PERSONALITY TRAITS AND JOB PERFORMANCE: AN EMPIRICAL ANALYSIS AT MALANOFF CORPORATION BERYAD

nir syambah birti zahari

BACHELOR IN OFFICE SYSTEMS MARAGEMENT (HORS.)
UNIVERSITE TERROLOGI MARA (UITM)
2015

ABSTRACT

This research consists of the empirical analysis on the big five personality traits and the relationship towards job performance at Malakoff Corporation Berhad. Personality traits influence occupational choice and are valid predictors of managerial success. The primary objective of this study was to investigate whether a relationship exists between possessing certain persoanality traits and employee job performance. The personality dimensions of the five factor model of personality, Conscientiousness, Agreeableness, Neuroticism, Openness To Experience and Agreeableness were the focus of this study.

The type of research is correlational research. Simple random sampling was employed and a measuring instrument distributed to the respondents, in which 148 questionnaires were returned. An exploratory factor analysis was undertaken and Cronbach Alpha coefficients calculated to assess the validity and reliability of the measuring instrument. Descriptive statistics were calculated to summarize the sample data. Pearson correlation analysis was undertaken to establish relationships between the independent variable (the five dimensions of personality) and the dependent variable, job performance. The findings of this study show that individuals who have high levels of the personality traits of extraversion, conscientiousness sand agreeableness are more likely to perform better.

ACKNOWLEDGEMENT

Alhamdulillah, thank you to Allah the most merciful and most compassionate and for His blessings, I managed to complete my thesis entitled "Personality Traits and Job Performance: An Empirical Analysis at Malakoff Corporation Berhad". I would say that it is hard for me to overstate my gratitude and undivided support from everyone because there are people that will always give your life such massive impact.

Firstly, my humblest gratitude goes to Encik Mahathir Mahali, my research advisor, for his thorough guidance throughout the completion of this portfolio. His motivational words, advices, the way of explaining things clearly and simply shall be remembered in my industrial training writing period time. Without his sound advice and continuous support each time, I would have been lost.

Secondly, my appreciation is also directed to my lecturer, Puan Mas Anom Abdul Rashid who had taught me the Research Methodology subject and guided me until the research proposal phase.

Last but not least, my heartiest gratitude and appreciation goes to my family for their encouragement and support. My special thanks is also dedicated to my friends for giving me support, cooperation, ideas, contributions and suggestions in completing this research thesis. Thank you, from the bottom of my heart.

TABLE OF CONTENTS

ACKNOWLEDGEMENT	2
List of Tables	6
List of Figures	7
CHAPTER ONE	8
INTRODUCTION	8
1.1 Background of Study	8
1.2 Problem Statement	11
1.3 Research Objectives	13
1.4 Research Questions	14
1.5 Significance of Study	15
1.6 Limitation of Study	15
1.7 Conclusion	16
1.8 Definition of Terms	17
CHAPTER TWO	20
LITERATURE REVIEW	20
2.1 Introduction	20
2.7 Conceptual Framework	30
2.8 Conclusion	31
CHAPTER THREE	32
RESEARCH METHODOLOGY	32
3.1 Introduction	32
3.2 Research Design	32
3.3 Sampling Frame	33

3.4 Population
3.5 Sampling Technique
3.6 Sampling Size
3.7 Unit of Analysis
3.8 Data Collection Procedures
3.8.1 Instruments
3.8.2 Validity of Instrument
3.9 Data Analysis
CHAPTER 439
FINDINGS OF STUDY39
4.1 Introduction
4.2 Survey Response Rate
4.3 Reliability Test
4.4 Demographic Profile of Respondents
4.5 Analysis of Findings 50
4.5.1 Correlations
4.5.2 Research Question 1: Is there any significant relationship between conscientiousness
and job performance among employees in Malakoff Corporation Berhad?51
4.5.3 Research Question 2: Is there any significant relationship between agreeableness and
job performance among employees in Malakoff Corporation Berhad?
4.5.4 Research Question 3: Is there any significant relationship between neuroticism and
job performance among employees at Malakoff Corporation Berhad?55
4.5.5 Research Question 4: Is there any significant relationship between openness to
experience and job performance among employees at Malakoff Corporation Berhad? 57
4.5.6 Research Question 5: Is there any significant relationship between extraversion and