's Alpha	N of Items
.803	5

Item Statistics

	Mean	Std. Deviation	N
I see myself as someone who does a thorough job	3.8372	.66616	86
I see myself as someone who is reliable person	3.9186	.63644	86
NEWCON3	3.8953	.86812	86
I see myself as someone who does things efficiently	3.7093	.83829	86
I see myself as someone who makes plans and follows through with them	3.7093	.79508	86

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
I see myself as someone who does a through job	15.2326	5.757	.628	.756
I see myself as someone who is reliable worker	15.1512	5.471	.783	.716
NEWCON3	15.1744	5.887	.372	.839
I see myself as someone who does things efficiently	15.3605	5.245	.588	.765
I see myself as someone who makes plans and follows through with them	15.3605	5.198	.656	.742

RELIABILITY JOB PERFORMANCE

Reliability Statistics

Cronbach's Alpha	N of Items
.834	5

Item Statistics

	Mean	Std. Deviation	N
My supervisor is never been disappointed with the quality of my work	3.59	.709	86
I seldom exhibit willingness to go beyond	3.21	.813	86
I always strive to exhibit exemplary work habits (Arriving to work on time,never take underserved breaks,never absent without application	3.86	.722	86
On the job, i always exhibit an underlying concern for doing things or tasks better, for improving situations	3.85	.728	86
On the job, i exhibit zeal/passion about the job and a consequent willigness to work hard and energetically	3.92	.707	86

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
My supervisor is never been disappointed with the quality of my work	14.84	5.785	.547	.823
I seldom exhibit willingness to go beyond	15.22	6.268	.301	.897
I always strive to exhibit exemplary work habits (Arriving to work on time,never take underserved breaks,never absent without application	14.57	5.024	.806	.751
On the job, i always exhibit an underlying concern for doing things or tasks better, for improving situations	14.58	5.023	.797	.753
On the job, i exhibit zeal/passion about the job and a consequent willigness to work hard and energetically	14.51	5.076	.810	.751

COMPUTE MEAN

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
	Statistic	Statistic	Statistic	Statistic	Statistic
MEAN_Neuroticism	86	1	5	3.07	.579
MEAN_Extraversion	86	1	4	2.44	.586
MEAN_Conscientiouness	86	3	5	3.81	.573
MEAN_Agreeableness	86	2	5	3.74	.536
MEAN_OpenToEx	86	2	5	3.72	.552
MEAN_JobPerformance	86	1.67	4.33	3.4283	.44321
Valid N (listwise)	86				

NORMALITY TEST

Descriptives

			Statistic	Std. Error
MEAN_JobPerformance	Mean		3.4283	.04779
	95% Confidence Interval for Mean	Lower Bound	3.3333	
		Upper Bound	3.5233	
	5% Trimmed Mean		3.4354	
	Median		3.5000	
	Variance		.196	
	Std. Deviation		.44321	
	Minimum		1.67	
	Maximum		4.33	
	Range		2.67	
	Interquartile Range		.67	
	Skewness		-.556	.260
	Kurtosis		1.866	.514
MEAN_Neuroticism	Mean		3.07	.062
	95% Confidence Interval for Mean	Lower Bound	2.95	
		Upper Bound	3.19	
	5% Trimmed Mean		3.07	
	Median		3.00	
	Variance		.335	
	Std. Deviation		.579	
	Minimum		1	
	Maximum		5	
	Range		4	
	Interquartile Range		1	
	Skewness		.052	.260
	Kurtosis		.843	.514
MEAN_Extraversion	Mean		2.44	.063
	95% Confidence Interval for Mean	Lower Bound	2.31	
		Upper Bound	2.57	
	5% Trimmed Mean		2.45	
	Median		2.50	
	Variance		.344	
	Std. Deviation		.586	
	Minimum		1	
	Maximum		4	
	Range		3	
	Interquartile Range		1	
	Skewness		-.163	.260
	Kurtosis		-.184	.514
MEAN_Conscientiouness	Mean		3.81	.062
	95% Confidence Interval for Mean	Lower Bound	3.69	
		Upper Bound	3.94	

