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

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A thesis submitted in fulfilment of the requirements for the award of the

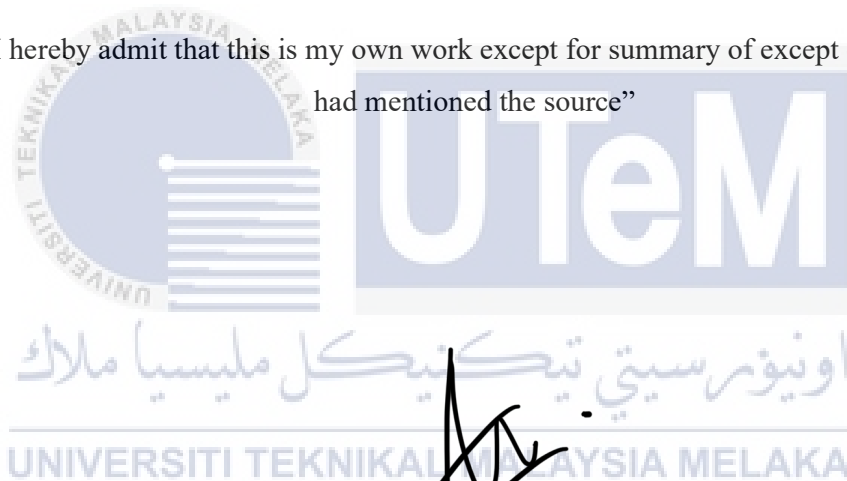degree of Bachelor of Technology Management (Innovation)

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DECLARATION OF ORIGINAL WORKS

"I hereby admit that this is my own work except for summary of except of which I had mentioned the source"

Signature : …………………………

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Date : 20 JANUARY 2023

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.

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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 DIAGRAMS

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.

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.

2.2   Personality Traits

Several previous research have identified important personality qualities and shown both benefits and drawbacks. It is difficult to comprehend the dynamics of personality characteristics, and they should not be overlooked. Human resource management methods and employee personality attributes in firms have a substantial association (Akhtar et al., 2015). Human resource management may analyze personality qualities when a business recruits and chooses personnel (Ghani et al., 2016). Clearly, although personality characteristics are studied for organizational growth or decision making, they may also be applied at different levels of analysis (Church et al., 2015). Personality traits are permanent and distinct characteristics that might alter depending on the environment. Personality traits, in general, relate to characteristics that predict a person's conduct. Extraversion, agreeableness, conscientiousness, openness, and neuroticism have been identified as the most frequent personality qualities by previous investigations. Thus, the personality characteristics variables acted as mediation variables or mediating impacts in this research between openness to experience, conscientiousness, extraversion, agreeableness, and neuroticism.

2.2.1   Openness to Experience

According to the findings of Harzer & Ruch (2015), employees who exhibit openness influence the range of their team's performance. According to Costa & McCrae (1992), such persons have autonomy and are adaptive, creative, and accepting of change since they want new experiences. They develop great relationships with their coworkers and actively participate in decision-making (Kluemper et al., 2015). Finally, openness to experience is constituted of three elements: adaptation, change support, and positive interpersonal interactions.

2.2.1.1 Adaptation

Adaptation is a complicated and diverse process that involves both workers and organizations. Organizations may adaptation in several ways. Organizations that assume freshly recruited staff would adapt to new needs on their own adopt a method called spontaneous adjustment. They need employees to learn information regardless of the organization's work environment, cultures, and habits. Those that manage the adaptation process do so by implementing a focused (organized) adaptation programmed. Employees are less likely to leave the organization due to a feeling of security, which leads to enhanced ties with the firm and dedication to work, quicker adoption of new professional positions, and shorter transition period (Smith et al., 2016).

2.2.1.2 Supportive

Employee support-in has been identified as a critical success factor for restructuring and strategic change efforts in change to quality programs (Coyle-Shapiro, 1999). (Peach et al., 2000). Openness to change (Miller & Grau, 1994), willingness to change (Armenakis et al., 1993), attitudes toward organizational change (Elias, 2009), commitment to change (Herscovitch & Meyer, 2002), programmed commitment (Neubert & Cady, 2001), and intention to engage in CSB are all constructs developed to address important and timely issues (Jimmieson & White, 2008). This incorporates an openness to adapt to new circumstances and take an active role in shaping the future.

2.2.1.3 Positive Interpersonal Interactions

Amit Singh (2014) defines interpersonal communication as the process of sharing information and gaining understanding among individuals. To achieve corporate goals, it must be handled effectively. Singh said that all networks, channels, communication systems, and organizational structures are forms of interpersonal communication since they facilitate the exchange of ideas, information, and resources among the company's various stakeholders.

2.2.2 Conscientiousness

One of the most reliable displays of human behavior is of conscientiousness (Lounsbury et al., 2016). People with such traits have a personality for self-improvement and competency, and they also tend to be remarkably self-disciplined. Workers that take extra precautions at the office tend to be more reliable and consistent, and they are more likely to push themselves to get excellent results for their performance (Terrier & Fernandez, 2016). Powell & Bourdage (2016) found that accuracy significantly correlates with pro-activeness in the workplace. Employees that are dedicated to their company show this by actively taking part in company activities (Farrukh et al., 2017). Discipline, self-motivation, and a history of fulfilling commitments make up conscientiousness.

2.2.2.1 Discipline

Knight (2014) defines discipline as a behavioral pattern that can be traced back to a specific instruction. A person portrays this behavior to show off personal features. An employee, for example, displays a certain behavior at work that helps the business achieve its goals. Dumisan (2002), defines discipline as a set of rules and procedures for enforcing disciplinary regulations. That means every organization has its own set of "dos and don'ts". Observance of these standards is discipline.

2.2.2.2 Self-Motivation

The idea of motivation relates to both internal and external forces that drive behavior, say Mikkelsen et al. (2017). They also imply that motivation influences the direction, intensity, and length of acts. Thus, knowing employee motivation types will aid in describing and predicting employee effects, cognition, and behavior (Hsiung & Tsai, 2017). According to Kanfer et al. (2017), motivation includes terms like aim, incentive, need, goal, want, want, or desire. Motivation is the internal drive that energizes people to attain organizational and personal objectives, according to Cameron and Green (2019). Thus, job motivation is a process that helps initiate and sustain goal-directed behavior (Larsson et al., 2018).

2.2.2.3 Commitment

To achieve organizational success, commitment is seen as critical. Commitment is important because it helps firms retain more personnel and hence improve performance, productivity, and effectiveness. As an employee attitude, commitment is regarded to be a reliable predictor of behavior (Angle & Perry, 1981). Since each employee must be dedicated to the organization's goals and operate as a team player (Shahid & Azhar, 2013). A commitment to the organization will result in greater performance and organizational citizenship practices, as stated by Chughtai & Zafar (2006).

2.2.3   Extraversion

Workers with high extraversion are forceful, chatty, gregarious, and enthusiastic (Seddigh et al., 2016). By displaying earnestness, these individuals will take a job seriously with the seriousness it deserves (John J. Davenport, 2014). High extraversion people are anticipated to develop greater social networks with other firms. This personality characteristic may lead to more work opportunities than introverts (Wihler et al., 2017) since it drives individuals to seek another job or organization as soon as they believe it would be a better fit for them. Extraverts are more ambitious to achieve greater network activity, according to empirical investigations. Employees with high extraversion are always seeking improved possibilities in their jobs as well as acknowledgment. Finally, extraversion is divided into three components: earnestness, sociable, and high ambition.

2.2.3.1 Earnestness

Earnestness, according to John J. Davenport (2014), is a statement of one's honest viewpoint or sincere sentiment. The phrase is intimately related to open commitment and honest depiction of one's views, and it may connote harshness or even gravity; nonetheless, it mostly signifies that a significant problem, issue, or work is taken seriously or with the seriousness it deserves. As a result, it has the secondary meaning of carrying out one's objectives, fulfilling one's promises, and making a sincere effort. It also has the tertiary adverbial sense of "actually" or

"truly," which means saying what one means or being open about one's beliefs or intentions.

2.2.3.2 Sociable

People join social networking sites because it allows them to voice their opinions and provides them a sense of independence and self-esteem (Sahoo & Das, 2011). A social network is a social structure made up of individuals (or organizations) called "nodes" who are tied (connected) by one or more specific types of interdependence, such as friendship, kinship, common interest, financial exchange, likes/dislikes, or beliefs, knowledge, or prestige relationships (Abhyankar, 2011). North (2010) investigated the advantages and disadvantages of using social networking sites in the workplace and found that workers felt that using social networking sites in the office is useful (Moqbel et al., 2013)

2.2.3.3 High Ambition

According to Judge et al. (2012), ambition is defined as "a continuing and universal fight for success, accomplishment, and achievement," and it often entails goal setting and monitoring. This contrasts with the demand for precision. Ambitions are often associated with goals such as money or status, while those who feel the desire to accomplish are more concerned with acquiring skills and competences and less concerned with monetary rewards. What is the difference between aims and aspirations? A person's aspiration is a particular aim for which they strive. Ambition is a characteristic, which implies it relates to consistent conduct across time. Ambitious individuals are always on the lookout for new objectives to pursue.

2.2.4 Agreeableness

Employees that are agreeable are more likely to be sympathetic to their coworkers (He et al., 2015). Individuals who agree priorities trust and collaboration in their interpersonal interactions. This sort of employee is more likely to be cooperative, obedient, and selfless (Ayub et al., 2017). Once they have gained confidence in their organization, agreeable employees tend to be loyal and

accomplish desired aims. Furthermore, these individual attributes are associated with high work satisfaction, strong team performance, and high job performance (Farrukh et al., 2017). Finally, agreeableness is broken down into three components: compassion, cooperation, and loyalty.

2.2.4.1 Compassion

Workplace compassion is both timeless and relevant (Rynes et al., 2013). Compassion has been essential to religious and philosophical teachings for ages, which have contested, but mostly supported, its value for the human condition (Nussbaum, 1996). New scientific data and subsequent proposals for more enriched relational views in organizational psychology support an emphasis on compassion at work. Basic human desires and interests are as self-serving as social scientists claim (e.g., Brown et al. 2011). The idea that humans are naturally friendly, empathetic, and cooperative is backed up by images of our own species (Keltner, 2009) and comparable species (De Waal, 2009).

