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**PERSONALITY AND COUNTERPRODUCTIVE WORK  
BEHAVIOUR AT AEON TEBRAU JOHOR BAHRU**

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## Abstract

Limited study regarding the factors contribute to counterproductive work behaviour (CWB) has been directed in investigating whether the Big Five Personality are the predictors of counterproductive work behaviour such as organizational constraints, co-worker performance failure and supervisor pressure. More specifically, the researcher examined whether there is relationship between Big Five Personality (i.e. conscientiousness, agreeableness, neuroticism, openness to experience and extraversion) with CWBs. Other than that, Counterproductive work behaviour (CWB) usually consists of explicit acts such as aggression and theft, or conversely, of more subtle and passive actions, such as willingly failing to fulfil tasks, carelessly following instruction, or doing work incorrectly. Generally, these kinds of matter have negative impacts either individually or towards an organization itself because it can be as a limitation of organization to achieve goal oriented purpose. Regarding this issue, personality of an individual can be as elements in this problem. Thus, this research is conducted to uncover the association between personalities and counterproductive work behaviour. Study participants were 110 workers from Aeon Tebrau Johor Bharu, Johor from different department are involved. Multiple regression analysis revealed all five personality traits contributed to prediction of CWB dimensions. Moreover, demographic factors such as gender and salary and their relationship towards counterproductive work behaviour are being discussed using t-test and one-way annova analysis. As for personality, the result showed openness to experience is the most significant personality that associated with counterproductive work behaviour. Lastly, for gender and salary factors, both showed that there is no significant difference between gender (male and female) and also salary ranks towards counterproductive work behaviour.

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## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 INTRODUCTION**

This research is conducted to study and investigate the relationship between personality and counterproductive work behaviour (CWB) towards an organization's achievement and performance. It studied on the relationship between Big Five Personality also known as CANOE which was conscientiousness, agreeableness, extraversion, neuroticism and lastly openness with counterproductive work behaviour. The research conducted at AEON Sdn Bhd. This chapter was divided into several sections which start from Section 1.1, introduction and background of the study in Section 1.2. Next, Section 1.3 discusses on problem statement and Section 1.4 discusses on research objectives. Besides, Section 1.5 is about scope of the study. Whereas significant of study under Section 1.6 and Section 1.7 is definition of terms or concepts of study. Finally, Section 1.8 will be discussing on the chapter summary.

#### **1.2 BACKGROUND OF THE STUDY**

Counterproductive work behaviour (CWB) or also known as deviant behaviour in the workplace either in private or public organizations are pervasive and negative problem and phenomena nowadays (Chirumbolo, 2015). Counterproductive work behaviour (CWB) has been defined as voluntary behaviours that violate major organization norms, so to undermine the wellbeing of the organization and of its members (Chirumbolo, 2015 as cited in Robinson & Bennett, 1995).

## **CHAPTER 2**

### **LITERATURE REVIEW**

#### **2.1 INTRODUCTION**

This chapter provide a review of the literature on personality of the workers in the organization and their counterproductive work behaviour. Section 2.1 is the introduction of the chapter followed by Section 2.2 which explains on the concepts and elements. Section 2.3 is providing the hypotheses and conceptual framework in Section 2.4. Finally, Section 2.5 shows the chapter summary of the study conducted in literature review.

#### **2.2 CONCEPTS AND ELEMENTS**

##### **2.2.1 Personality**

Personality traits is the differences of human behaviour towards each other. Thus, researchers have found that the employees job performace are influenced by their personality traits (Mount et al. 1998). In the other words, conscientiousness seem to be more general on the job performance whereas agreeableness and neuroticism interrelated with the job performance through the employees work in group. In addition, extraversion seem to be predict to the job performnace when the employees facing any situation such as managing sales or maybe management position. Apart from that, the big five personality which are conscientiousness, agreeableness, neuroticism, openness to experience and extraversion does not have theoritical perspectives in general but then again it reflect the language used by the people who describe themselves as well as the others.