	5% Trimmed Mean		3.80	
	Median		3.80	
	Variance		.328	
	Std. Deviation		.573	
	Minimum		3	
	Maximum		5	
	Range		2	
	Interquartile Range		1	
	Skewness		.346	.260
	Kurtosis		-.210	.514
MEAN_Agreeableness	Mean		3.74	.058
	95% Confidence Interval for Mean	Lower Bound	3.62	
		Upper Bound	3.85	
	5% Trimmed Mean		3.72	
	Median		3.70	
	Variance		.287	
	Std. Deviation		.536	
	Minimum		2	
	Maximum		5	
	Range		3	
	Interquartile Range		1	
	Skewness		.268	.260
	Kurtosis		.336	.514
MEAN_OpenToEx	Mean		3.72	.060
	95% Confidence Interval for Mean	Lower Bound	3.60	
		Upper Bound	3.84	
	5% Trimmed Mean		3.71	
	Median		3.83	
	Variance		.305	
	Std. Deviation		.552	
	Minimum		2	
	Maximum		5	
	Range		3	
	Interquartile Range		1	
	Skewness		.127	.260
	Kurtosis		.008	.514

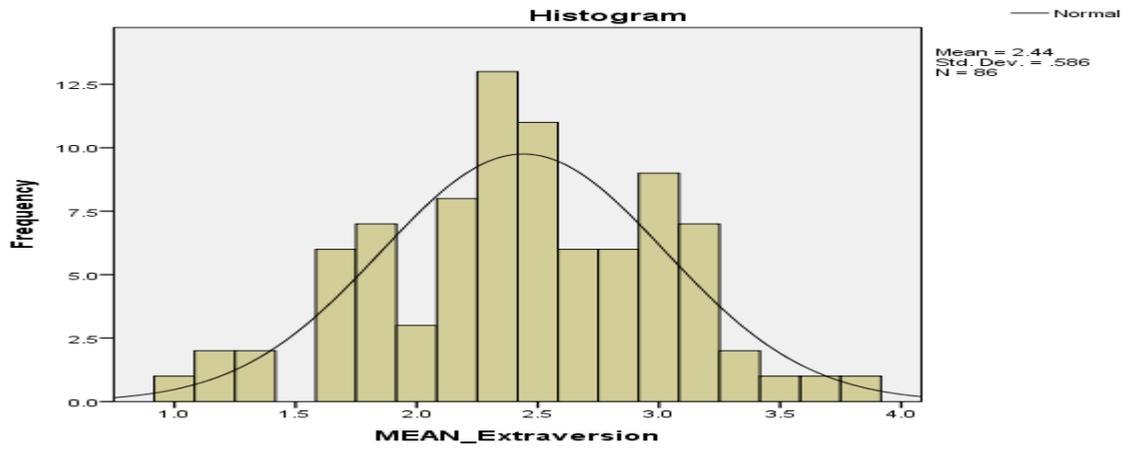# Mean Job Performance

Histogram

Mean = 3.43
Std. Dev. = .443
N = 86

Normal Q-Q Plot of MEAN_JobPerformance

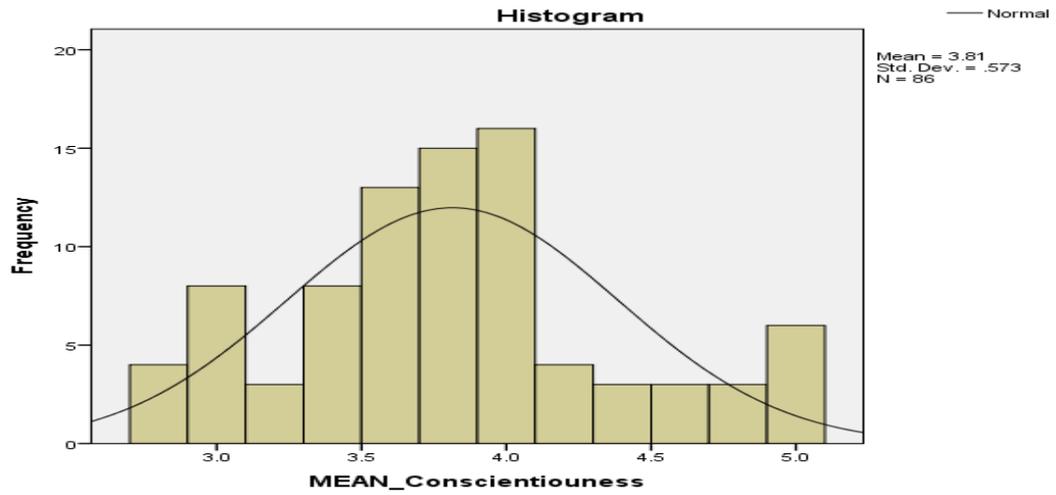# Mean Neuroticism

Histogram

Mean = 3.07
Std. Dev. = .579
N = 86
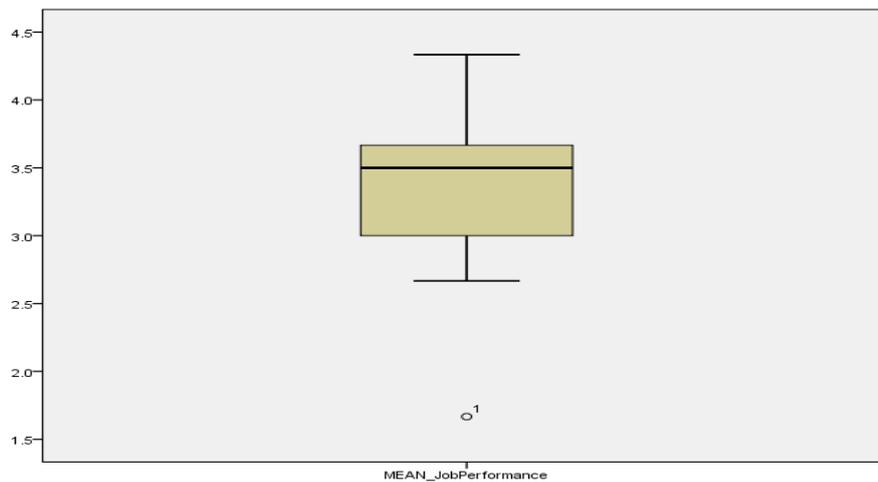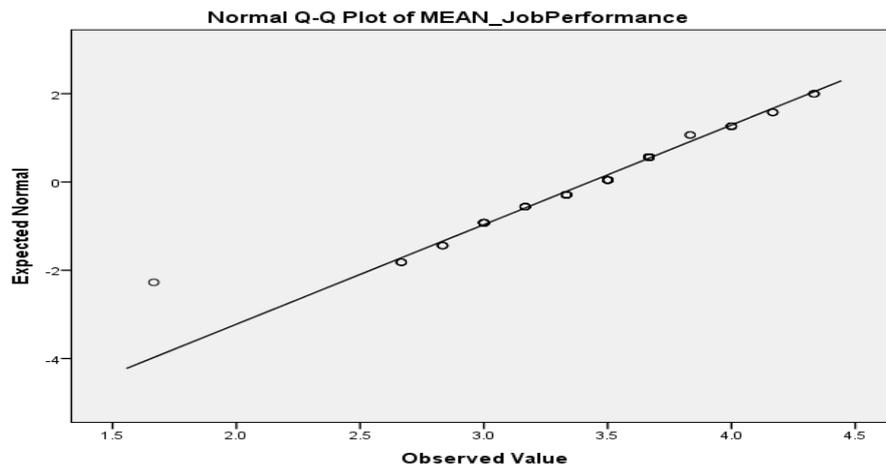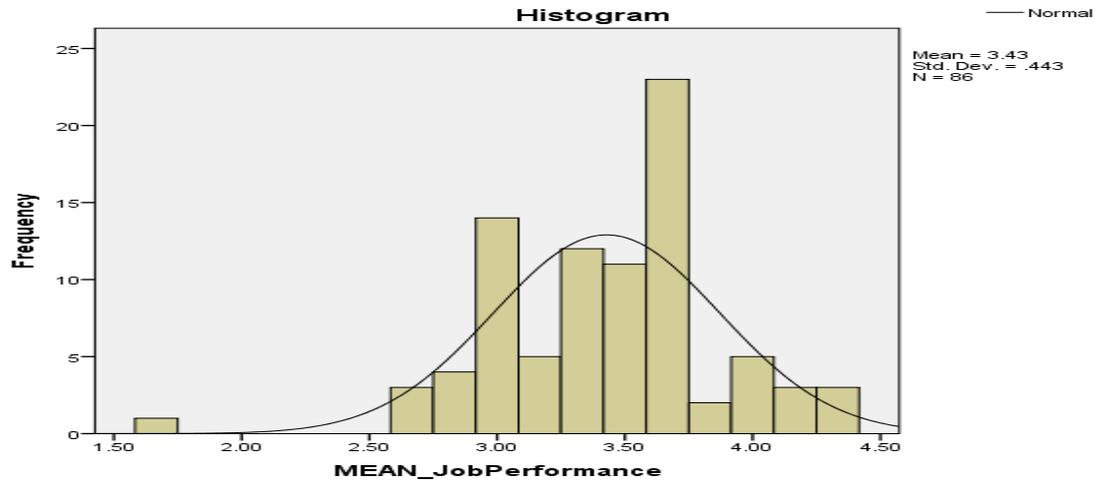
Normal Q-Q Plot of MEAN_Neuroticism

