

The Relationship between Personality and Job Performance

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Abstract— The purpose of this study is to find out how personality make impact on job performance in the relationship between personality and job performance. The research was done on the employees of One Ten Souvenirs and Gift sdn bhd, where 30 employees participated. The study also shows whether the factors of age, gender and races make an effect or not in the workplace. The research was done using quantitative approach where questionnaires were used as the instrument to collect data. Then the data were analyzed and showed statistically to find the results. The results then shows where the problem lies in between personality and job performance. After getting the results of this research the suggestions and conclusion of this research will be discussed.

Keywords— Job performance, Personality, relationship, workplace, Quantitative approach, characteristics, data collection, instruments, statictical, suggestions, Research.

1 INTRODUCTION

THE relationship between personality and job performance has been a frequently studied topic in industrial psychology in the past century (Barrick, Mount & Judge, 2001). Work execution is a multi-dimensional build which demonstrates how well workers perform their undertakings, the activity they take and the cleverness they demonstrate in tackling issues. Moreover, it demonstrates the degree to which they finish undertakings, the way they use their accessible assets and the time and vitality they use on their errands.

Job performance could be affected by situational factors, such as the characteristics of the job, the organization and co-workers (Hackman & Oldham, 1980; Strümpfer, Danana, Gouws & Viviers, 1998), and by dispositional factors. Dispositional variables can be depicted as identity attributes, needs, demeanor, inclination and thought processes that result in a propensity to respond to circumstances in a foreordained (inclined) way. Work execution is impacted by fitness, requirement for accomplishment, regard toward oneself, locus of control, emotional demeanor and the association between these develops. Generally modern analysts have scrutinized the helpfulness of identity measures in anticipating employment related criteria, (for example, work execution), in light of skeptical finishes of right on time audits of the point (Guion & Gottier, 1965) and worries that most identity measures

are faked.

Then again, confirm has recommended that identity measures are substantial indicators of different employment related criteria (Goldberg, 1993).

Dissimilar to numerous measures of cognitive capacity, identity measures ordinarily don't have an unfavorable effect on impeded workers (Hogan, Hogan & Roberts, 1996) and accordingly can upgrade decency in staff decisions. Recent examination demonstrated that identity measurements are related to work execution (Rosse, Stecher, Miller & Levin, 1998; Wright et al., 1995). the five identity measurements:

- Neuroticism. Neuroticism is a dimension of normal personality indicating the general tendency to experience negative effects such as fear, sadness, embarrassment, anger, guilt and disgust.
- Extraversion. Extraversion includes traits such as sociability, assertiveness, activity and talkativeness. Extraverts are energetic and optimistic.
- Openness to Experience. Openness to Experience includes active imagination, aesthetic sensitivity, and attentiveness to inner feelings, a preference for variety, intellectual curiosity and independence of judgment.
- Agreeableness. An agreeable person is fundamentally altruistic, sympathetic to others and eager to help them, and in return believes that others will be equally helpful.
- Conscientiousness. Conscientiousness refers to self-control and the active process of planning, organizing and carrying out tasks (Barrick & Mount, 1993).

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2 PROBLEM STATEMENT

There are also problems in the relationship between personality and job performance. One of the main problem is personality conflict between workers in workplace. Every worker has different types of personality, some may have well and some may have bad personality. The problem may not arise between good or bad personality instead it may arise due to the conflict between different types of attitude, irritability, cynicism, arrogance which all contribute to an attitude of negativity. A negative attitude may cause disturbance in the communication. This communication gap may results in very bad situation. For example a negative minded person always sees all the decisions negatively and for this reason others may not like to work with that person. This makes collaboration extremely difficult. Other problems may also arise such as competitive against cooperative differences, this type of mentality can result in intentional damage to others professional life which will result in loss of communication between the colleagues and hamper the job. When this kind of situations arise, sometimes it was seen that the level of stress became unbearable causing workers to leave their jobs. The effectiveness of work completely depends on team work, so when this kind of negative attitude mentality person disrupt the rhythm of the team, the whole team suffers in the progression of the work. So it sums up that negative attitude person can affect the morale of a group.