2.2.4.2 Cooperation

External factors substantially impact contemporary organization's cooperation. As a result of these changes, cooperation has become more difficult (Curseu et al., 2008). Moreover, transnational cooperation is increasing, raising the issue of culture disparities (Chen et al., 1998). There is still a lack of understanding of how contemporary firms might effectively arrange their cooperation processes. Organizations often utilize management and contractual interventions to improve the quality of cooperation. The influence of leadership styles on group dynamics has been studied (de Cremer, 2002). (Bierhoff & Muller, 2005). Concerning the formal/informal contract divide, control mechanisms and trust are increasingly scrutinized (Rousseau et al., 1998).

2.2.4.3 Loyalty

The psychological state of loyalty defines the relationship between employees and their employers and determines their decision to stay or quit. Employee loyalty is shown by dismissing other employers' incentives and sharing favorable word of mouth about the organization (Yee et al., 2014). A safe and demanding job breeds loyalty (Hart et al., 2012). Even if paid more, loyal workers do not look for other positions or respond to outside offers (Niehoff et al., 2011). Employee loyalty enhances productivity, customer service, and lowers labor expenses (Matzler et al., 2011).

2.2.5   Neuroticism

Neuroticism is a personality characteristic equivalent to extraversion, according to Costa & McCrae (1992). These traits include lack of confidence, worry, excessive concern, pessimism, and gloominess. Jalagat (2017) found that their undesirable working activities and attitudes caused unfavorable affection. Wrong behavior or words produce confusion. Complex or confusing work assignments need employees to draw inferences, diagnose and solve issues, develop conceptual analogies, offer clear explanations, and apply and communicate knowledge (Graesser et al., 2010). These traits may induce depression. Depression impacts feelings and thoughts (American Psychiatric Association, 2013). Depression may produce physical problems that hamper work and other activities. A person with depression should seek therapy to ease it and reduce its severity. Finally, neuroticism is divided into three parts: negative emotions, confusion, and depression.

2.2.5.1 Negative Emotions

Negative emotions are unpleasant and disruptive emotional responses. Examples of negative emotions are sorrow, fear, rage, or jealousy. These sentiments aren't only unpleasant; they also make it hard to operate in regular everyday life and interfere with the capacity to fulfill objectives. It is vital to highlight that no feeling, especially a negative one, is intrinsically harmful. It's totally acceptable to experience these emotions in specific scenarios or situations. When these feelings are persistent

and interfere with the capacity to conduct life normally, they become troublesome (Elizabeth Scott, 2022).

2.2.5.2 Confusion

A wrong or erroneous attitude or remark causes confusion. Complex or confusing job assignments need employees to make conclusions, diagnose and solve problems, build conceptual parallels, provide clear explanations, and apply and transmit what they've learned (Graesser et al., 2010). When it comes to legal, moral, and scientific ideas, an error is also called a mistake or wrong. In general, a mistake means that something is wrong, wrong, or wrongly calculated, depending on the situation. Specifically, a "wrong" event is something that happens when someone makes a mistake or a bad choice.

2.2.5.3 Depression

Depression is a mental disorder, according to (Prihadi et al., 2019). Its symptoms include a low mood, a lack of motivation to work because of feeling tired, a lack of strength to do daily tasks, a low appetite, a lack of meaning in life, insomnia, and a strong desire to sleep, and frequent feelings of guilt, hesitancy, a decline in thinking skills, and suicidal thoughts (American Psychiatric Association, 2016). (American Psychiatric Association, 2013) says that depression is one of the most serious mental disorders that affect how you feel and think. Depression is a common disorder that can lead to physical problems that make it harder for a person to work and do other things. So, a person who has signs of depression should go to therapy programs that treat depression and lessen its severity if the person is suffering from severe depression.

2.3   Job Performance

Job performance is the activity that an employee must engage in to effectively fulfil a specific job (Rammstedt & John, 2007). According to Chirumbolo (2015), performance ideas and criteria vary in tandem with the organization's continual changes. Job performance refers to what an employee performs at work (Seddigh, 2015). Job performance is represented by the mix of effort, skill, and kind of work environment. According to Sinha (2001), employee performance is based on workers' willingness and openness to execute their jobs, since this may boost employee productivity, which leads to performance. Employers must guarantee that staff tasks are carried out on schedule and in accordance with corporate objectives or aims. In a fast-changing global economic and employment climate, organizational and employee performance are critical to being competitive (Ling & Bhatti, 2014). As a result, it is critical for all businesses to examine the elements that influence job performance. The business provides numerous prizes to workers to push them to attain high performance and job happiness. These awards include wage increases, bonuses, acknowledgment of certification of strong performance by employees, and holiday perks (Altintas et al., 2015). According to McKinsey (2006), training to improve a talented workforce's ability, knowledge, and skills is a crucial source of competitive advantage in the global market. According to Fiske (2012), communication is one of the human behaviors that everyone recognizes but few can characterize well. Communication is an action that includes information or has significance and is often utilized in a variety of vocations. As a result, operator communication activities are a means of communicating information that is relevant to work activities and adds significantly to employee performance. Employees' operator environment, according to Satyendra (2019), is the primary predictor of the quality of their work and their degree of productivity. Inadequate environmental conditions pose dangers that make the workplace dangerous and reduce employee productivity. Finally, job performance is made up of six parts: willingness, competitiveness, job satisfaction, training, communication, and environment.

2.3.1   Willingness

Volunteerism, according to Fathi Yusof (2016), is the willingness to execute something wholeheartedly. Volunteerism arises when two or more parties agree on the same topic. Ensuring employee effectiveness is the aim, Smith & McLaughlin (2004). Willingness to engage workers, according to certain researchers (Ariani et. Al. 2013). Robinson (2007) separates workers into three types; Employees who are motivated to work and have a strong feeling of belonging. Second, No one wants to present, not actively contribute to the development of the company, and invest time but not emotion or excitement. Third, Employees that are reluctant and unsatisfied with their employees have a detrimental influence on the performance of willing employees.

2.3.2   Competitiveness

Individuals, groups, and communities have all seen competition as competitive to existence (Thiel, 2017). Humans develop via competition with the environment and within species (Dohmen et al., 2011). (Van Beest et al., 2018). Many researchers have studied competition, including economists (Aghion et al., 2005), sociologists (Hayward & Kemmelmeier, 2007), politicians (Becker-Ritterspach et al., 2011), managers (Kuhlen & Tymula et al., 2011) and psychologists (Van Beest et al., 2018). Unlike other fields, psychology study focuses on micro-level examination. Competition is a specific personality attribute studied by psychologists (Spence & Helmreich, 1983).

2.3.3   Job Satisfaction

Job satisfaction is defined as success. We associate it with personal and professional achievement. Like and getting compensated for one's work = job satisfaction (Kaliski et al., 2011). People may also have opposing views about their jobs, supervisors, and subordinates (George & Jones, 2008). It may help to change your management style. Thus, occupational satisfaction inspires further effort (Raziq & Maulabakhsh, 2015). Ostroff (1992) says both workers and employers must be pleased. Dissatisfied personnel avoid commitments or quit their jobs due to boredom

(sick leave, days off, etc.) (Judge) Job happiness is vital to an organization's success. As a result, the new management paradigm emphasizes the significance of work happiness in contemporary organizations. Job satisfaction research shows that pleased employees perform better (Aziri, 2011).

2.3.4 Training

Jie & Roger (2005) state that the goal of every good training and development program should be to improve worker performance. Training is a series of activities aimed at closing the gap between the trainee's actual performance and an ideally high level. Training may be provided via methods such as coaching and mentorship, group work, and subordinate participation. Employees are more likely to give their whole attention to their work because of this collaboration, which boosts both individual and team performance and performance. Training programs not only help people better themselves, but they also help businesses maximize the potential of their human resources. So, it seems like the company will have to set up such a training program for its workers if it wants to help them grow professionally.

2.3.5 Communication

Everyone recognizes communication, but few can explain it effectively (Fiske, 2012). Communication is essential to build collaboration inside an organization since communication between workers is crucial to operating a business. Communication will help them send and receive messages correctly. Miscommunications occur when communication fails. Communication mistakes include selfishness, non-openness, and misconceptions. Without workplace communication, objectives won't be met. Office tasks overlap. One mistake in getting information might impede everything. Good workplace communication requires teamwork to avoid misunderstandings and perception gaps. Misunderstandings generate business strife. This discord will limit staff performance and hindering company objectives.

2.3.6   Environment

Workplace is the employee's work environment. The work environment influences the job quality and productivity of workers. Unsafe circumstances in the workplace diminish employee output. Therefore, the workplace demands a distraction-free environment. A productive workplace must have an environment that facilitates easy production of results. The physical environment influences worker communication, productivity, and leadership. The human senses, interpersonal connections, and productivity are all influenced by the physical environment. Productivity and happiness are influenced by workplace variables. Environment at work is crucial to employee performance (Satyendra, 2019).