Mean Extraversion

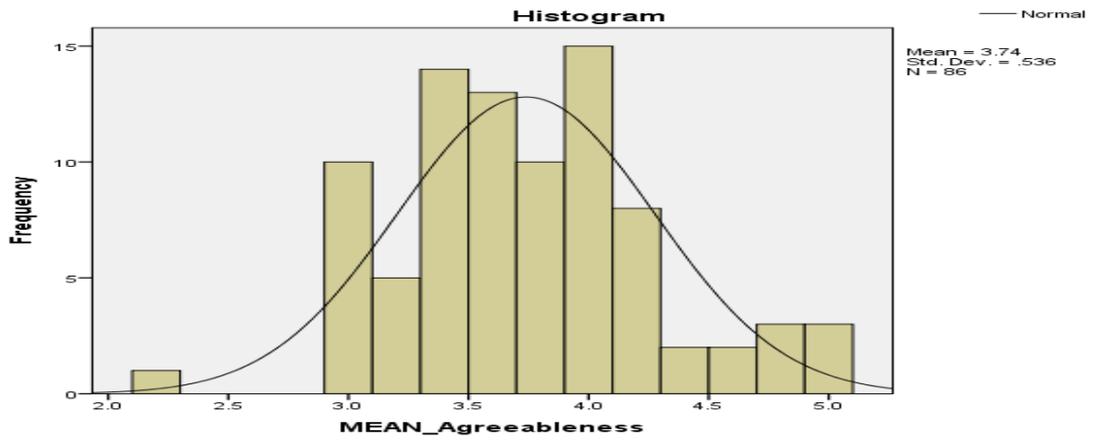Histogram

Mean = 2.44
Std. Dev. = .586
N = 86
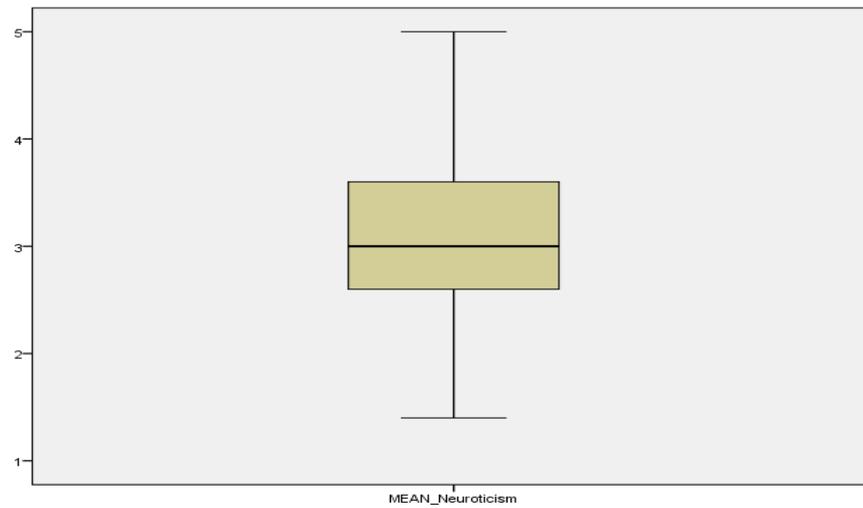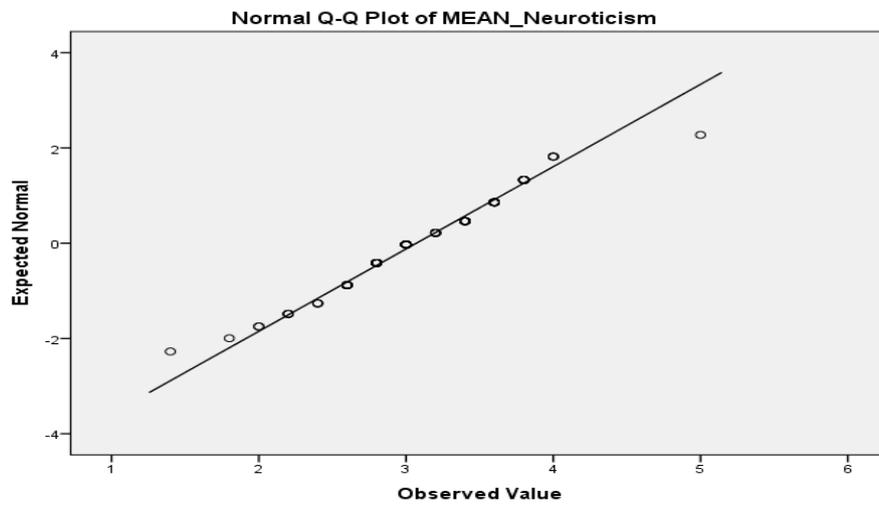