

THE RELATIONSHIP BETWEEN THE BIG FIVE PERSONALITY  
TRAITS AND JOB PERFORMANCE AMONG SUPPORT STAFFS  
AT UNIVERSITY MALAYSIA SARAWAK (UNIMAS)

Prepared for:  
MADAM GLADYS SEBI ENTIGAR

Prepared by:  
NOR ATIQA BINTI KAHARRUDIN  
DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)  
FACULTY OF BUSINESS AND MANAGEMENT

MAY 2018

## TABLE OF CONTENTS

	<b>Page</b>
AUTHOR’S DECLARATION .....	ii
ABSTRACT .....	iii
ACKNOWLEDGEMENT .....	iv
LIST OF TABLES.....	v
LIST OF FIGURES .....	vi
LIST OF APPENDICES .....	vii
CHAPTER 1 .....	1
INTRODUCTION .....	1
Background of the Study .....	1
Statement of the Problem.....	3
Research Objectives .....	5
Research Questions .....	5
Hypothesis of the Study.....	6
Significance of the Study.....	6
Limitations of the Study .....	7
Definition of Terms .....	7
CHAPTER 2 .....	9
LITERATURE REVIEW.....	9
Introduction.....	9
Job Performance .....	9

## **AUTHOR'S DECLARATION**



### **BACHELOR IN OFFICE SYSTEMS MANAGEMENT (Hons.) FACULTY OF BUSINESS MANAGEMENT**

#### **“DECLARATION OF ORIGINAL WORK”**

I, Nor Atiqah Binti Kaharrudin, (I/C:960201015646)

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.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **ABSTRACT**

This study explored and described which elements in Big Five Personality traits that have an impact toward job performance among support staff at Universiti Malaysia Sarawak (UNIMAS). Big Five Personality trait which includes Conscientiousness, Agreeableness, Neuroticism, Openness to Experience and Extraversion plays an essential role in addressing the issues of employees' job performance (Barrick & Mount, 2001). Although most of the previous study found that Neuroticism has negative correlation toward employees' job performance. To the end, this paper presents the results of a survey that neuroticism has negative relationship compared to other traits (conscientiousness, agreeableness, openness to experience and extraversion) that have positive relationship toward job performance. However, this study recommended conducting another similar study to the private sector. Thus, it will give different results because of the difference in background and thinking.

## CHAPTER 1

### INTRODUCTION

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

Identity envelops a person's moderately steady emotions, considerations, and behavioral examples. According to Alsuwailem and Elnaga (2016), each individual has a one of a kind identity which separates them from other individuals, and by understanding the identity of somebody, it will give us a thought on how they are probably going to act and feel in various circumstances. Aside from that, a powerful administration can be accomplished by knowing the identities of each representative. These Five personality traits can speak to the review of a person who has diverse practices to finish a specific assignment given to them.

Conscientiousness is simply the inclination to indicate train, act obediently, and go for accomplishment (Kunlin, Li'an, & Xinyong, 2013). It is additionally said that the characteristic demonstrates an inclination arranged as opposed to unconstrained conduct. Apart from that, Costa & McCrae, (1992) was cited in Barrick and Mount (1991) conscientious people have a tendency to be objective coordinated and inspired, it has been demonstrated that it can be identified with work execution.

Agreeableness has an exceptionally feeble association with the job performance and it's anything but a critical estimation of job performance (Barrick &