

**THE RELATIONSHIP BETWEEN PERSONALITY TRAITS  
TOWARDS JOB PERFORMANCE AMONG SUPPORT  
STAFF AT MAJLIS PERBANDARAN KOTA SAMARAHAN  
(MPKS), SARAWAK**

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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.
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## **ABSTRACT**

The purpose of this study was to examine the relationship between employee personality traits (Big Five) towards job performance. The review of past research is used to develop a conceptual framework. The Big Five personality traits are neuroticism, extraversion, openness to experience, conscientiousness and agreeableness. This study involved all support staff at Majlis Perbandaran Kota Samarahan (MPKS), Sarawak. The data gathered was analyzed based on questionnaire distributed to the respondents. No sampling technique is used as all the respondents were selected which is using census method. 100 support staff were used as a respondent in this study. This study used correlation analysis to test the relationship between personality traits and job performance. The finding shows that extraversion, openness to experience, conscientiousness and agreeableness appear to be positively correlated with the performance. Neuroticism is the only one personality that is negatively correlated with job performance. The study presents some unique results which are different from previous studies, which stated that openness to experience does not have any relationship towards job performance. This informs organization on how to ensure employees gives positively personality in order to ensure that the employees always produce good behavior and personality to increase the productivity and performance of the organization.

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## **CHAPTER 1**

### **INTRODUCTION**

This chapter explained the background of the study, research problems, research objectives and research questions, significance of the study and limitations of the study. This chapter aimed to provide the answers on the need of conducted this study. Therefore, this study was conducted to identify the relationship between employee's personality traits towards job performance at Majlis Perbandaran Kota Samarahan (MPKS), Sarawak.

#### **Background of the Study**

In general, individual are created with different instincts that subsequently determine the personality of such as the ways the person act or react to the environment (Youshan & Hassan, 2015). As an employee, the personality in the workplace is important for employees to 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 wants to investigate the employee personality traits with their job performance.

Based on article by Costa and McCrae (1992), the five-factor model is a dimensional representation of personality structure that has recently gained widespread acceptance among personality psychologists. This article also describes the five factors such as Neuroticism, Extraversion, Openness to experience, Agreeableness and