IDENTIFYING THE RELATIONSHIP BETWEEN PERSONALITY TRAITS TOWARDS JOB PERFORMANCE AMONG SUPPORT STAFF AT JABATAN KESIHATAN NEGERI SARAWAK (JKNS)

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JULY 2019

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AUTHOR'S DECLARATION

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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.

- This dissertation is my own work and all sources that I have quote have been indicated and acknowledged by means of complete references.

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ABSTRACT

Researchers have been focusing on the predictors of employee personality traits and job performance at government sector which is Jabatan Kesihatan Negeri Sarawak (JKNS). The employee personality traits remains a cause of concern in the working environment that can affect to job performance also can give impact to organizations performance. The researcher developed to hypothesize how personality traits affect job performance and analyzed the data by using SPSS version 23. The Pearson correlations were used in order to investigate the relationship between independent and dependent variable which is personality traits and job performance. The survey was conducted from 16 March 2019 until 29 March 2019 by distribute 140 questionnaires and 103 were returned. Using data collected, the theoretical model is empirically validated. All the five traits personality have a relationship with the job performance which the five traits personality significantly influence the job performance, with Openness to experience showing the greatest effects, followed by Agreeableness, Conscientiousness, Extraversion, and Neuroticism. 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.

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CHAPTER 1

INTRODUCTION

This chapter explained the background of the study, research problems, research objectives and significance of study, research questions, and limitations of the study. This chapter aimed to provide the answers on the need of conducting this study. Therefore, this study was conducted to identify the relationship between employee's personality towards job performance at Jabatan Kesihatan Negeri Sarawak (JKNS)

Background of the Study

Generally, individual are created with different instincts that subsequently determine the personality of such as the ways the person act or react to the environment as stated by Youshan and Hassan (2015). As an employee, personality in the workplace is important to employees for improving 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. On this study, the researcher investigated the employee personality traits with their job performance.

Based on study by Costa and McCrae (1992) the five-factor model is a representation for personality structure that has recently gained widespread acceptance among personality psychologists. The study also describes five factors such as Neuroticism, Extraversion, Openness to experience, Agreeableness and Conscientiousness. Many researchers use five factors to evaluate the personality of people. Neuroticism is related to negative emotional such as fear, sadness, anxiety, shame anger, depression, vulnerability and disgust as stated by Ghani, Yunus and