

IMPACT OF PERSONALITY TRAITS ON JOB PERFORMANCE AMONG
OPERATOR WORKERS IN THE GLOVE INDUSTRY



UNIVERSITI TEKNIKAL MALAYSIA MELAKA

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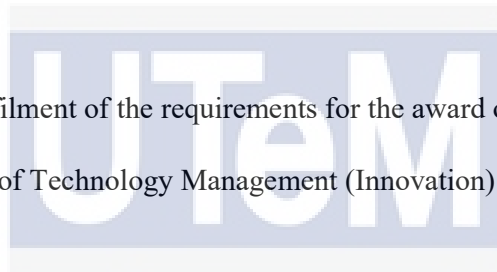
UNIVERSITI TEKNIKAL MALAYSIA MELAKA

IMPACT OF PERSONALITY TRAITS ON JOB PERFORMANCE AMONG
OPERATOR WORKERS IN THE GLOVE INDUSTRY

NUR ATIQA BINTI AZMAN



A thesis submitted in fulfilment of the requirements for the award of the
degree of Bachelor of Technology Management (Innovation)



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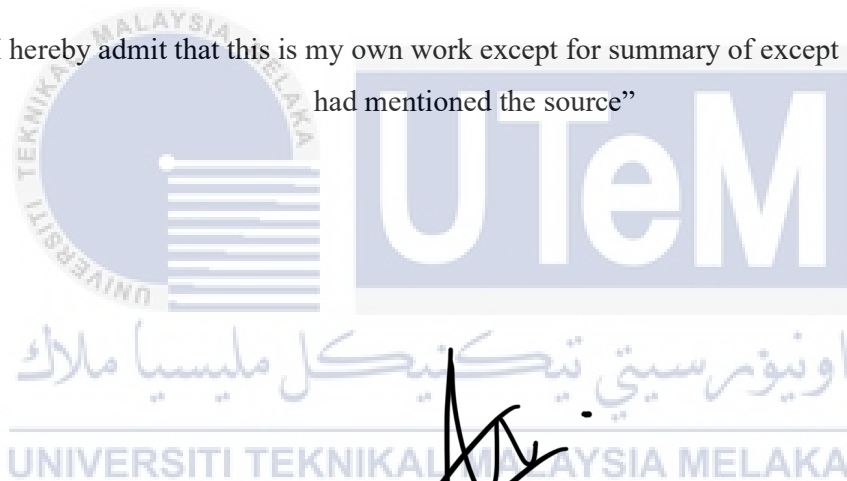
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DEDICATION PAGE

Every difficult task needs effort and self-direction, as well as divine and parental power. All of my inadequate efforts are dedicated to God, distinguished lecturers, mothers, sisters, and friends who have supplied the researcher with direction, strength, and skills in wrapping up this thesis.

اوتنور سیتی تکنیکل ملیسیا ملاک
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ABSTRAK

Ciri personaliti adalah elemen penting dalam menentukan kesesuaian antara individu dan pekerjaan dalam sesebuah organisasi. Penyelidikan ini direka bentuk untuk menyiasat hubungan antara ciri-ciri personaliti keterbukaan kepada pengalaman, ketelitian, keterlaluan, persetujuan, dan neurotik terhadap prestasi kerja di kalangan pekerja operator kilang dalam industri sarung tangan di Meru, Klang. Objektif kajian ini adalah untuk menganalisis hubungan antara ciri personaliti dengan prestasi kerja, untuk mengkaji perkaitan antara kesan pembolehubah ciri Ciri Personaliti, dan untuk mengetahui pembolehubah manakah yang paling dominan dalam menentukan ciri personaliti dan prestasi kerja. Pembolehubah tidak bersandar dalam rangka kajian ini ialah keterbukaan terhadap pengalaman, ketelitian, extraversion, kesesuaian, dan neuroticism. Metodologi yang digunakan oleh pengkaji dalam penyelidikan ini adalah kaedah kuantitatif dan pengkaji mengambil sampel seramai 375 individu untuk mendapatkan data. Bagi analisis data, pengkaji menggunakan analisis deskriptif, analisis kebolehpercayaan, analisis Korelasi Pearson, dan analisis regresi linear untuk menganalisis data. Penyelidikan ini boleh digunakan sebagai asas untuk penyelidikan mendalam tentang ciri-ciri personaliti yang mempengaruhi prestasi kerja dalam kalangan pekerja operator dalam industri sarung tangan.

