

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

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A RELATIONSHIP BETWEEN PERSONALITY  
TRAITS AND COUNTERPRODUCTIVE WORK  
BEHAVIOR: A CASE OF RESIDENT AND DISTRICT  
OFFICES, MIRI, SARAWAK.

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## ABSTRACT

Employees can connect in a wide range of misbehavior in organizations and such counterproductivity costs employers billions of dollars per annum globally. The extent of actual, psychological and societal costs to organizations can be better understood when one considers the multitude of different ways employees can misbehave.

In this research, the objective is to identify the relationship between personality traits and counterproductive work behavior. The model that was developed by Golberg in 1989 was used and each of the five dimensions was investigated in advance to identify their relationship sampling method. The sampling technique used in this study was convenience. The scope of this study focussed on the support staffs of Resident and District Office, Miri, Sarawak with a total population 103 support staff. Questionnaire was distributed at Resident and District Office, Miri, Sarawak and the respondents' response rate was 95 respondents, and therefore the percentage of valid questionnaires is 93%.

The findings of this research was, for RQ1, there is no relationship between Openness to Experience and Counterproductive Work Behavior ( $r = -.035, p = < .05$ ), ( $r = -.044, p = < .05$ ) for Extraversion and Counterproductive Work Behavior and ( $r = -.028, p = < .05$ ) for Agreeableness and Counterproductive Work Behavior . Meanwhile, there is a relationship between Conscientiousness and Counterproductive Work Behavior ( $r = -.168, p = > .05$ ) and Neuroticism and Counterproductive Work Behavior ( $r = -.128, p = > .05$ ). Therefore, Conscientiousness has the highest relationship with Counterproductive Work Behavior.

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## CHAPTER 1

### INTRODUCTION

In today's competitive environment, organizations are concerned about employees' behaviour (Gruys & Sackett, 2003 cited by Anjum & Parvez, 2013) and behaviour refers to what people say and do in their offices (Robbins & Coutler, 2002; Sims, 2002; Hiriyappa 2008 cited by Anjum & Parvez, 2013). These behaviors can be categorized into those that benefit the organization and those that harm it whereby the former underwrites positively towards organizational performance; and the latter is harmful to the organization (Spector & Fox, 2002; cited by Anjum & Parvez, 2013).

Chapter 1 will discuss about the background of the study, statement of the problem, purpose of the study, research questions, significant of the study, the limitations of the study and definition of terms.

#### Background of the Study

Counterproductive Work Behavior (CWB) involves of actions that could harm or are proposed to harm organizations (Spector, 2012). He further explained that counterproductive work behaviour contains actions that are directed toward organizations and individuals, including violence (physical and verbal), sabotage, theft, and withdrawal. According to Nasir and Bashir (2012) and Kozako, Safin, & Abdul Rahim (2013), counterproductive work behaviour has solemn adverse effects