3 RESEARCH OBJECTIVES

The purpose of this research is to examine the relationship between Personality and Job Performance.

Specifically the main aim of this research is to find out

1. The impact of Personality on Job Performance or can be say as relationship between Personality and Job Performance.
2. The problems that can be arise in Job Performance due to Personality and how it can be resolve.

4 SIGNIFICANCE OF STUDY

The researcher found several advantages over other types of selection tools. Maybe most essential is that, dissimilar to different sorts of evaluations (e.g., cognitive ability), identity appraisals exhibit practically no antagonistic effect; that is, they generally don't oppress parts of secured gatherings or classes or groups. Cognitive ability tests, for instance, have generally brought about unfriendly effect on certain demographic groups. This is particularly troublesome given the "Uniform Guidelines on Employee Selection Procedures" necessity that option determination techniques must be explored keeping in mind the end goal to diminish antagonistic effect the length of the going hand in hand with lessening in legitimacy is not

very extensive. Personality and integrity tests, nonetheless, regularly exhibit just slight contrasts between imperative demographic groups (e.g., age, ethnicity, and sex). Consequently, identity appraisals can be executed into determination strategies as an approach to increment prescient legitimacy and decrease the potential for unfriendly effect.

5 LITERATURE REVIEW

In The relationship between personality and job performance in sales, viewed 25 January 2015. This research is to examine the relationship between personality dimensions and supervisory ratings of job performance, in a sales context. This research shows that a person who works Extroverted and conscientiously with low level of Neuroticism performs better in sales related occupations. It is important for organizations to recruit employees who will perform well and who will not. This research paper examined the relationship between the FFM and job performance of the staffs from a Swedish organization. Actually the method of this research was to examine the relationship between Neuroticism, Extraversion, Openness to Experience, and Agreeableness, Conscientiousness, and Supervisory ratings of job performance, in a sales context. This research study found a significant positive correlation between Conscientiousness and Job performance which indicates that those staffs who rated themselves as high in Conscientiousness performed better than others and also rated high by their supervisors on job performance. This research also shows that extroversion is positively associated with successful performance in sales related work. The results show that Neuroticism, Extroversion and Conscientiousness are associated with job performance. This research study tells how to rank candidates and guides recruiters in their selection process to find the best guy for the job.

The big five personality dimensions and job performance

In The big five personality dimensions and job performance, viewed 25 January 2015. The objective of this research was to determine the relationship between personality dimensions and job performance. A survey of cross-sectional questionnaire was designed to use to study staffs of a pharmaceutical company. The NEO-Personality Inventory – Revised and Performance Appraisal Questionnaire were used as measuring instruments. The results showed that Emotional Stability, Extraversion, Openness to Experience and Conscientiousness were related to task performance and creativity. Three personality dimensions which are Emotional Stability, Openness to Experience and Agreeableness derived 28% of the variance in the performance on management of the participants. The research showed that the pharmaceutical company should consider the personality dimensions of their employees when predicting

creativity and managerial performance during recruiting and career development.

Personality Assessment in Personal Selection

In personality assessment in personal selection, viewed 25 January 2015. Personality assessments can be a strong predictor of job performance and oftentimes are superior to job interview. They can also demonstrate less potential for adverse impact than cognitive ability tests. Personality has been defined by N.Brody and H.Ehrlichman as "those thoughts, feelings, desires, intentions, and action tendencies that contribute to important aspects of individuality. Vast assortments of personality assessments measure an equally vast collection of personality characteristics. So how would we describe a typical accountant by thinking of them as conventional and reserved and about a salesperson as outgoing and ambitious. Personality assessment is based on statistics and probabilities different jobs require different types of behaviors for successful performance. Personality, in part, determines who has a natural talent for certain jobs and work environments. The goal of personality assessment in personnel selection is to identify which individuals, in general, will be successful performers and remain on the job. Personality assessments implemented in selection systems can be done by four steps, 1. Conduct a job analysis, 2. Conduct a validity study, 3. Use results of the job analysis and validity study, and 4. Conduct adverse impact analysis – to ensure that cutoff scores do not discriminate against any protected demographic group or class. In the end it must be stressed that personality assessments are not to be used as the sole source of information in personal decisions. Following the steps outlined in this paper, personality assessments can be a valuable part of a legally and ethically sound selection process that can help determine whether an applicant can perform the job and/or will enjoy the job – increasing predictive validity and reducing the potential for adverse impact.