2.4   Research Framework
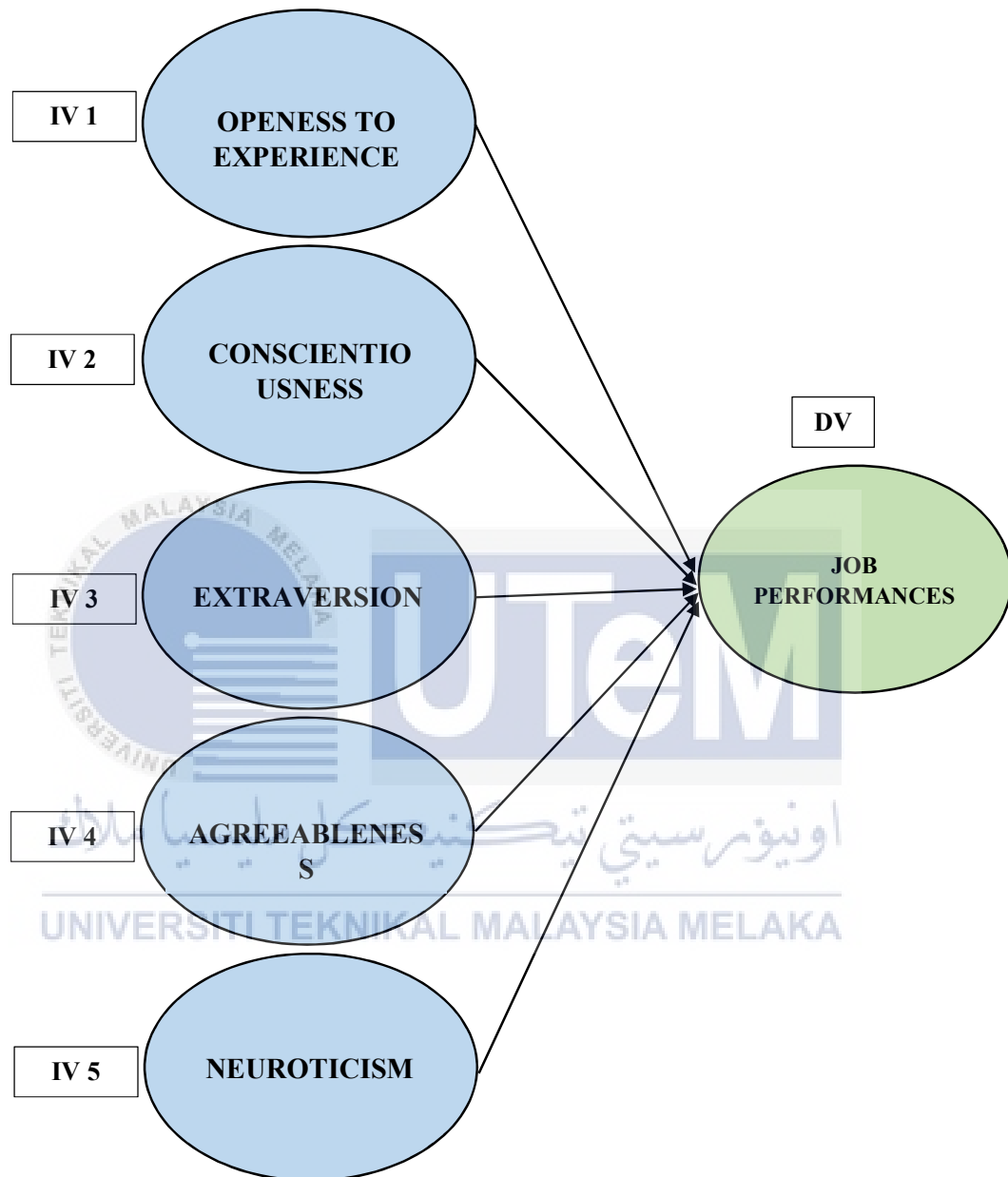
Diagram 1: Research Framework

2.5   Research Hypothesis

H1: There is significant relationship between the openness to experience and job performances.

H2: There is significant relationship between the conscientiousness and job performances.

H3: There is significant relationship between the extraversion and job performances.

H4: There is significant relationship between the agreeableness and job performances.

H5: There is significant relationship between the neuroticism and job performances.

CHAPTER 3

RESEARCH METHODOLOGY

3.1   Introduction

This chapter goes into further depth on how the research technique is used to fulfil the aims and original purpose of the intended research. Methodological research is an important factor to consider acquiring effective and accurate research outcomes. Furthermore, the purpose of this research is to obtain a better knowledge of the research methods utilized to gather data on the Impact of Personality Traits on Job Performance Among Operators in The Glove Industry. The word method may refer to a way of collecting and assessing data, and sample data can be collected quantitatively or qualitatively. Furthermore, the researcher feels that a fundamental comprehension of research technique is necessary for the researcher to use it in research.

3.2   Research Design

Research is a deliberate and thorough strategy for answering questions and discovering new facts (Thomas et al., 2011). The term "research" may also be used to refer to the systematic quest for new information and the subsequent increase in human understanding that results. It is anticipated that this will provide answers to problems or make novel contributions to existing bodies of knowledge (Gratton & Jones, 2010). To be considered research, an approach and procedures must be systematic and methodical, as well as conform to suitable standards and criteria for validity and reliability. Within the constraints of place, time, budget, and available researchers, design is primarily concerned with goals, uses, purposes, aspirations, and inner plans (Judge, 2000).

The research design mirrors the researcher's internal logic. An overarching design that lays out how all the pieces of the puzzle fit together in research to answer the research helps keep researchers on track and lessens the likelihood of them giving up. Research, as defined by Jongbo (2014), is defined as research that: (1) is founded on clear research problems and S.M.A.R.T. objectives; (2) is informed by theory and concept; (3) uses appropriate data collection, compilation, and analysis techniques; (4) provides an informed interpretation of the results; and (5) finds results that are consistent with the theory and concept. Creswell (2014) claims that researchers should consider what unique data and theoretical perspectives they contribute to their research. A research strategy should be considered. Furthermore, they need to think about where and how they will look for data.

Vogt et al. (2012) argue that this is necessary to ensure that researchers are aware of their own potential biases and how those biases could influence the research they pursue and the tools they use during data collection. To decide which research methods and techniques to use, how to apply them, and where they fit into the wider research process, researchers need to have a firm grasp of research concepts (Jongbo, 2014).

Simply said, a research design is a comprehensive plan for linking theoretical research questions with specific, tractable research questions that can be tested in the real world. It's research into the topic at hand that directs researchers in a certain route (Creswell, 2014). The researcher follows this methodical procedure to ensure that their data research and analysis efforts will provide useful results. The purpose of research design is to provide significant answers to research questions at the lowest feasible cost by translating research concerns into data for analysis. Research design, as defined by Kerlinger (1986), entails the formulation, implementation, and evaluation of an investigation's plan, structure, and strategy for addressing research objectives while keeping confounding factors to a minimum.

It is the research design that ultimately decides what kind of analysis is needed to get the desired results. It details what information is needed, how that information will be gathered and analyzed, and how it will be used to provide light on the research's fundamental concerns. Jongbo (2014) argues that researchers are unlikely to deliver convincing results if they collect data before addressing research design concerns and the information needed to answer research questions. The research design must have strategies for interpreting the data being researched to provide appropriate findings and conclusions from the research that allow the researcher to offer recommendations or implications based on the research. Quantitative, qualitative, and mixed methods research designs are the three main categories of research methodology. The researcher is responsible for selecting the appropriate design for the research being conducted.

3.2.1 Descriptive Research

Quantitative or qualitative methods might be used for the descriptive study. Data mining can describe categories of information such as gender or patterns of interaction when using technology in a group setting, or it can describe collections of quantitative information that can be tabulated along a continuum, such as test scores or the number of times a person chooses to use a certain feature of a multimedia programmed. Descriptive research requires you to organize, tabulate, show, and explain the data obtained (Glass & Hopkins, 1984). There are charts and graphs to assist people to see the data. Descriptive statistics are important for reducing

information overload since the human brain can only process so much data at once. Narrative descriptions of a subset of cases are used to organize data into patterns for further study. The results of a qualitative investigation may be better grasped by recognizing these patterns.

Most quantitative studies either strive to describe an event or draw research or causal relationship between two or more occurrences. Methods like surveys and in-person observations are utilized to compile these descriptions (Borg & Gall, 1989). The use of multimedia in the classroom or the dynamics of computer-based teamwork might be the focus of such research. One such example is seen in Hakes & Neal's (1994) research of the spread of compressed video in universities and the business sector.

The average, the middle value, the most common value, the standard deviation, the range, the percentage, and the correlation between variables are all presented in descriptive research. Descriptive statistics are often used in survey research. Look at research like that done by Signer (1991) on computer-assisted instruction and at-risk students, or that done by Nolan & Soler (1992) on computer accessibility in schools. In-depth descriptions of events may be gleaned via qualitative research methods including case studies, observational studies, interviews, and portfolio assessments. Among the best examples are Robinson's (1994) case study of a television news program shown in classrooms and Lee's (1994) case study of a school's reorganization.

Unique to descriptive research is the use of variables. Numerous variables may be used in descriptive research, but only one is required for statistical analysis (Borg & Gall, 1989). Pearson's Product Moment correlation, regression, and multiple regression may all be used to examine associations between sets of variables in descriptive research. Some examples include the research by Knupfer & Hayes (1994) on the impact of Channel One on viewers' familiarity with current events, the research by Manaev (1991) on the efficiency of the mass media, the research by McKenna (1993) on the relationship between a radio show's processes and its popularity, the research by Orey & Nelson (1994) on how students interact with

hypermedia environments, and the research by Shapiro (1991) on how memories and choices are formed.

3.3   Methodological Choices

Quantitative, qualitative, and mixed-methods approaches are all viable options for researchers. Ultimately, it is up to the researcher to decide which research strategy will yield the most fruit. Erica Loop (2009) argues that the goal of qualitative research is not to verify a hypothesis but rather to learn more about specific events. The book "Qualitative Research Methods: A Data Collector's Field Guide" was put out by Family Health International. Interviews, focus groups, and in-depth observations are some of the tools used in qualitative research. Methods that rely on qualitative analysis provide in-depth looks at topics that are either personally or culturally relevant. Compared to qualitative research, quantitative studies are more neutral. Using this method, scientists posit an idea and put it through a battery of tests to see whether it holds water. The emphasis of quantitative methods is on data and numbers rather than subjective experiences. This method is often used in the scientific and medical communities. Both qualitative and quantitative research have contradictory results. Combining facts and statistics with contextual knowledge (obtained via interviews or observations) is the focus of this approach. Researchers that use a multi-pronged approach to their study may learn more about the issue and the range of opinions around it. A mixed approach integrates ideas and theories from other schools of thought (Erica Loop, 2009).