ABSTRACT

Personality traits are an important element in determining the fit between individuals and jobs in an organization. This research is designed to investigate the relationship between the personality traits of openness to experience, conscientiousness, extraversion, agreeableness, and neuroticism on job performance among factory operator workers in the glove industry in Meru, Klang. The objective of this research is to analyze the relationship between personality traits and job performance, to examine the correlation between the impact of Personality Traits features variables, and to know which variables are most dominant in determining personality traits and job performance. The independent variables in the framework of this research are openness to experience, conscientiousness, extraversion, agreeableness, and neuroticism. The methodology used by the researcher in this research is a quantitative method and the researcher took a sample of 375 individuals to obtain data. For data analysis, the researcher used descriptive analysis, reliability analysis, Pearson Correlation analysis, and linear regression analysis to analyze the data. This research can be used as a basis for in-depth research into personality traits that affect job performance among operator workers in the glove industry.

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LIST OF SYMBOLS

y	=	the predicted value of dependent variable
β_0	=	y-intercept (the value of y when all other parameters are set to 0)
$\beta_1 X_1$	=	regression coefficient (β_1) of the first independent variable (X_1) or the effect that increase the value of the independent variable has on the predicted y value)
...	=	do the same for however many independent variables researcher is testing
$\beta_n X_n$	=	do the same for however many independent variables researcher is testing
e	=	model error or how much variation there is in our estimate of y.
R^2	=	R-square

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CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter will provide the research's context, including a detailed explanation of the research's scope and broad themes. Then, the researcher will describe some essential sub-topics identified in this study, such as the problem statement, research questions, research goals, the significance of the research, and the scope of research.

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1.2 Background of Study

Personality is a consistent pattern of conduct and intrapersonal processes that arise inside the individual (Jerry M. Burger, 2015). This consistent pattern of conduct may be identified throughout time and across contexts. Intrapersonal processes also comprise all internal emotional, motivational, and cognitive processes that influence our behavior and emotions (Jerry M. Burger, 2015).

This list was compiled by Gordon Allport (1961), one of the earliest nature theorists. The first task for personality psychologists is to organize all these traits into a coherent whole. Typological frameworks were used to detect and define personality. The purpose is to count the categories of individuals and identify each one. The Greeks classified persons as sanguine (happy), melancholy (unhappy), choleric (temperament), or phlegmatic (indifferent). It was also shown that endomorphic (fat) personality types are more likely to be male than female (fragile). It is said that the three varieties are distinct in personality and appearance (Sheldon, 1942).

The trait is a personality component used to define individuals based on the extent to which they exhibit certain attributes. Researchers have found that as we mature and age, our personalities continue to develop. However, these changes are often gradual and take place over several years. (Bleidorn et al., 2009; Roberts et al, 2006) Researchers who use self-report questionnaires must still rely on participants' ability and willingness to provide correct information. When clinical psychologists rely too much on self-reporting measures, they run the danger of inaccurately assessing their clients' mental health (Shedler et al., 1993).

1.3 Personality Traits

According to Buss (1989), 'if there is a specialty termed personality, it is unique and so the defining trait is trait'. There is a significant gap between ordinary property and scientifically useful. The natural sciences need many phases to evolve. According to Cattell (1973), qualities need not be examined only by verbal descriptions of real-world acts and behaviors in the laboratory may also be analyzed.

Several previous research showed both positive and negative personality traits. Personality traits are tough to grasp and should not be overlooked. There is a strong link between HRM and employee personality traits (Akhtar et al., 2015). Human resource management may examine personality traits while recruiting and choosing personnel (Ghani et al., 2016). Clearly, personality traits may be employed at numerous phases of analysis, not only for organizational growth or decision-making (Church et al., 2015). Personality traits are permanent and distinct traits that may change. A person's personality is shaped through psychological mechanisms that shape ideas, traits (Wang et al., 2015). Personality traits are those that influence a person's traits. Openness to Experience, Conscientiousness, Extraversion, Agreeableness, and Neuroticism are prevalent personality traits.

1.4 Job Performance

According to Meyer & Peng (2006), job performance is defined as the output that an individual has delivered to the company depending on the level of involvement that they demonstrate. Employees that meet goals and contribute to the company's development do well. Each company also wants to know how the workforce performs, and hence how job satisfaction affects performance.