6 RESEARCH METHODOLOGY

In this chapter, the researcher will go through a survey form to illustrate the method used to investigate about personality and job performance. According to the survey form it can analyze different people have different personality that will affect the job performance and the survey will be perform in public so that it will increase the accuracy and reliability which will enable the survey more smoothly.

7 RESEARCH DESIGN

This quantitative data was followed by (Shaughnessy

&Zechmeister, 1997). (Shaughnessy &Zechmeister, 1997) was used to achieve the research objectives and also used to increase accuracy in this quantitative. This quantitative data was designed questionnaire format and the respondents must answer all questions in order to assist progress in this quantitative data. Besides that, the survey form also include issues of significance and it is important for this quantitative survey. For example, in personality section it got openness experience, conscientiousness, extraversion, agreeableness, emotion stability, and team work and leadership questions. According to these questions the researcher can analyze different attitude for work.

8 RESERCH LOCATION

The researcher are performing this survey in One Ten Souvenirs and Gift sdn bhd in Kuala Lumpur. This corporation has a lot of staffs. This corporation also includes different race and religion, so the researcher can get more varieties of answers as different race and religion will have different opinion on it.

9 RESEARCH SUBJECT

The survey will be passed among 30 people/subjects in the office. The survey will be performed on all types of staffs in the office to meet the research results that the researcher needed. The survey is to find 2 categories of questions, one is personality and the other is job performance. Staffs of different ages, races and work experience will join the survey. In this survey the sample subject will be 30 different respondents whom the researcher will select as appropriate for the participation, fulfilling all the criteria, from the company during the period of data collection.

10 RESEARCH INSTRUMENTS

Questionnaire will be used as research instrument in order to collect data and the findings or results for the research. The questionnaire will consist of three sections.

Section A: Demographic Data (Personnel)

Section B: Personality

Section C: Job Performance.

Data will be collected with the help of the questionnaire to evaluate the staffs personality and job performance. The questionnaire will be very simple and easy which require less time and energy for the participants so that they can enjoy the survey and the researcher can find the best response rate. In doing that the questionnaire will be in the right format and the questions will only be on the topic of the research. The questionnaire will also do not contain confidential data such as name, date of birth etc. All the data collection and survey will be done by the researchers.

11 DATA ANALYSIS

After completing all the steps, making questionnaire, surveying, collecting data the researcher will analyze it. Microsoft Excel and Microsoft Word will be used by the researcher to analyze the data. After that, frequency table will be drawn and from that the results will be shown in pie charts and bar graphs.

12 RESULTS

12.1 Demographic Data

This section is about the data which were collected from the survey on individuals. In this section the research team will show the results by graphs of race, gender, age, salary and working experience of the participants. The Figure 4.1a graph shows that participants of different races participate in this survey. In the second graph (refers to Figure 4.1b) shows the number of percentage of gender involved in the survey which is 60% Male and 40% Female. Figure 4.1c shows that 83.33 % (25 participants out of 30) of the participants are within the age of 40 years. Figure 4.1d and 4.1e are about Salary and Working Experience respectively.