3.4   Data Collection

The process of doing research is a highly skilled endeavor that entails more than just collecting facts or writing descriptions. It entails collecting information in a focused way, which is then thoroughly examined to arrive at answers to research questions and assess the findings of the research. Data collecting is essential to the success of any research strategy, irrespective of the area of study being conducted. When doing research, the first step is to formulate a precise question that must be addressed. The act of meticulously acquiring the relevant information with as little distortion as possible is referred to as data collection. This is done so that the analysis

can produce responses that are trustworthy and logically suitable (Sapsford & Jupp, 2006).

3.4.1 Primary Data

According to Oluwatosin Victor Ajayi (2017), primary data is information that has not been previously studied or interpreted, whereas secondary data is made up entirely of analyses and interpretations of primary data. Primary data are collected to find an answer to a problem that has already been encountered, whereas secondary data are collected for other purposes. Primary data is data that has never been used before by anybody other than the researcher. Data collected in real-time is called primary data, and it may be used to existing problems. The process of gathering basic information is labor intensive. Primary data comes from things like polls, experiments, questionnaires, interviews, and observations.

3.4.2 Secondary Data

By "secondary data," mean all datasets that were not gathered by the author. More precisely, secondary data is "the examination of data acquired by someone else" (Boslaugh, 2007). An example of secondary data would be information that has already been gathered but is now being examined for use in answering questions for which it was not originally intended to be used (Vartanian, 2010). While it is feasible to manually collect data for dozens of nations, doing so might take a significant amount of time. A more efficient method would be to discover global databases that collect at least some of the needed data and complement them with smaller national statistics databases. The case of Falaster et al. (2018) illustrates why it is simpler to locate worldwide databases that collect some of the required data.

3.5   Research Location

This research aims to determine the effect of personality traits on job performance among operator workers in the glove industry only in the Meru, Klang, Selangor Darul Ehsan.

3.6   Time Horizon

According to Saunders et al. (2007), regardless of the research method that is being used, the design of the inquiry must include time horizons to be considered complete. There are two unique types of temporal frames, and they are referred to as longitudinal and cross-sectional, in that order. These terms are used interchangeably. As part of the longitudinal study, several measures are collected over the course of a considerable length of time. Studies that are carried out in a cross-sectional fashion are limited to a certain window of time for their data collection. In addition, the time span covered by this investigation is limited, and consequently, the cross-sectional time horizon will be used in the analysis of the data.

3.7   Sampling Design

Sample design, as described by Paul J. Lavrakas (2008), is the "framework or road map" that guides the selection of a survey's sample and has far-reaching effects on the survey's other key components. Researchers conducting surveys often have a bigger goal in mind, such as learning more about an interesting subset of the survey. As a result, there are two main categories of sampling techniques: probability sampling, in which subjects are selected at random, and non-probability sampling, in which subjects are selected in a non-random fashion.

Under a probability sampling scheme, each member of the population has an equal chance of being included in the sample. To conduct a random sample, one may build a sampling frame and then use a computer program that produces random numbers to choose a sampling of the sampling frame (Zikmund, 2002). While probability sampling (also known as random sampling) produces the most accurate results with the least degree of bias, it is also the most time- and energy-consuming

sample sampling (Brown, 1947). In addition, there are primarily four kinds of probability samples: simple random sampling, systematic sampling, stratified sampling, and cluster sampling.

Non-probability sampling is often used in case study research designs and qualitative research. In response to your second question, case studies are designed to examine a specific phenomenon in depth rather than to generalize findings from a small sample to a larger population (Yin, 2003). It is not necessary to choose a representative or random sample of participants or cases, but there must be justification for the selection process. Convenience sampling, voluntary response sampling, purposive sampling, and snowball sampling are examples of non-probability sampling procedures.

3.7.1   Sampling Technique

Researchers must first pick a sample of the population that accurately reflects the whole population before proceeding with their study. The participants in the research might be discussed in terms of a sample. Researchers often use a five-stage procedure when using the sampling strategy. Research begins with the selection of a target researcher. One's "target population" is the intended recipient of his or her efforts.

A researcher's second stage in doing research is choosing a sample frame. The units that may be sampled or all the components of the population that will be utilized to generate the sample are what make up the sampling frame lists. For this study, the researcher selected a sample of people working as factory operators in the glove sector in Meru, Klang. This helped the researcher create a more accurate sample of the population under study.

Third, explain how you came to make your sample methodology. Multiple probability and non-probability methods exist to carry out this sample. Random sampling may be utilized provided the sampling frame is representative of the population of interest to the researcher. However, if the sample frame does not adequately reflect the population of interest, the researcher will need to make a non-

random selection that at least provides some insight into the demographics of the local community. In this study, researchers selected samples at random using a basic technique for random sampling. When analyzing information There is less chance of bias with a larger sample, but if the researcher exceeds a certain threshold, the benefits of increasing the sample size may no longer outweigh the costs (Gill et al., 2010). It's true that a larger sample size reduces sampling error, but somewhat more slowly. Estimating a sample size may be done using any number of accessible statistical equations.

Establishing the sample size is the fourth stage. The term "sample size" is used to describe the total number of samples taken. Time, resources, and available infrastructure will all play a role in the researcher's decision on the sample size. Increased sample size is always ideal but doing so requires a considerable financial and time commitment. The researcher in this sample employed the procedures proposed by Krejcie & Morgan (1970), as stated in Table 1. The formula for choosing a sample size, developed by Krejcie & Morgan (1970), has been briefly described. This is because regardless of the size of the study's population, researchers have always obtained the same sample size using this approach and just varying the t-value (Ahmad & Hasnita Halim, 2017).

In addition, a total of sixteen thousand persons have indicated that they now work as factory operators in the glove business in Meru, Klang, the total number of respondents is sixteen thousand (16000). Therefore, 375 participants served as the overall sample size for this analysis.

Table 1: Sample size of a known population

(Source: Krejcie and Morgan, 1970)

Table 3.1

Table for Determining Sample Size of a Known Population

N	S	N	S	N	S	N	S	N	S
10	10	100	80	280	162	800	260	2800	338
15	14	110	86	290	165	850	265	3000	341
20	19	120	92	300	169	900	269	3500	346
25	24	130	97	320	175	950	274	4000	351
30	28	140	103	340	181	1000	278	4500	354
35	32	150	108	360	186	1100	285	5000	357
40	36	160	113	380	191	1200	291	6000	361
45	40	170	118	400	196	1300	297	7000	364
50	44	180	123	420	201	1400	302	8000	367
55	48	190	127	440	205	1500	306	9000	368
60	52	200	132	460	210	1600	310	10000	370
65	56	210	136	480	214	1700	313	15000	375
70	59	220	140	500	217	1800	317	20000	377
75	63	230	144	550	226	1900	320	30000	379
80	66	240	148	600	234	2000	322	40000	380
85	70	250	152	650	242	2200	327	50000	381
90	73	260	155	700	248	2400	331	75000	382
95	76	270	159	750	254	2600	335	1000000	384

Note: N is Population Size; S is Sample Size   Source: Krejcie & Morgan, 1970

3.7.2   Sampling Size

A sample plan is a detailed outline of when and how many of each kind of measurement will be taken, as well as on what types of measurements and by whom. It is crucial to design sampling strategies in such a way that the resulting data provide a sample that is representative of the parameters of interest. That way, we may finally find the solutions to the questions posed by the objectives. The initial stages in creating a sample strategy are to determine the parameters that need to be measured, the range of potential values, and the needed resolution. The next stage is to create a sampling plan including the schedule for collecting samples, the range of possible samples, the format for storing the data collected, and the roles and duties associated with each sampler. After the sample plan has been drafted, reviewed, and approved, it may be sent along to the relevant individuals for implementation.

3.8   Pilot Test

A research plan's proposed methodologies may be put to the test in a pilot study, with any necessary adjustments made considering the findings (Ackerman et al., 1987). Many experts felt that pilot studies were excessively time-consuming and unnecessary because of their narrow focus (Prescott et al., 1991). Even though there is no assurance that a pilot or feasibility study would avoid all troublesome concerns for the main study, researchers may gain advantages from these studies that "outweigh the extra work and improve the chance of success," as noted by (Cope, 2015). Pilot studies may assist researchers to identify real and possible results before moving on to the main investigation. When put to such use, "pilot work drives the development of a research technique rather than judging it" (Prescott & Soeken, 1989).

3.9   Questionnaire Design

The design of the questionnaire for face-to-face interviews, telephone interviews, mail surveys, and online surveys is a vital phase in the development of a data-gathering strategy. Some individuals refer to this as an art (Payne, 1951). A questionnaire is a group of written questions intended to collect standardized data about people's thoughts, preferences, experiences, intentions, and activities (Bryn Farnsworth, 2021).

It is also an essential component of research. In this V, the questionnaire is determined by the sort of data the researcher want to collect, and the questions must be posed at different degrees of specificity and in a certain manner. In addition, research that aims to gather useful data must contain effective survey questions and a balanced mix of open and closed questions. In this research, data will be collected by survey, with the researcher distributing the questionnaire using Google Forms.

This research respondents were operator workers. The first three parts of the questionnaire requested responder information, including age, gender, status, and estimated working experience. Openness to experience, conscientiousness,

extraversion, agreeableness, and neuroticism are the five independent research variables reflected in the fifteen research statement questions in the second part.

The third portion consists of three study statement items derived from the research's dependent variables. In addition to surveys as primary data, researchers often use existing data or secondary data, such as data from the internet or print journals, periodicals, newspapers, and textbooks. The researcher created a survey questionnaire using data collected from the source and disseminated it to respondents.

The researchers also used the Likert scale in their survey. The Likert scale may be referred to as a five-point inquiry. The options range from strongly agree to strongly disagree, providing a summary of public opinion to the researcher. This Likert scale is highly useful for researchers who seek an overall evaluation of a topic's sentiment, and it may also be used to gather information regarding causes or effects that contribute to that sentiment.

Table 2: Likert Scale

(Source from Roxana Elliott, 2021)

Likert Scale				
Stage				
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Scale	1	2	3	4	5

3.10   Data Analysis

Six qualitative data analysis procedures are outlined by Creswell (2013). Interviews, documents, and visuals will need to be transcribed, scanned, and cataloged before analysis can begin. A second piece of advice is to take in as much information as possible (Creswell, 2013). At this point, you should have a general grasp of the subject and be thinking about what it all means. Coding is the third step in qualitative data analysis. In this scenario, a researcher organizes the data by categorizing photographs and text.