Anything we accomplish or attain after planning and effort offers us pleasure or helps us appreciate the process of trying. Unanimity on multidimensional notions of employee performance, achievement, success, job performance, and career success are lacking, Maková et al. (2021). Considering the term's objective character, a self-performance of job performance is deemed inappropriate. Job performance

refers to how successfully someone does their job. This encompasses both tangibles and intangibles like outcomes.

1.5 Problem Statement

Personality, according to Haan (1977), is characterized in terms of conquering and defending as a fundamental and long-lasting organizational approach employed by people to govern the multiplicity of components inside themselves. A personality feature, on the other hand, is long-term disposal, while coping efforts are better defined as acts utilized in specific circumstances.

Employee conduct at work indicates their devotion, loyalty, and positive attitude. Employee behavior disparities have many ramifications for human resources (Appelbaum et al., 2016). This is owing to the negative consequences they have on lost productivity, work satisfaction, organizational involvement, and performance (Jiang et al., 2017). As a result, human resources are a vital component in every business; if a firm has effective human resources, it will be successful and efficient.

Every glove industry in Malaysia today has many employee traits such as lying to avoid responsibility, being dishonest in dealing with others, consistently not giving in to the needs of others, laziness, and excuses for failing to fulfill duties, inability to empathize with others, being quick-tempered, treacherous for personal gain, domineering, haughty, arrogant, sullen, or sour-faced, cowardly exhibiting reluctance and quarrelsome. Individual variations in coping and specific personality qualities (openness to experience, conscientiousness, extraversion, and agreeableness) are important predictors of adaptive conduct, while neuroticism predicts adaptive or maladaptive action (Cruz et al., 2010).

Many employees have been emotionally impacted by the Covid-19 epidemic, and consequently, their job performance has suffered. According to Duan & Zhu (2020), people impacted by the COVID-19 pandemic endure psychological stress and need psychological assistance. Quantitative research is suggested based on this topic to investigate the influence of personality traits on job performance among factory operator workers in the glove industry. Individuals who work as operators in

the glove industry in Meru, Klang have been selected as respondents for this research. Finally, it is important to be informed of any new findings in this area of research that may explain the influence of personality traits on job performance among operator workers in the glove industry.

1.6 Research Questions

1. Is there have a significant relationship between personality traits and job performance?
2. Is there have correlation between the impact of personality traits and features variables?
3. Which factors are the most dominant in determining personality traits and job performances?

1.7 Research Objective

1. To analyze significant relationship between personality traits and job performance.
2. To examine the correlation between the impact of personality traits features variables.
3. To know which variables are most dominant in determining personality traits and job performances.

1.8 Significant of Study

The importance of this study is to identify how personality traits can affect job performance in glove industry. This is because, there are several problems in terms of personality traits that cause the rate of job performance among operator's workers is declining. In addition, this study also aims to help organizations understand the types of personality traits that are dominant workers and the level of job performance of operator worker in glove industry. Knowledge of the personality traits and job performance among operator workers enables each organization to use the input of this study to create relevant programs such as career development programs and human capital as well as low performing employees effectively.

Human resource management can also exploit the strength of personality that exists in operator workers in the glove industry to help the organization achieve its mission and vision. This study too will increase the added value of the organization in creating a strategic and comprehensive operator worker personal development mechanism data. Finally, this research is considered as case study for knowing the impact of personality traits on job performance among operator worker in the glove industry which is Top Glove Corporation Berhad at Meru, Klang, Selangor.

1.9 Research Scope

This research includes various scopes that can influence the conclusion either directly or indirectly. The data collected is limited to people currently working as operators in the glove industry only. The research site chosen is Meru, Klang simply because the researcher knows more about the location, and it may also facilitate the researcher to collect more information about this research. The researcher also needs to question the respondents about their understanding of personality traits in the workplace. Researchers also have mobility constraints, so surveys such as Google forms will be used to obtain information and disseminate it through social media. As a result of this problem, the research may have difficulty maintaining a smooth research method and will affect the expected time.

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

This chapter covers a wide range of personality traits and job performance among operators in the glove industry. Previous research evaluations yielded information for both sorts of components, which included comparable publications in human resource journals as well as employee personality qualities in the workplace. Previous ideas and models are thoroughly researched to ensure that only relevant arguments are considered. The researcher then utilized the same approach to identify the most essential item elements for the research questionnaire form. Finally, in the next chapters, the theoretical framework will be translated from all inputs, indicating whether personality traits have a direct link with employee job performance. The hypotheses provided should indicate the assumptions made regarding the variables' connection.