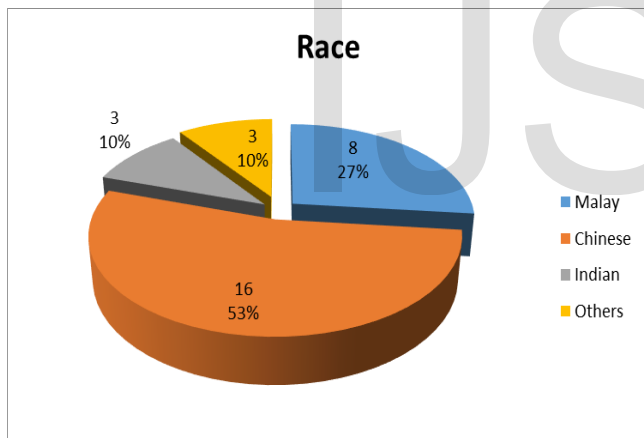


Figure 4.1a Percentage of different Race

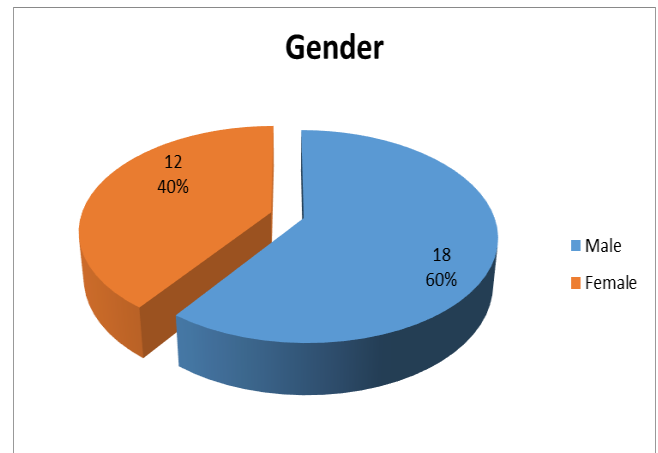


Figure 4.1b Percentage of Gender participated

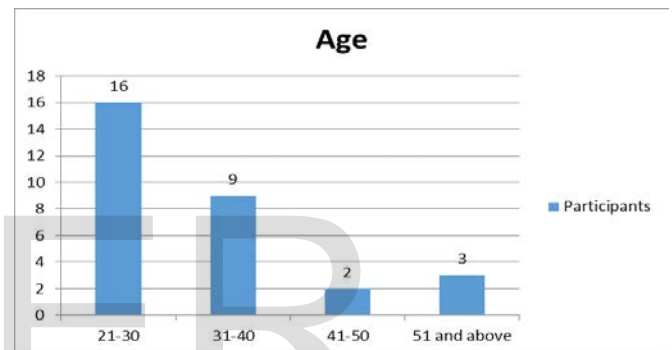


Figure 4.1c Number of Participants of different Age

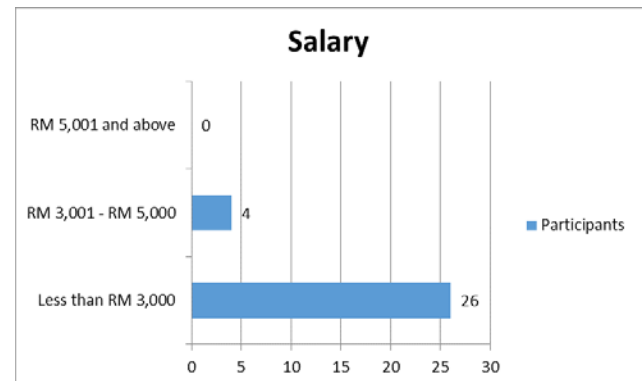


Figure 4.1d Number of participants of different Salary range

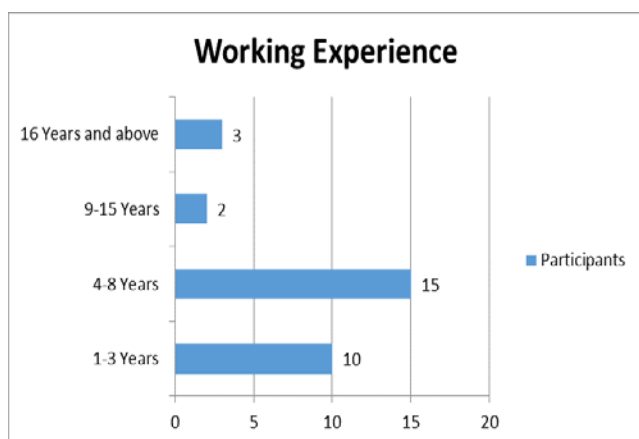


Figure 4.1e Number of participants' Working Experience

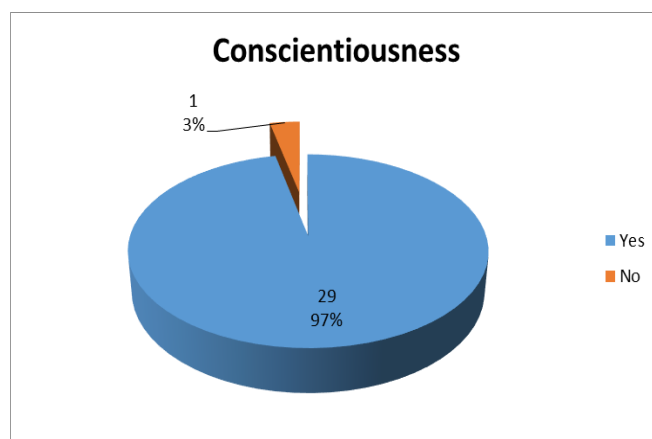


Figure 4.2b Conscientiousness Rate

12.2 PERSONALITY

This section describes the personality of the participants through the sets of survey question which includes the big five factor model.

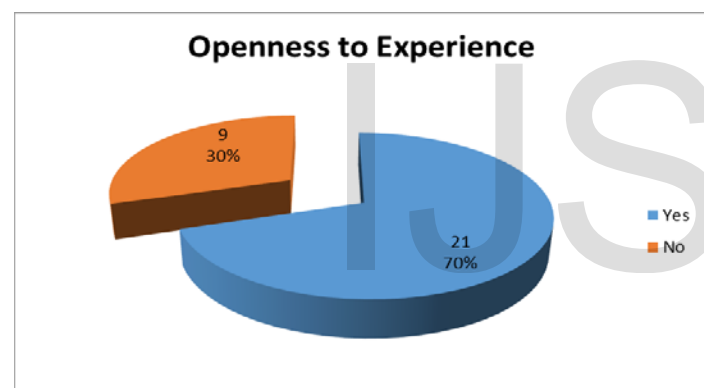