Fourth place, the coding method provides a description of the research subjects, locations, and topics. Accurate descriptions aid future research at this point. The researcher then elaborates on these themes and descriptions in the last phase of developing the qualitative narrative. A researcher may use a tale to communicate analytical results. In the end, you'll want to analyze the results. The researcher should remember to think about what they've learned.

Each method is essential for assessing the validity of results in the field of criminal justice research. When carried out properly, the methods may be utilized to assess the status quo of criminal justice theory. The method may be used to back up previously held opinions, spot holes in the available data, provide a new angle of view, or deepen the existing comprehension. By following the steps outlined by Creswell (2013), a researcher may evaluate the reliability of popular perspectives on criminal justice. A decisive explanation has the potential to revolutionize the sector.

Criminal justice studies may also benefit by paying research to the six phases. The results reached using the framework applies to any research of inquiry. Feedback might be seen as affirmation, constructive criticism, or an opportunity to clarify something. Researchers may only find half-answers to their criminal justice researcher questions if they don't complete all the steps. Interest groups on a certain subject might be misled if Creswell's (2013) protocols aren't followed.

3.10.1 Descriptive Analysis

When it uncovers novel occurrences or patterns in data, the descriptive analysis might be considered a valid research outcome. Nonetheless, causal analysis is sometimes a component of the bigger research project that involves quantitative description. Even while there may be hard data gleaned through causal research methods on the effects of intervention as it is performed in a particular time and place, descriptive research examines the context in which the cause manifests. Combining causal and descriptive analysis is necessary for understanding "why" an intervention has a causal effect: while causal analysis can evaluate the intervention's efficacy, descriptive work can pinpoint the demographics, method of delivery, and environmental context that are most important for making sense of the results. Using

the description correctly can identify researchers gain insight into a phenomenon of interest, which in turn can be use in the formulation of hypotheses and intervention strategies, the interpretation of causal research findings, the diagnosis of problems for practitioners and policymakers, and the identification of new issues to study (Loeb et al., 2017).

3.10.2 Reliability Analysis

Reliability is how well a scale repeats measurements consistently. Analysis of reliability is reliability analysis. Reliability study determines a scale's degree of systematic variance by comparing scores from various administrations. If the reliability analysis shows a strong connection, the scale is consistent and dependable (James Lani, 2010). Cronbach's Alpha measures scale reliability and shows how well a set of items correlates. It's also used when a survey/questionnaire comprises numerous Likert items to form a scale and the researcher wishes to test its reliability. Deng et al., (2017) provide the Rule of Thumb table for evaluating alpha for dichotomy questions, such as those with two alternative responses or Likert scale questions.

Table 3: Rule of Thumb

Cronbach's Alpha	Internal Consistency
$\alpha \geq 0.9$	Excellent
$0.9 > \alpha \geq 0.8$	Good
$0.8 > \alpha \geq 0.7$	Acceptable
$0.7 > \alpha \geq 0.6$	Questionable
$0.6 > \alpha \geq 0.5$	Poor
$0.5 > \alpha$	Unacceptable

3.10.3 Pearson Correlation Analysis

Correlation analysis compares two or more quantitative variables (Gogtay et al., 2017). According to Pritha Bhandari (2021), a correlation coefficient runs from -1 to 1 and represents the link between variables. According to Zakaria Jaadi (2019), any association has positive, negative, or neutral indications and forms. A positive correlation indicates two variables move in the same direction, thus as one grows, the other falls. When one variable grows, the other decreases, and vice versa. Neutral correlation had no link between the variables. Pearson's coefficient reflects the link between two interval- or ratio-scale variables (Will Kenton, 2021). Pearson correlation defines the linear connection between two quantitative variables, according to Zakaria Jaadi (2019). Table 4 interprets correlation coefficient sizes (strength).

Table 4: How to interpret the size (strength) of a correlation coefficient, (Parvez Ahamad, 2016)

Size of Correlation	Interpretation
.90 to 1.00 (-.90 to -1.00)	Very high positive (negative) correlation
.70 to .90 (-.70 to -.90)	High positive (negative) correlation
.50 to .70 (-.50 to -.70)	Moderate positive (negative) correlation
.30 to .50 (-.30 to -. 50)	Low positive (negative) correlation
.00 to .30 (.00 to -.30)	Negligible correlation

3.10.4 Multiple Regression Analysis

Linear regression is the most fundamental sort of statistical modelling, and it shows the connection between a result and a predictor (Jameel et al., 2018). The regression model describes variables by assigning lines to observed data (Rebecca Bevans, 2020). In regression analysis, R-Squared is the relationship between an independent and dependent variable. R-Squared reflects how much variance in the dependent variable is explained by the independent variable. R-Squared only works in a linear regression model with one explanatory variable, hence it must be modified for multiple regressions (Jason Fernando, 2021).

Rebecca Bevans (2020) says t-test compares two groups' means. It's utilized to assess whether a technique or therapy affects a population or if the two groups are different. When choosing a t-test, the researcher should examine whether the groups being compared are from the same or distinct populations and if the researcher wants to look for differences in one direction or the other. For a single population, the researcher may conduct a paired t-test, if the group comes from two distinct populations, two samples t-test, and if there is one group compared to the standard value, one sample t-test (Rebecca Bevans, 2020). F-test for linear regression identifies significant independent variables in multiple linear regression models.

Multiple linear regression may predict the result of a response variable by incorporating multiple explanatory factors (Uyank et al., 2013). This regression model's illuminating (independent) and response (dependent) variables are linear. Multiple linear regression is used to determine the association between two or more independent variables and one dependent variable.

$$y = \beta_0 + \beta_1 X_1 + \ldots + \beta_n X_n + \varepsilon$$

y $\quad$ = the predicted value of dependent variable

β_0 $\quad$ = 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)

… $\quad$ = do the same for however many independent variables researcher is testing

$\beta_n X_n$ = regression coefficient of the last independent variable

e $\quad$ = model error or how much variation there is in our estimate of y.

3.11   Summary

In conclusion, research design and strategy are essential components since they facilitate the study's execution. This study also contains quantitative data, with researchers using survey procedures and secondary data to obtain data or resources pertinent to the research objectives. In addition, the capacity to assess both quantitative and qualitative research approaches is one of the distinguishing qualities of descriptive research. As a result, while doing descriptive research, researchers may use a variety of methods to enhance the study process. The acquired data will be examined and interpreted using a variety of methodologies, including descriptive, reliability, Pearson correlation, and linear regression. Researchers also collected data from among factory operator workers in the glove industry in Meru, Klang.

CHAPTER 4

RESULTS AND DISCUSSION

4.1   Introduction

In Chapter 4, the researcher analyzed the study's findings. A pilot test was conducted before sending 375 questionnaires to target respondents to assess how personality factors affect glove industry operator job performance. Pilot testing and survey completion took a month. The survey helps researchers determine whether the dependent variable and independent factor are related. Google Forms has three sections: Part A has a demographic profile. The independent variable factors are in Part B and the dependent variable factors are in Part C.

The researcher used Statistical Software Package for the Social Sciences (SPSS) for all data analysis. This application can measure data, construct tables, and analyze complex statistics, descriptive statistics, and tabular reports. In this chapter, the researcher will analyze questionnaire data to meet study objectives. Meru, Klang glove industry employs 16,000 operators' workers. Respondent data was collected from 234 respondents from 375 population of glove industry operator workers using a Google form. The data from 26 demographic and other questions are evaluated below.

4.2   Demography Analysis

Part A of the questionnaire comprises demographic information that will be analyzed descriptively. To advance the research aim, demographic questions were incorporated into the questionnaire. This criterion gives basic information on participants in the research who completed the whole questionnaire. A total of 375 questionnaires were issued, with 234 returning clean and complete to the researcher. The intended respondents were asked questions about their gender, age, race, status, and estimated work experience. The findings are interpreted in Table 5 as follows.

Table 5: Demographic Profile of the Sample

Items		Frequency	%
Gender	Male	83	35.5
	Female	151	64.5
	Total	**234**	**100**
Age	20 – 24	124	53.0
	25 – 30	56	23.9
	31 – 40	35	15.0
	41 and above	19	8.10
	Total	**234**	**100**
Race	Malay	172	73.5
	Chinese	22	9.40
	Indian	26	11.1
	Other	14	6.0
	Total	**234**	**100**
Status	Single	152	65.0
	Married	82	35.0
	Total	**234**	**100**
Estimated Work Experience	Less than 1 year	72	30.8
	1 year to 2 years	56	23.9
	3 years to 5 years	41	17.5
	More than 5 years	65	27.8
	Total	**234**	**100**

According to the data presented in Table 5, only 35.5% of male respondents filled out the distributed questionnaire, while 64.5% of female respondents did so.

Next, the age group 20 - 24 has the biggest number of respondents (53%), followed by 25 - 30 who have a total of 23.90%, and then 31 - 40 who have a total of 15%. The lowest proportion of responses is 41 and above, accounting for just 8.10%.

This research has also been provided to four racial groups, namely Malay, Chinese, Indian, and Others since Malaysia is noted for being a multi-racial nation, as shown in Table 5 above. Malay made up 73.50% of those who responded to this inquiry, with Indian coming in second with 11.10%. Following that, 9.40% of Chinese respondents took part in this poll. Finally, Other races received the lowest percentage of 6%.

The information that is shown in Table 5 demonstrates that 65% of individuals are single, whereas 35% of people are already married.

Lastly, for estimated work experience, 30.80% have worked for less than one year. Respondents who have worked for more than 5 years come in second, with a total of 27.80%. Respondents who have worked for 1 years to 2 years rank third, with a total of 23.90%. Finally, respondents with 3 years to 5 years of experience had the lowest results, with only 17.50%.

