



UNIVERSITI TEKNOLOGI MARA

**"RELATIONSHIP BETWEEN PERSONALITY TRAITS AND
EXPATRIATE ADJUSTMENT: CASE STUDY OF SIX
HOTELS AROUND KOTA KINABALU."**

**ADS 555
APPLIED RESEARCH PROJECT**

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CHAPTER 1

INTRODUCTION

1.1 Introduction

As we know, adjustment is very hard to do in our daily live. This is same to be faced by the expatriates that come to work in our country because there is different personality ever each person. Due to the globalization, Malaysia has progressively opened their market and liberalization of trade and services. Thus, many international organizations expanding their business to other country by assign professional workers to work other country. Expatriate can be defined as a person temporarily or permanently residing in a country and culture other than the person's upbringing and or legal resident (Wikipedia.com). Normally the expatriate has been assign by the organization to work to the other country within a several years.

As an example in Malaysia, the expatriates that has been assign have different skills, high knowledgeable, and possess high level of position in the organizations. Moreover, this is one way to expose new knowledge and skill to the Malaysian workforce towards foreigner expertise. Thus, they have high respect towards the former at the workplace.

In fact, the assigning of task to expatriate generate several problem of their routine life in adapting the new culture and environment. It also can effect to our personality on learning new culture. Any workplace in any society in the world is always having a very complex environment and force at workplace that influence social interactions and as a result on the level of performance and productivity

1.2 Problem Statement

The aims of expatriates come to our country is to provide or to contribute their skills and also expertise since in Malaysia there have lack of professional skills that required to handle certain works or tasks especially in handling with new technologies.

Expatriate include all the professional and technical migrant workers who can earns a month salary of not less than rm3000. The expatriate issues an employment contract is at least two years. The number of expatriate positions in 2006 was 1,944, it was 19752 in 2005. The total numbers of expatriate was 43,548 in 2005, and 32,609 in 2006. In 2006, the top five sending countries of expatriates include India (28.2 %), Japan (14.8%), china (15.1%), UK (8.6%), and Singapore (6.7%). (*International immigrations statistics and data sources Malaysia*)

Since Sabah was famous with the various places as for the tourist attractions, the hotel industry are very importance so that the tourists can stay in the hotel. At the same time, it also can increase the economy of our country. To increase or maintain the standard and quality of hotel services, expatriates from the other country are positively welcome to work in the hotel industry. This is because, the expatriates usually come with their own skills, expertise and also abilities in handling certain area of work. For example, to become the middle person since the expatriates have the expertise and also skills in communicate in different language to deal with the foreigner or tourists.

Thus the expatriates cannot avoid with the new cultural environment, and face with the challenges in their workplace. As in the past research of Cross-Cultural Challenges and Adjustments of Expatriates : A Case Study in Malaysia by Aida Hafitah Mohd and Maimunah Ismail, the expatriate have problem in understanding and adapt the values, behaviour and belief of other. So that, there is a need to look deeply on how the expatriates