Figure 4.2a Openness to Experience Rate

The Figure 4.2a shows us that out of 30 participants 21 of them agreed that they are Openness to Experience which is also the majority with 70% amongst the participants and 9 of the participants (which is 30 %) disagreed. This shows that most people like Openness to Experience in professional life.

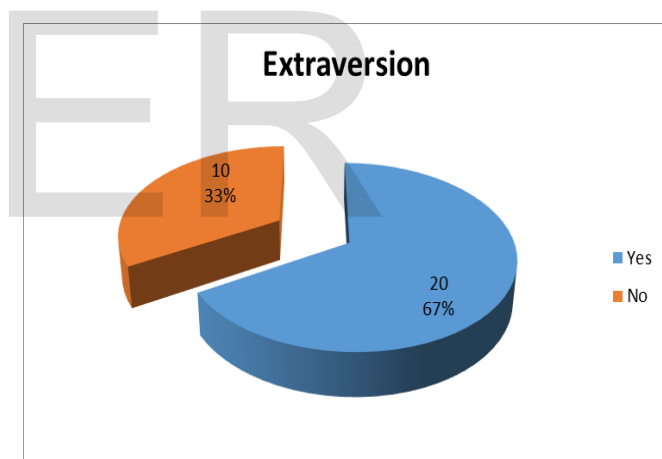


Figure 4.2c Extraversion Rate

Figure 4.2c explains that two third of the participants who are participated in the survey like to be extrovert. This tells that the professionals wants to be energetic in their work and make their job environment very friendly but still a large number of portion of 33.33% disagree with this.

