THE RELATIONSHIP BETWEEN THE BIG FIVE PERSONALITY TRAITS AND JOB PERFORMANCE AMONG EMPLOYEES IN PUBLIC SECTOR IN KUCHING

Prepared for:

PUAN SINITER SABA (SUPERVISOR)
DR. MALVERN ABDULLAH (CO-SUPERVISOR)

Prepared by:

ANIE BILAINI ANAK ABDOL LACHEK (2017800588)
CHRISSILA BINTI CHARLES (2017800616)
NUR SYAZWANI BINTI SAHAK (2017800564)
NUR ASHIKIN BINTI MOHAMAD NORIZAM (2017655924)

DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS AND MANAGEMENT

January 2020

ACKNOWLEDGEMENT

December 06, 2019

Faculty of Business and Management

Universiti Teknologi MARA Cawangan Sarawak

TABLE OF CONTENTS

INTRODUCTION

This chapter study focusses on several aspects to study the relationship between the Big Five Personality traits and job performance among employees in public sector in Kuching. Besides, this chapter also discussed the background of the study, the statement of any problems, the research objectives, the research questions, and the significance of the study, the limitation of the study and the definition of terms provided.

Background of Study

The job performance of an individual is the function of skills, knowledge, motivation and abilities directed to role prescribed behavior. Understanding the personality of employees that can be see that employee behavior is an advantageous informational data point for management. Recent studies show that leaders' personality traits also affect job performance in the organization that studies by Ghani (2016). Not every personality is suited for every job position, so it is important to recognize personality traits and pair employees with the duties that fit their personalities the best.

McCrae (1987) is the researcher who develop the Big Five Personality traits that described the personality of human like is extraversion, agreeableness, openness, conscientiousness and neuroticism. Conscientiousness refer to the extent to which a person is organized, careful, self-disciplined, and responsible (Seng, 2013). If conscientiousness does not improve job performance but when people are hardworking that can increase job performance. So conscientiousness can make the employee more self-discipline and can organized their work well with their own efforts. Customer service work requires a service provider to become dependably and follow procedure and rules and it suits well the traits of conscientiousness. For instance, customer service occupation positively exhibited a higher level of conscientiousness.

Extraversion is a trait when an individual tends to be friendly, outgoing, gregarious, expressive, warm-hearted and talkative (Rashida, 2016). But extraversion have a positive relationship towards job performance with individual tend to be sociable, loving, optimistic, fun and affectionate. The higher extraversion to improve job performance the higher the employees to become more talkative in their work. When the employees become talkative that can give more outcomes and idea about their work and give a positive effect toward their job performance. The individual who has associated with this trait possess the personality of hostility, anger and dissatisfaction and could inevitably impact the service delivery and problem-solving approach (Rashida, 2016). This might be happen because of the dominant feature of this trait in granting status to oneself at the cost of others.

Neuroticism includes traits like anxious, depressed, angry, embarrassed, emotional, worried and insecure. According to Rashida (2016) individual with the ability to control stress, anxiety and depression strongly related to job performance that involved teamwork. The more the neuroticism traits in certain individuals the more the problem and emotional that need to be control when dealing with others. Dealing with challenging customers with multiple requests, complaint and demand require high emotional tolerate. Neurotic individuals are vulnerable to stress, lack of concentration and emotions when dealing with work stress that associated with poor social skills and lack of trust in others. Individual with ability to control stress, anxiety and depression strongly related to job performance that involved teamwork that can face difficulty when dealing with the top management, colleague and customers.

Agreeableness includes traits such as courteous, flexible, trusting, good nature, cooperative forgiving, soft-hearted and tolerant that study was done by Rashida (2016). The higher the kindness, likeability and thoughtfulness the higher the successfulness that can improve job