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**PERSONALITY TRAITS AND JOB PERFORMANCE AMONG STAFF IN SERIAN
DISTRICT POLICE HEADQUARTERS SARAWAK**

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CHAPTER 1

1.1 Introduction

This chapter focuses on the background of the study which is the relationship between personality traits and job performance among staffs in Police headquarters Serian district, Sarawak. The presentation of this chapter begins with the background of study, followed by the problem statement, scope of study, research objectives, research question, research hypotheses, significance of the study and lastly the definition of terms and concepts used in this study.

1.2 Background Of The Study

This study examines the relationship between personality traits and job performance among government sector employees, using data from the police headquarters Serian districts, Sarawak. The study employs a quantitative research design, with a sample of 152 government employees selected from the agency's workforce. The Big Five personality traits (Openness, Conscientiousness, Extraversion, Agreeableness, and Neuroticism) are used as independent variables, while job performance is measured as the dependent variable. Multiple regression analysis is used to test the hypotheses, and the findings indicate that Conscientiousness and Agreeableness are positively correlated with job performance, while Neuroticism is negatively correlated with job performance. The study also finds that Openness and Extraversion are not significant predictors of job performance. The results of this study have important implications for employee selection, training, and performance management in the government sector. Studies have found a relationship between personality traits and job performance among employees in various sectors, including the government sector. Personality traits are the enduring patterns of thoughts, feelings, and behaviors that shape an individual's responses to various situations.

Some personality traits, such as conscientiousness, agreeableness, and emotional stability, have been consistently linked with better job performance. Conscientious individuals tend to be reliable, organized, and goal-oriented, making them more likely to

CHAPTER 2

LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.0 Introduction

The previous chapter introduced the research background along with the research aim and objectives. This chapter evaluates the literature and theory related to this research. Specifically, articles from academic journals, previous thesis and case studies were reviewed to provide an overview of employee's personality traits and job performance. The literature conveys the knowledge and ideas of the personality traits and its effects on job performance in the government sectors.

In addition, regarding the independent variables (personality traits) and the dependent variable which is (job performance) we will discuss the theories and definitions in this study. There are various opinions and statements from different references about how personality traits can affect the employee's job performance in which this study will discuss more about it. The factors in personality traits which are neuroticism, extraversion, agreeableness, conscientiousness, and openness to experience.

Numerous studies have examined the relationship between personality traits and job performance, with the most studied traits being the Big Five (Openness, Conscientiousness, Extraversion, Agreeableness, and Neuroticism). Research has consistently found that Conscientiousness is positively correlated with job performance, as individuals high in this trait tend to be dependable, organized, and diligent (Barrick & Mount, 1991). Agreeableness has also been found to be positively correlated with job performance, as individuals high in this trait tend to be cooperative and easy to work with (Salgado, 1997). On the other hand, Neuroticism has been found to be negatively correlated with job performance, as individuals high in this trait tend to be anxious and prone to emotional instability (Barrick & Mount, 1991).

Research has also shown that the relationship between personality traits and job performance can vary depending on the job context (Tett et al., 2007). In the government sector, where job performance is critical to the delivery of public services, the relationship between personality traits and job performance may be particularly important.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 Introduction

The study was based on a quantitative approach in which data was collected through a questionnaire as a primary tool. In this research methodology section, the researcher has made research solely based on experience that is faced in the workplace, the survey that is conducted among staff at police headquarters Serian district, Sarawak as well as data were collected from reliable sources. This chapter covers the research method that had been used in this study including research design, unit of analysis, sample size, questionnaire, instrumentation and data collection and analysis method used in this research. This study employs a quantitative research design, with a sample of 152 government sector employees selected from the Serian Police Headquarters. The sample is selected using simple random sampling. The Big Five personality traits are measured using the NEO-FFI questionnaire (Costa & McCrae, 1992), while job performance is measured using a self-report scale developed specifically for this study.

Developing an effective research design holds significance as it delineates various phases involved in crafting a research methodology through the utilization of the research onion framework. In scholarly research, the process commences with formulating research questions and objectives, leading to a sequence of decisions encompassing the selection of research philosophy, research approach, and subsequently, the research design. The research design involves methodological choices, research strategy, time horizon, and culminates in the inner core, comprising data collection and data analysis.

It is crucial to recognize the interconnectedness and interdependence of all layers within the research onion. Essentially, the chosen philosophy impacts the approach, influencing the decisions related to methodological choices, strategy, time horizon, as well as data collection and analysis. Saunders et al. (2019) segmented the research onion into three decision levels: the first two outer rings encompass Research Philosophy and Research Approach, followed by Research Design, which includes methodological choices, research strategy, and time horizon; and finally, the innermost core, denoted as tactics, encompassing data collection and analysis facets..