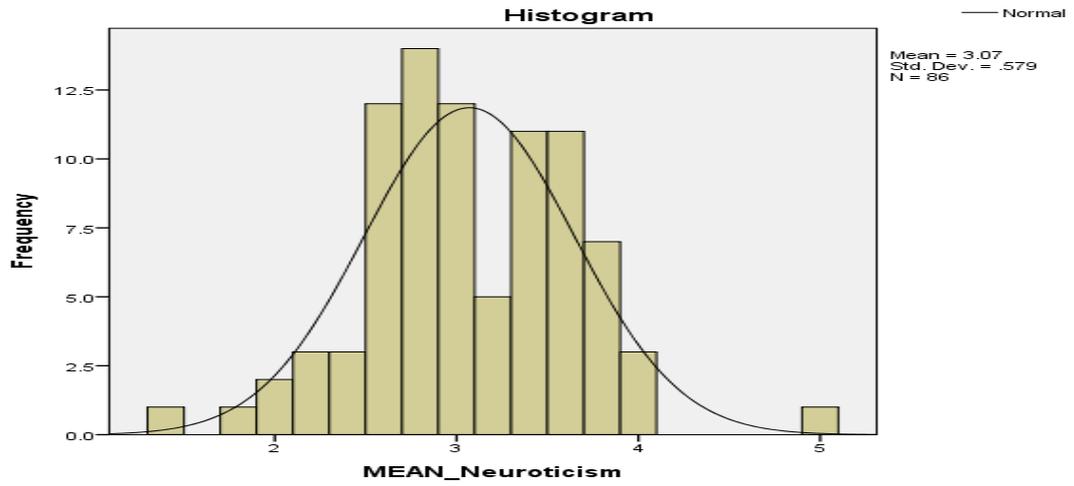
Normal Q-Q Plot of MEAN_Extraversion
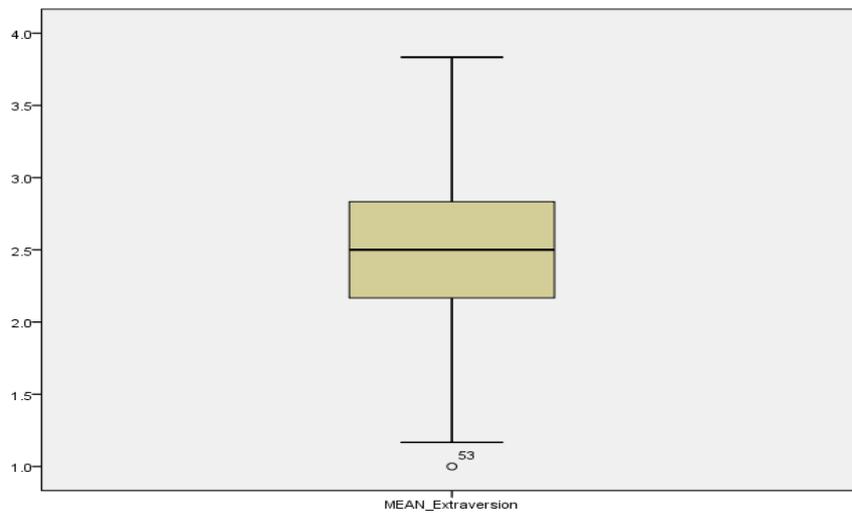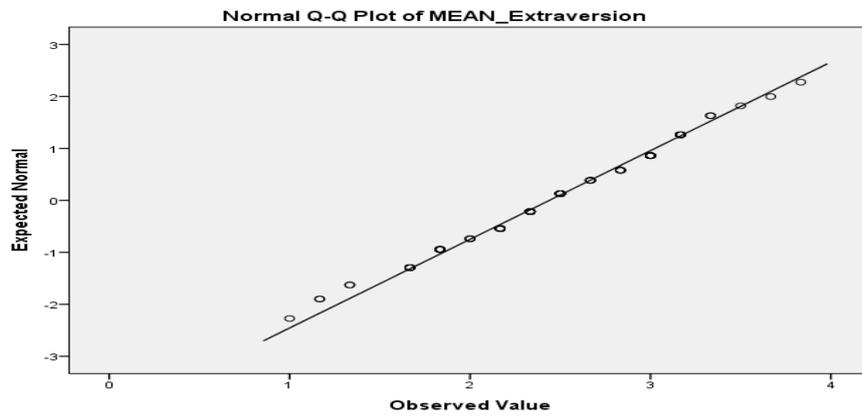
Mean Conscientiousness