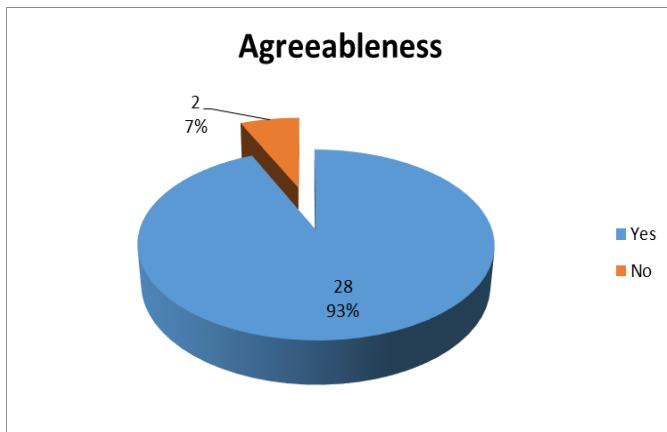


Figure 4.2d Agreeableness Rate

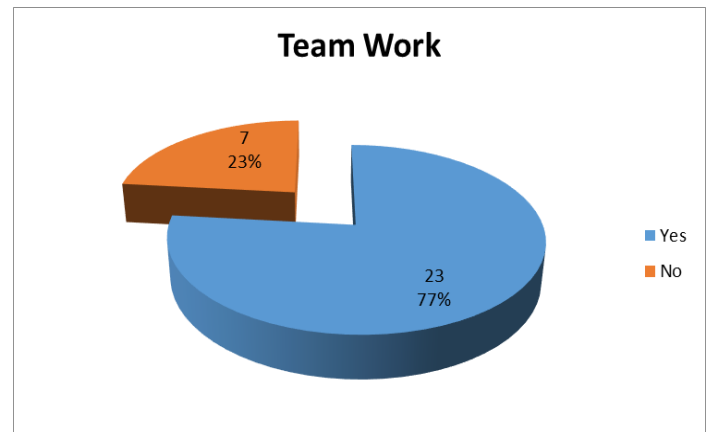


Figure 4.2f Team Work Rate

The Figure 4.2d shows that most of the participants, which is 93%, would like to be kind, sympathetic, cooperative, warm and considerate to others in their working place. This means that professionals believe that helping out each others in the work will make the job more easy and friendly.

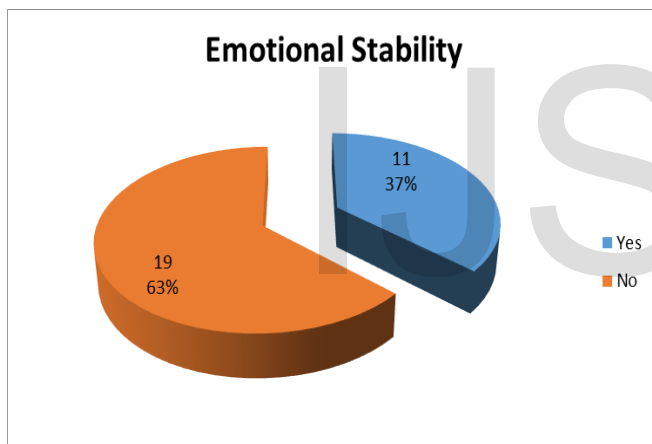


Figure 4.2e Emotional Stability Rate

This figure (Figure 4.2e) shows that when it comes to Emotional Stability people might become nervous in their job. A large chunk of participants, which is 37%, agreed with the problem which is very concerning in professional life for the professionals.

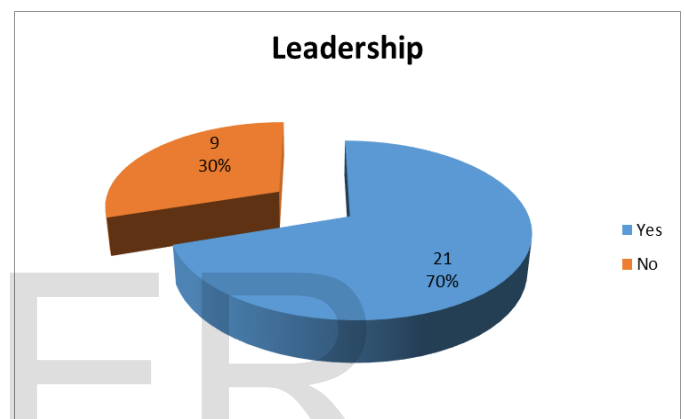


Figure 4.2g Leadership Rate

Both Figure 4.2f and 4.2g shows that when it comes to Team Work and Leadership professionals enjoy to do the job as a team and are eager to take responsibilities. Figure 4.2f shows that more than 77% professionals agreed with the mentality of working together as a team. Figure 4.2g shows that the statistics confirmed that 70% professionals like to have the mentality of leadership in their work so to help others to learn.