4.3   Reliability Analysis

4.3.1   Pilot Study

Researchers also use pilot testing strategies to check the dependability of questionnaires. In a preliminary study, the researcher gathered data from 20 persons. Furthermore, the questionnaire will be revised as needed depending on the outcomes of the pilot test. The Case Processing Summary is shown in Table 6, and it demonstrates that 20 respondents provided valid data, and all data were processed with no missing data:

Table 6: Case Processing Summary

Cases	N	%
Valid	20	100.0
Excluded[a]	0	.0
Total	20	100.0

Table 7: Pilot test reliability statistics

Variables	Cronbach's Alpha	No of Items
Openness to Experience	.735	3
Conscientiousness	.924	3
Extraversion	.549	3
Agreeableness	.740	3
Neuroticism	.681	3
Job Performances	.750	6

Table 3 (page 36) shows the Cronbach Alpha for the reliability of the pilot test results. For Cronbach's Alpha, it says that an alpha below 0.6 is considered unacceptable which indicates that the question is invalid. While values above 0.7 are considered acceptable.

This pilot test study assessed 21 questions. Table 7 has shown that Cronbach's alpha against 4 independent variables and 1 dependent variable is acceptable while 1 independent variable is unacceptable. Cronbach's alpha for the independent variable, the Openness to Experience subscale consisted of 3 items (α = .735) the Conscientiousness subscale consisted of 3 items (α = .924), the Extraversion subscale consisted of 3 items (α = .549), the Agreeableness subscale

consisted of 3 items (α = .740) and the Neuroticism subscale consisted of 3 items (α = .681). Finally, Cronbach's Alpha for the dependent variable, the Job Performance subscale consisted of 6 items (α = .750).

4.3.2 Cronbach's Alpha

Reliability testing assures accurate, consistent readings. Cronbach's Alpha is the reliability coefficient used in this study. In this study, the ideal Cronbach's alpha value is near one, and values over 0.6 may be used. 234 operator workers in the glove industry at Meru, Klang replied to Google Forms for this research. Table 3 (page 35) shows the reliability test factors.

Table 8: Cronbach's Alpha

Variable	N	Cronbach's Alpha
Openness to Experience	3	.491
Conscientiousness	3	.799
Extraversion	3	.680
Agreeableness	3	.637
Neuroticism	3	.636
Job Performances	6	.807

Referring to Table 8, Cronbach's alpha value for the Openness to Experience subscale consisted of 3 items (α = .491). Therefore, the findings show that the variable has unacceptable internal consistency. Cronbach's alpha for Conscientiousness and Extraversion consisted of 3 items which are .799 and .680 respectively. Therefore, the findings show that the variable of Conscientiousness has acceptable internal consistency while Extraversion has questionable internal consistency. Next, Cronbach's alpha for Agreeableness and Neuroticism consisted of 3 items which are .637 and .636 respectively. Therefore, the findings show that the two variable has questionable internal consistency. The Job Performance was found to be highly reliable (6 items: α = .807). These results show that the variable has good internal consistency.

4.4   Correlation

This correlational research approach is used to study or change the connection between variables. This correlation will also indicate the intensity of the association between two or more variables, and it might be positive or negative (Pritha Bhandari, 2021). According to Zakaria Jaadi (2019) Pearson correlation is a linear relationship between two quantitative variables. The results of the correlation test between the variables are shown in Table 9.

Table 9: Correlations Results

Correlations		Openness to Experience	Conscientiousness	Extraversion	Agreeableness	Neuroticism	Job Performance
Openness to Experience	Pearson Correlation	1	.452**	.404**	.380**	.392**	.391**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	234	234	234	234	234	234
Conscientiousness	Pearson Correlation	.452**	1	.512**	.672**	.639**	.735**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	234	234	234	234	234	234
Extraversion	Pearson Correlation	.404**	.512**	1	.616**	.552**	.648**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	234	234	234	234	234	234
Agreeableness	Pearson Correlation	.380**	.672**	.616**	1	.674**	.700**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	234	234	234	234	234	234
Neuroticism	Pearson Correlation	.392**	.639**	.552**	.674**	1	.666**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	234	234	234	234	234	234
Job Performance	Pearson Correlation	.391**	.735**	.648**	.700**	.666**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	234	234	234	234	234	234

**. Correlation is significant at the 0.01 level (2-tailed).

Table 9 explains the results of the study on the relationship between personality traits and job performance. Pearson's correlation analysis for Openness to Experience shows that the value of the Pearson correlation r for both variables is r = .391, p < .05. This shows that there is a low positive correlation relationship between the two variables. Therefore, there is a significant relationship between Openness to Experience and Job Performance. Therefore, hypothesis 1 is supported.

Pearson's correlation analysis for Conscientiousness shows that the value of the Pearson correlation r for both variables is r = .735, p< .05. This shows that there is a high positive correlation relationship between the two variables. Therefore, there is a significant relationship between Conscientiousness and Job Performance. Therefore, hypothesis 2 is supported.

Pearson's correlation analysis for Extraversion shows that the value of the Pearson correlation r for both variables is r = .648, p < .05. This shows that there is a moderate positive correlation relationship between the two variables. Therefore, there is a significant relationship between Extraversion and Job Performance. Therefore, hypothesis 3 is supported.

Pearson's correlation analysis for Agreeableness shows that the value of the Pearson correlation r for both variables is r = .700, p < .05. This shows that there is a high positive correlation relationship between the two variables. Therefore, there is a significant relationship between Agreeableness and Job Performance. Therefore, hypothesis 4 is supported.

Pearson's correlation analysis for Neuroticism shows that the value of the Pearson correlation r for both variables is r = .666, p < .05. This shows that there is a moderate positive correlation relationship between the two variables. Therefore, there is a significant relationship between Neuroticism and Job Performance. Therefore, hypothesis 5 is supported.

4.5   Regression

Multiple regression analysis is also included in this chapter. To explain variation in job performance, multiple regression analysis was employed to evaluate the components of openness to experience, conscientiousness, extraversion, agreeableness, and neuroticism. Table 10 and Table 11 shows the findings of the multiple regression analysis between all factors and job performance.

4.5.1   R-square and F-Value

Multiple regression was used to test whether the effects of Personality Traits predicted Job Performance characteristics. The results showed that five predictors explained 67.8% of the variance ($R2$ = .678, F (95.984), P < .000). Conscientiousness was found to significantly predict the characteristics of Job Performance (β = .367, p < .000), as well as Extraversion (β = .229, p < .000). Neuroticism and Agreeableness significantly predict Job Performance characteristics where (β = .172, p < .003) and (β = .156, p < .003) respectively.

Table 10: R-square

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.823[a]	.678	.671	.34914

a. Predictors: (Constant), openness to experience, conscientiousness, extraversion, agreeableness, and neuroticism
b. Dependent Variables (DV): Job Performances

Table 11: F-value

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	58.502	5	11.700	95.984	.000[b]
	Residual	27.793	228	.122		
	Total	86.296	233			

a. Dependent Variable: Job Performances
b. Predictors: (Constant), openness to experience, conscientiousness, extraversion, agreeableness, and neuroticism

4.5.2　T-Value

Table 12: Coefficients

	Unstandardized Coefficients		Standardized Coefficients		
Model	B	Std. Error	Beta	t	Sig.
(Constant)	.369	.206		1.795	.074
Openness to Experience	-.020	.044	-.020	-.454	.650
Conscientiousness	.367	.053	.388	6.975	.000
Extraversion	.229	.045	.256	5.105	.000
Agreeableness	.156	.052	.179	3.006	.003
Neuroticism	.172	.058	.163	2.957	.003

a. Dependent Variable: Job Performances

Conscientiousness, Extraversion, Agreeableness, and Neuroticism are significant based on the t-value and the significance value shown in Table 12. The standardized beta coefficient differentiates the strength of the effect of each independent variable on the dependent variable. Therefore, the regression equation can be written as Job Performance = 0.369 + 0.367 (Conscientiousness) + 0.229 (Extraversion) + 0.172 (Neuroticism) + 0.156 (Agreeableness). Table 12 shows that the beta coefficient is positive so, the interpretation for every 1 unit will increase in the predictor variable and the outcome variable also increases with the value of the beta coefficient. Therefore, Conscientiousness is found to have a higher t-value.

4.6   Hypothesis

For a hypothesis to be a scientific hypothesis, the scientific method requires that one can test it. In formal logic, the term hypothesis is used to denote the antecedent of a proposition (Hilborn et al., 1997). Table 13 below shows the results of hypothesis testing. H1: There is no significant relationship between openness to experience and job performance where p > 0.05, and hypothesis H1 is not supported, H2: There is a significant relationship between conscientiousness and job performance, p < 0.05 and hypothesis H2 is supported, H3: There is a significant relationship between extraversion and job performance, p < 0.05, and hypothesis H3 is supported, H4: There is a significant relationship between agreeableness and job performance, p < 0.05, and hypothesis H4 is supported, H5: There is a significant relationship between neuroticism and job performance, p < 0.05, and hypothesis H5 is supported.

Table 13: Significant Results for Hypothesis

Hypothesis	T-Value	P-Value	Support/Not Supported
H1: There is significant relationship between the openness to experience and job performances.	-.454	.650	Not Supported
H2: There is significant relationship between the conscientiousness and job performances.	6.975	.000	Support
H3: There is significant relationship between the extraversions and job performances.	5.105	.000	Support
H4: There is significant relationship between the agreeableness and job performances.	3.006	.003	Support
H5: There is significant relationship between the neuroticisms and job performances.	2.957	.003	Support

CHAPTER 5

CONCLUSIONS AND RECOMMENDATION

5.1   Introduction

The findings of the research presented in the previous chapter are analyzed, and a summary of those findings is provided, in this chapter. This discussion includes a summary of the research, a discussion of the research, a discussion of the research limitations or weaknesses, a discussion of the research implications, suggestions or improvements to the organization, and suggestions for future studies.

5.2   Discussion and Finding

5.2.1   Research Objective 1

RO 1: To analyze significant relationship between personality traits and job performance.