Mean Agreeableness

Histogram

Mean = 3.74
Std. Dev. = .536
N = 86
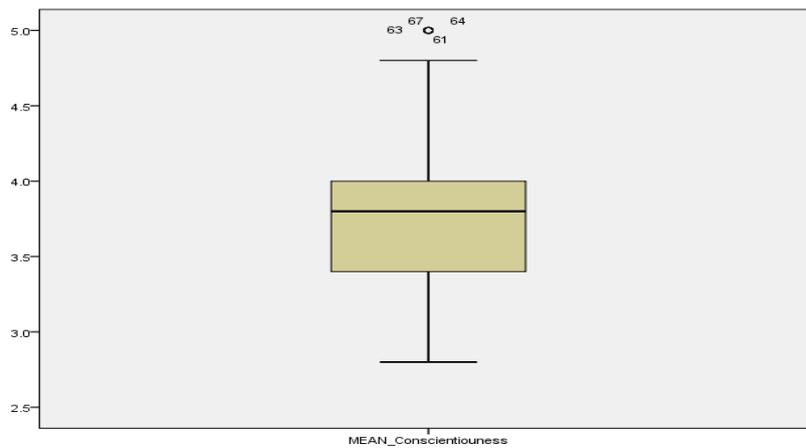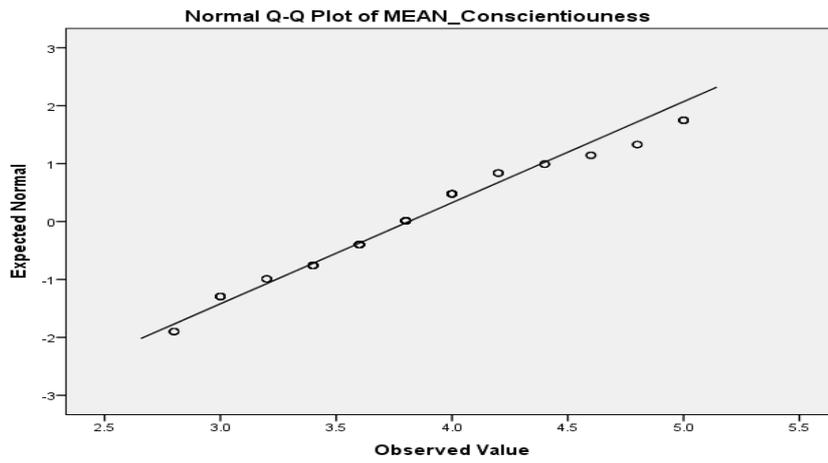
Normal Q-Q Plot of MEAN_Agreeableness

Mean Openness to Experience

Histogram

Mean = 3.72
Std. Dev. = .552
N = 86

Normal Q-Q Plot of MEAN_OpenToEx
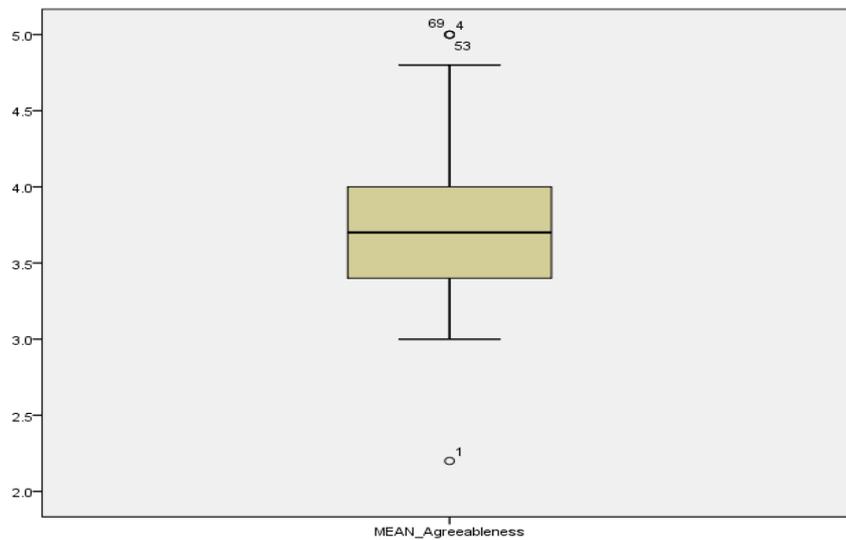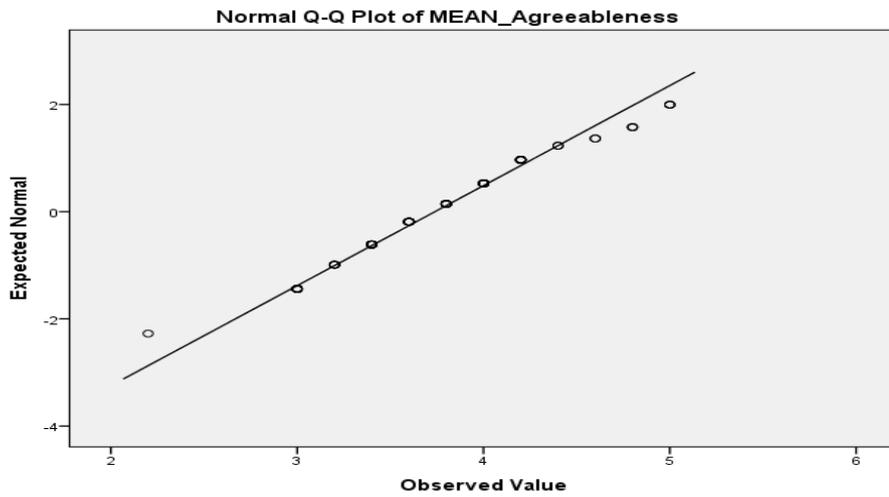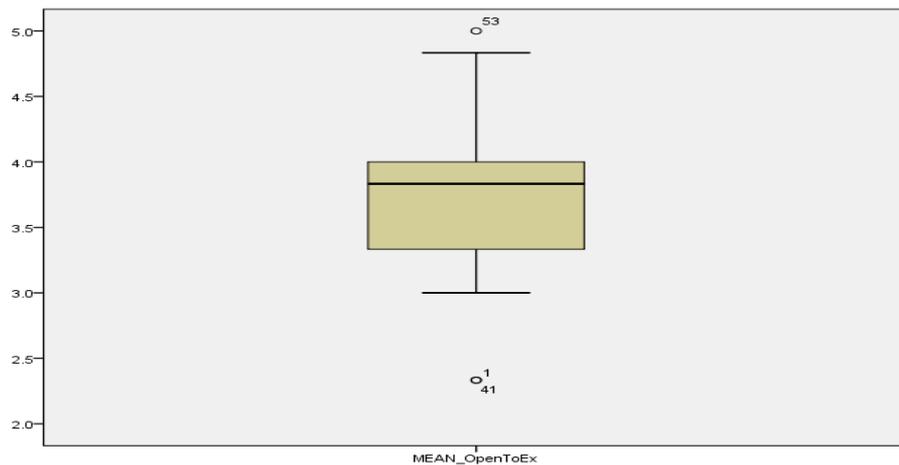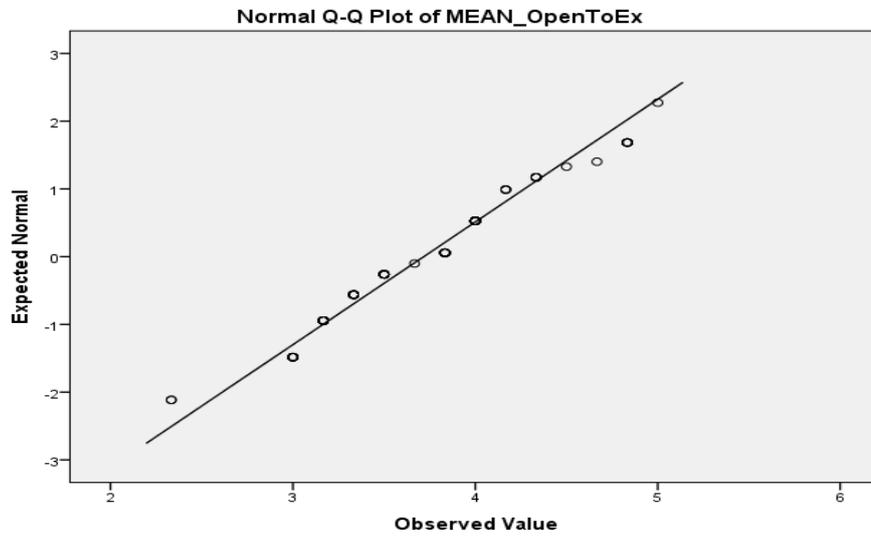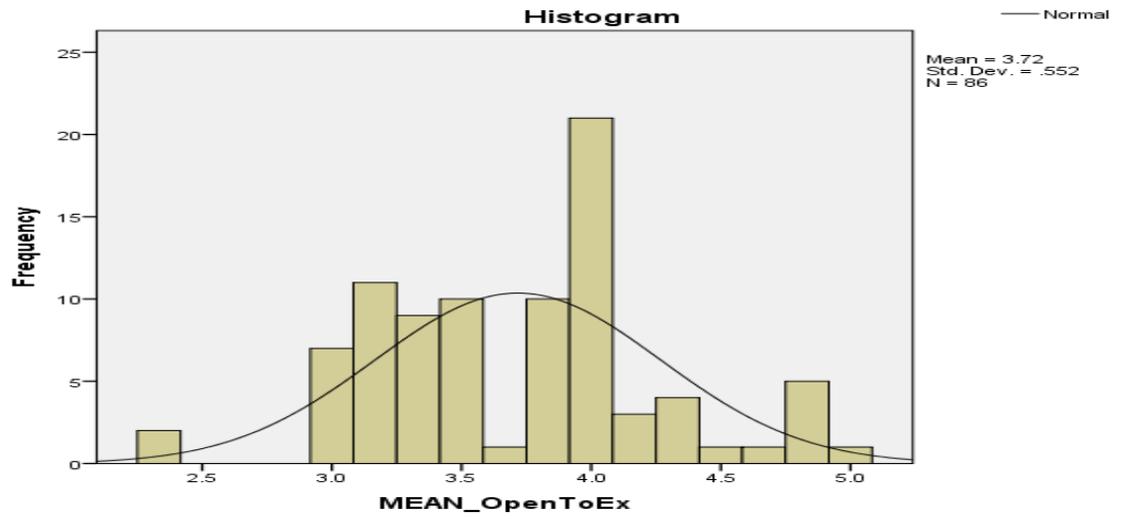
Descriptive Statistic