Trait theorists are mainly concerned with the quantification of traits, which are described as regular patterns of behavior, thoughts, and emotions (Saul Kassin, 2003). The impact of personality traits on employee job performance is undoubtedly obvious, and many businesses capitalize on this effect. One of the most essential psychological factors that influence human conduct is personality. It is important in the job. Personality traits have a significant impact on the efficiency and effectiveness of employee job performance. As a result, the first objective of this research is to analyze the significant relationship between personality traits and job performance.

The Big Five Factor Model includes openness to experience. Openness involves fantasy, artistic sensitivity, responsiveness to inner impulses, adventure, intellectual curiosity, and questioning authority (psychological liberalism). Psychometric analysis links these traits. Thus, openness is a combination of traits, behaviors, and dispositions (McCrae R. et al, 1992).

Doing a job properly and accepting one's duty to others is conscientiousness. Responsible individuals work hard. They're dependable and disciplined. It's tidy, methodical, meticulous, comprehensive, and attentive (Thompson et al., 2008).

Extraversion according to Jung (1921) brought psychology to introversion and extraversion. Introversion is thoughtful, whereas extraversion is gregarious, talkative, and exuberant (Thompson et al., 2008). Carl Jung (1995) defined extraversion as "an attitude type indicated by the focus of attention on the outward object" and introversion as "marked by direction in life via subjective psychological contents". Lower introversion is needed for higher extroversion. Carl Jung (1995) suggests that everyone has a dominating extroverted and introverted side.

Agreeableness people are nice, cooperative, empathetic, and friendly (Thompson et al., 2008). Personality psychology's five key traits include agreeableness, which reflects individual variances in cooperation and social harmony (Graziano et al., 1997). Agreeableness is a personality subgrouping. Trust, openness, altruism, obedience, modesty, and sensitivity are lower-level agreeableness traits (Matsumoto et al., 2012).

Neuroticism ranks fifth. Neuroticism generates anxiety, fear, fury, frustration, envy, jealousy, guilt, depression, and loneliness. Such individuals may lose hope due to pressures and losses. Neuroticism is defined differently by different personality theories. It quickly arouses and relaxes, particularly emotionally. Stress, complaining, and lack of self-control are further signs (Ormel et al., 2012).

Most firms prosper by focusing on employee performance. Attitude, work happiness, and task completion affect job performance (Fatheya Mahmood, 2008). Big Five traits increase professional achievement (Barrick et al., 2005). Personality is actions. Good personalities help employees collaborate, engage, and work successfully. Employee productivity was examined in this research. Openness to experience, conscientiousness, extroversion, agreeableness, and neuroticism determine employee performance.

Using the information in Table 10 (page 46), the researcher wants to know if there is a significant link between personality traits and job performance. To demonstrate how well the data, fit the regression model, the researcher employs a multiple regression model, the R^2 of which serves as an indicator. It is crucial to evaluate the R^2 value while assessing structural models (Joe F. Hair et al., 2011). The dependent variable's variance is shown (Henseler et al., 2016). R^2 has been limited to an interval between 0 and 1. R^2 values between 0 and 1 represent low, moderate, and high levels of variance, respectively. It is clear from Table 10 (page 46), that the R^2 value of 0.678 for personality traits is high and strong, as shown by the findings of the present research.

5.2.2   Research Objective 2

RO2: To examine the correlation between the impact of Personality Traits features variables.

Based on Table 9 (page 44 - 45), shows the results of the correlation between the effects of the variables of Personality Traits. If referring to Table 4 (page 36), the relationship or correlation between the variables is strongly interpreted. In addition to strong correlations, strong patterns of relationships are positive.

Openness to Experience has a low positive correlation with Conscientiousness. The findings indicate that the $r = .452$, $p<.05$. Openness to Experience has a low positive correlation with Extraversion. The findings indicate that the $r = .404$, $p<.05$. Openness to Experience has a low positive correlation with Agreeableness. The findings indicate that the $r = .380$, $p<.05$. Openness to Experience has a low positive correlation with Neuroticism. The findings indicate that the $r = .392$, $p<.05$.

Next, Conscientiousness has a moderate positive correlation with Extraversion. The findings indicate that the $r = .512$, $p<.05$. Conscientiousness has a moderate positive correlation with Agreeableness. The findings indicate that the $r = .672$, $p<.05$. Conscientiousness has a moderate positive correlation with Neuroticism. The findings indicate that the $r = .639$, $p<.05$.

Extraversion has a moderate positive correlation with Agreeableness. The findings indicate that the $r = .616$, $p<.05$. Extraversion has a moderate positive correlation with Neuroticism. The findings indicate that the $r = .552$, $p<.05$. Agreeableness has a moderate positive correlation with Neuroticism. The findings indicate that the $r = .674$, $p<.05$. Based on this analysis, the researcher can draw the conclusion that the characteristics of Personality Traits, such as Conscientiousness, Extraversion, Agreeableness, and Neuroticism, have a strong linear regression relationship with each variable, except with Openness to Experience, which does not have a strong linear regression relationship.

It is clear from Table 5 on page 40 that the number of respondents between the ages of 31 and 40 and those aged 41 and older is not very high; consequently, this has an impact on the quality of Openness to Experience. Openness to Experience is a feature that distinguishes someone who has a great deal of experience in their field in relation to their profession (Harzer & Ruch, 2015). The results of this correlation-independent variable are influenced because there are not a lot of persons who are approximately 30 years old and older who filled out this questionnaire.

5.2.3   Research Objective 3

RO3: To know which variables are most dominant in determining personality traits and job performances.

The research model has 5 hypotheses about how the variables are related. Based on the analysis of the data, the results show that 4 of the hypotheses are accepted and 1 is unacceptable. The hypothesis is rejected because p > 0.05. The goal of this research is to find out which personality traits have the biggest effect on job performance.

It's clear from Table 12 (page 47), that there isn't a significant relationship between Openness to Experience and Job Performance. This is because t = -.454, p>.05 The relationship between conscientiousness and job performance is significant because the t = 6.975, p<.05. The relationship between extraversion and job performance is significant because the t = 5.105, p<.05. Agreeableness and job performance are significant because the t = 3.006, p<.05. Neuroticism and job performance are significant because the t-value = 2.957, p<.05.

According to Table 13 (page 48), above, can see that this research has 4 accepted characteristics and 1 that is not accepted. When the four accepted traits were compared, it was found that the trait of conscientiousness had the strongest significant relationship with Job Performance. Then, Extraversion came in second, followed by Agreeableness in third and Neuroticism in last place. According to Minitab (2016), T-values are just calculated differences that are shown in units of standard error. The evidence against the null hypothesis gets stronger as T gets bigger. This shows that there is more proof that there is a significant difference.

5.3   Research Hypothesis Achievement

The purpose of this research is to investigate the effect of Personality Traits on Job Performance among operator's workers in the glove industry. Openness to Experience, Conscientiousness, Extraversion, Agreeableness, and Neuroticism are the five Personality Traits that are discussed in this issue.

First, the findings indicate that Openness to Experience has no statistically significant relationship with Job Performance (H1). Employees with the personality trait of Openness to Experience, according to Le Pine (2003), may readily adjust to changing conditions and identify alternative approaches to handle difficulties. This is evident from the descriptive analysis in terms of age in Table 5 (page 40), which shows 124 (53.0%) respondents aged 20-24 working as operators, followed by 56 (23.9%) respondents aged 25-30 working as operators. Following that, 35 (15.0%) respondents aged 31-40 work as operators, while just 19 (8.10%) respondents aged 41 and above work as operators in glove industry factories. In conclusion for hypothesis 1, many operator workers are unable to adapt to changing circumstances, and it is difficult to find alternative solutions to problems due to a lack of opinions and views from workers aged 41 and above, who have undoubtedly had a variety of experiences in the glove industry.

The researcher then looked at the relationship between Conscientiousness and Job Performance. According to the findings of this research, there is a significant relationship between the two elements, and Conscientiousness is the most dominating factor in Job Performance when compared to other components. Conscientiousness, according to Thomas (2021), is a characteristic that is frequently related to alertness. Conscientious persons are often highly organized, have self-control, and can effectively manage their time. They are also noted for being excellent team players and diligent workers. The descriptive analysis table in terms of gender in Table 5 (page 40) demonstrates that only 83 (35.5%) male respondents work as operators, whereas 151 (65.5%) female respondents work as operators. According to Mac Giolla et al. (2005), other research has revealed that women are more conscientious than males, and this feature may explain the relationship between

gender and job success. In conclusion to hypothesis 2, many female operators in industrial firms had greater accuracy than the male operators.

The relationship between the personality characteristic Extraversion and Job Performance is the third result in this research. There is a significant relationship between the two factors. Extraversion, according to Isabel Briggs Myers (2017), enjoys human connection and is energetic, chatty, aggressive, and gregarious. Extraversion is stimulated and thrives in social situations. They also do well in groups. According to the descriptive analysis table in terms of status in Table 5 (page 40), 152 (65.0%) single respondents work as operators, whereas only 82 (35.0%) married respondents work as operators. In general, research reveals that single persons have a greater network of supportive ties than those who have a spouse since they can keep in contact with family, friends, and coworkers more easily (Elyakim Kislev, 2019). In conclusion to hypothesis 3, many single employees working as operators in the glove industry are more sociable than married workers.

The research results also reveal a significant relationship between Agreeableness and Job Performance. Individual variations in overall interest for social peace are reflected in agreeableness. Individuals with agreeableness enjoy closeness with others. They are typically courteous, kind, trustworthy and loyal, helpful, and prepared to put their own interests aside for the sake of others (Rothmann S & Coetzer EP, 2003). It can be seen from the descriptive analysis table in terms of race in Table 5 (page 40) that there are 172 (73.5%) Malay respondents who work as operators, 22 (9.40%) Chinese respondents who work as operators, 26 (11.1%) Indian respondents who work as operators, and only 14 (6.0%) Other respondents who work as operators. Conclusion for Hypothesis 4, it has been shown that the workplace really needs racial diversity for them to be more harmonic and less conflict happens in the workplace.

Lastly, the researcher looked at how neuroticism affects Job Performance. There was a significant positive correlation between the two variables, as shown by the research. Anxiety, fear, wrath, frustration, envy, jealousy, guilt, despair, and loneliness are more prevalent among those high in neuroticism, as stated by Thompson et al. (2008). According to the descriptive analysis on Table 5 (page 40),

every one of the 234 respondents who filled out the questionnaire may have some degree of neuroticism. As Jennifer Tzeses (2021) explains, when we feel the want to dwell on the negative, one way to rein in our neuroticism is to shift our focus to something else. Second, if we take a few deep breaths, we may mentally remove ourselves from the tense situation. Next, learning to accept oneself is beneficial if you want to steer clear of neurotic tendencies (Jennifer Tzeses, 2021). Operator's workers in the glove industry have a greater propensity to exhibit neuroticism and the researcher recommends that these individuals adopt a more optimistic perspective in the face of all stress to maintain emotional equilibrium.

This research aims to answer the research question and research objective of whether personality traits have an impact on the degree of job performance displayed by operator workers in the glove industry. With involved 234 operator workers participated in this research and used the population technique described by Krejcie & Morgan (1970) in Table 1 (page 31). This research already answered all the research objectives and research questions which is in Chapter 1 (page 5).
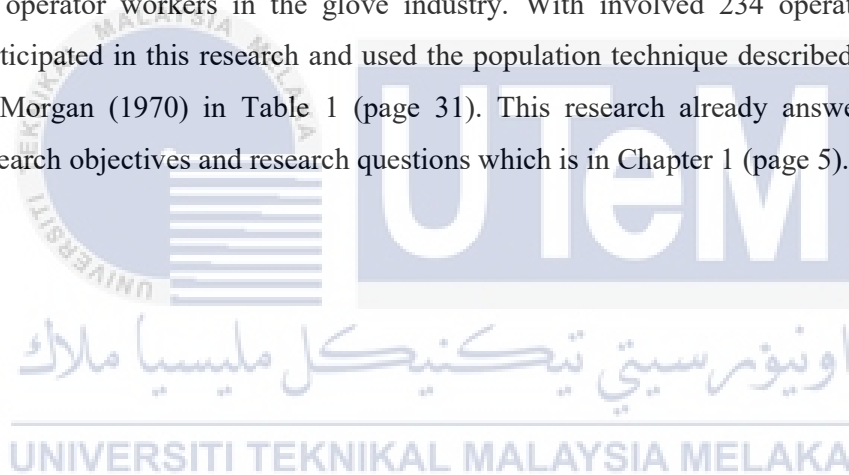
5.4   Research Contributions

The findings of this research have the potential to provide directors and officers in the glove industry with implications on the influence of personality traits on job performance. This research assists the company in gaining a better understanding of the variety of operator worker behaviors, as well as the number of personality characteristics, regardless of whether they are dominant or not. Organizations may also find out the personality qualities that might affect job performance by leveraging or targeting the personality strengths of its operator working in the interest of contributing to the achievement of the purpose and vision of the glove industry factory.

This research may also be utilized as organizational input in reevaluating the success of each program that has been implemented in the past to determine whether it has an influence on the performance of operator workers. The results of the research indicate that operator workers in glove industry companies have different levels of job performance depending on their levels of conscientiousness, extraversion, agreeableness, and neuroticism. Should this subject be treated with indifference, it is not inconceivable that, over the course of time, there will be a rise in the number of operators whose performance is subpar. Therefore, the discovery of this data may be utilized by appropriate parties to raise the added value of any program carried out by the glove industry either internally or externally.

5.5   Limitation of Research

In terms of the total number of samples, for example, the research that was carried out does have certain limitations. While the current study contributes to the field of knowledge, it includes limitations that serve as a foundation for future research. If one follows the formula for determining the population sample size (Krejcie & Morgan, 1970) on Table 1 (page 31), the number of samples that should be present in this research is only going to include 375 respondents and will only concentrate on operator workers in the glove industry. However, only 234 operator workers in the glove industry replied to the Google Form that the researcher provided. As a result, if the researcher selects a tiny sample, it is possible that the results may not accurately reflect the population. As a result, the researcher made the decision to use the population itself as a sample for the research.

5.6   Recommendation of Further Research

The operator worker is the lone population in the ideas that were made and formed from this investigation. Therefore, it has been recommended that this kind of research may be expanded to include workers in other fields, such as clerks, supervisors, managers, and so on.

In addition, the purpose of this research was limited to examining the association between the various personality traits and the level of job performance shown by operator workers. Therefore, the researchers recommend doing more studies that consider other characteristics such as the amount of stress, job satisfaction, organization culture, personality climate level, and so forth.

Because this research was only carried out in the glove industry factory in Meru, Klang, the findings of this research cannot be extrapolated to all glove industry factories across the country. However, the researchers who carried out this research have some suggestions for other researchers who will carry out similar research in the future which is to explore respondents in a big population such as one country or another field industry. These suggestions are meant to improve this research.

5.7   Conclusion

In essence, the purpose of this research is to discover and comprehend the impact of Personality Traits on Job Performance among glove sector operator personnel. An analysis of the results received from 234 respondents in Meru, Klang, Selangor Darul Ehsan, and the researcher conducted this research using the Statistical Package for the Social Sciences (SPSS) software. According to the findings and discussion, the researcher discovered that Conscientiousness, Extraversion, Agreeableness, and Neuroticism are positively related and have a significant relationship with Job Performance, whereas Openness to Experience does not have a significant relationship with Job Performance. Only four out of five hypotheses that are accepted between the variables in a research model framework which is H2: there is a significant relationship between conscientiousness and job performance. H3: A significant relationship exists between extraversion and job performance; H4: A significant relationship exists between agreeableness and job performance; and H5: A significant relationship exists between neuroticism and job performance. With a p-value of less than 0.05, all of these hypotheses were accepted.

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APPENDIX A

GANTT CHART FYP 1

Tasks	Week														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Journal or Article Reading	■	■													
Identify Research Title			■												
Information Processing (Chapter 1)				■											
Construct Chapter 1				■											
Information Processing (Chapter 2)					■										
Construct Chapter 2						■									
Information Processing (Chapter 3)								■							
Construct Chapter 3								■	■	■	■				
Prepare slide presentation												■	■		
Submission for Report and Slide Presentation														■	
Presentation For PSM 1															■

APPENDIX B

GANTT CHART FYP 2

Tasks	Week														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Discuss about Questionnaires	▓														
Make Correction		▓													
Collect samples for Pilot Study			▓												
Run SPSS for Pilot Study			▓												
Collect Samples				▓	▓	▓									
Run SPSS for 234 sample							▓								
Construct Chapter 4							▓	▓							
Construct Chapter 5									▓	▓	▓				
Prepare slide presentation												▓	▓		
Submission for Report and Slide Presentation														▓	
Presentation for PSM 2															▓

APPENDIX C

QUESTIONNAIRES

SECTION A: DEMOGRAPHIC INFORMATION

The following is a questionnaire prepared by the researcher to collect data related to the title of the researcher's study, namely the impact of personality traits on job performance among factory operator workers in the glove industry. Respondents required to answer this questionnaire are among factory operator workers in the glove industry in Meru, Klang. Respondents will also be asked about personal information such as gender, age, race, status and estimated work experience. Therefore, this section will analyze and further summarize the demographic details of the respondents.

1. GENDER

Male ☐

Female ☐

2. AGE

20 – 24 ☐

25 – 30 ☐

31 – 40 ☐

41 and above ☐

3. RACE

Malay ☐

Chinese ☐

Indian ☐

Others ⬜

4. STATUS

Single ⬜

Married ⬜

5. ESTIMATED
WORK EXPERIENCE

Less than 1 year ⬜
1 year to 2 years ⬜
3 years to 5 years ⬜
More than 5 years ⬜

SECTION B: IMPACT OF PERSONALITY TRAITS ON JOB PERFORMANCE AMONG FACTORY OPERATOR WORKERS IN THE GLOVE INDUSTRY

PART 1 : IMPACT OF PERSONALITY TRAITS

Likert Scale					
Stage	**Strongly Disagree**	**Disagree**	**Neutral**	**Agree**	**Strongly Agree**
Scale	1	2	3	4	5

Table: Items related to IV 1: **Openness to Experience** *(Open Attitude)*

No	Statements	1	2	3	4	5
1	It is not easy to **adapt** to a new workplace environment.					
2	**Support** from colleagues is very important in the workplace.					
3	**Interactions** between employees should only involve employment matters.					

Table: Items related to IV 2: **Conscientiousness** *(Having Awareness)*

No	Statements	1	2	3	4	5
1	Employees need to have their own **discipline** during working hours					
2	Employees need to **motivate themselves** to achieve their work goals.					
3	Every employee must give **full commitment** to work.					

Table: Items related to IV 3: **Extraversion** *(Sociable)*

No	Statements	1	2	3	4	5
1	We need to be **diligent** in doing work even outside our field of work.					
2	**Sociable** is great for making friends at work but it can also annoy others.					
3	Employees who have **ambitions** in their work will be more advanced in the field of employment					

Table: Items related to IV 4: **Agreeableness** *(Like-minded)*

No	Statements	1	2	3	4	5
1	Employees who do a lot of work **voluntarily** are often unknowingly bullied					
2	**Working together** can strengthen the relationship between employees					
3	Employee **loyalty** will be lost when the salary offered is unsatisfactory					

Table: Items related to IV 5: **Neuroticsms** *(Emotional Instability)*

No	Statements	1	2	3	4	5
1	Workers who are **often emotional** often make hasty decisions in a job					
2	**Confused** feelings make you feel anxious all the time.					
3	A lot of work pressure can make a person **depressed**.					

PART 2 : JOB PERFORMANCES

Likert Scale					
Stage	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Scale	1	2	3	4	5

Table: Items related to DV: **Job Performances.**

No	Statements	1	2	3	4	5
1	Motivated employees are **more eager** to be present at work					
2	Every employee has a **competitive attitude** towards each other					
3	Employees who **feel valued** by the workplace will put more effort into improving their job performance					
4	The **training** given at the beginning of employment is not entirely to make the employee more skilled					
5	**Communication** can make two-way work easier					
6	A conducive workplace **environment** can make employees more enthusiastic to work					

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