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
MEAN_Neuroticism	86	1	5	3.07	.579
MEAN_Extraversion	86	1	4	2.44	.586
MEAN_Conscientiouness	86	3	5	3.81	.573
MEAN_Agreeableness	86	2	5	3.74	.536
MEAN_OpenToEx	86	2	5	3.72	.552
MEAN_JobPerformance	86	2	4	3.43	.443
Valid N (listwise)	86				

Correlation

		Job Performance	Neuroticism	Extraversion	Conscientiousness	Agreeableness	OpenToEx
Job Performance	Pearson Correlation	1	-.113	-.365**	.600**	.619**	.678**
	Sig. (2-tailed)		.299	.001	.000	.000	.000
	N	86	86	86	86	86	86
Neuroticism	Pearson Correlation	-.113	1	-.108	.103	.020	.055
	Sig. (2-tailed)	.299		.324	.343	.856	.614
	N	86	86	86	86	86	86
Extraversion	Pearson Correlation	-.365**	-.108	1	-.718**	-.435**	-.638**
	Sig. (2-tailed)	.001	.324		.000	.000	.000
	N	86	86	86	86	86	86
Conscientiouness	Pearson Correlation	.600**	.103	-.718**	1	.585**	.853**
	Sig. (2-tailed)	.000	.343	.000		.000	.000
	N	86	86	86	86	86	86
Agreeableness	Pearson Correlation	.619**	.020	-.435**	.585**	1	.541**
	Sig. (2-tailed)	.000	.856	.000	.000		.000
	N	86	86	86	86	86	86
OpenToEx	Pearson Correlation	.678**	.055	-.638**	.853**	.541**	1
	Sig. (2-tailed)	.000	.614	.000	.000	.000	
	N	86	86	86	86	86	86

**. Correlation is significant at the 0.01 level (2-tailed).