12.3 JOB PERFORMANCE

In the survey this section is designed to get to know about Job Performance. There is a series of questionnaire of agree, oral and disagree basis on which graphs are shown below.

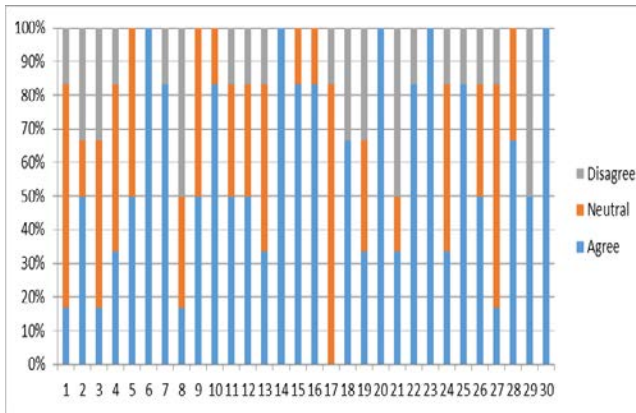


Figure 4.3a All Individuals' Survey Results

This graph (Figure 4.3a) shows percentage of every 30 participants' answers for the questionnaire of agree, neutral and disagree.

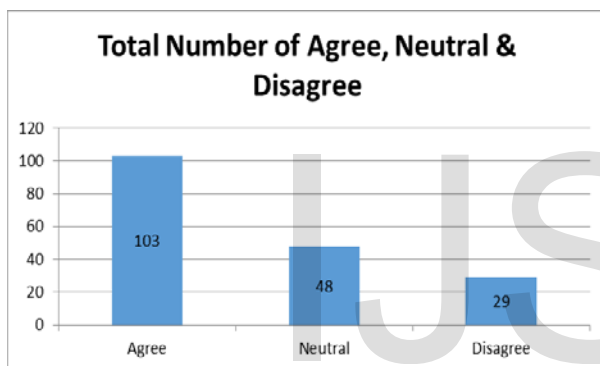


Figure 4.3b Total Number of Agree, Neutral & Disagree

The Figure 4.3b shows the total number of Agree, Neutral and Disagree. This shows that most of the professionals try to do their job as effective as possible so that the end results will be a productive one.

13 SUMMARY

The sole purpose of this research is to know and find out about the relationship between personality and job performance. Throughout the history the researcher in the past found that personality of human being really does have an effect on their job performance. It is also the same in this research work. The researcher made the research on the big five personality. In this research the researcher found some advantages and disadvantages of different personality on job performance and has opinion on them of how to resolve or overcome the problem.

The researcher did a survey on some individuals (the respondents were 30 in numbers) in One Ten Souvenirs and Gift sdn bhd. After collecting the quantitative data the researcher made a report on the response rate and which shows the result

of the relationship between personality and job performance.

14 FINDINGS

After the survey the review shows that the sample element was 8% Malay, 53% Chinese, 10% Indian and 10% others. Out of these respondents 60% were Male (18 Male respondents) and 40% were Female (12 Female respondents), this shows that the ratio between male and female is 6:4 which is very close. But when it comes to the statistics of Age only 3 respondents were above the age above 50 years whereas the majority, which was 16 respondents, was under the age of 30 years. Then when it comes to the big five personality questionnaire most of the respondents response towards Openness to Experience, Conscientiousness, Agreeableness, Team work and Leadership except Extraversion (where 67% respondents favors "Yes") and Emotional Stability which is where 63% respondents says that they get nervous, which is very alarming. The researcher also found that when it comes to Job Performance, the statistics in the figure 4.3b of Chapter-4 shows that 103 "Agree", 48 "Neutral" and only 29 "Disagree", most of the respondents agreed to do well in their job performance.

15 CONCLUSION

According to the findings and results from the survey it was found that individuals of different races and gender like to work together. But when it comes to ages the results shows that older people and younger people might not like to work together maybe because of the generation gap or maybe older people like to become retired as the statistics shows. Other than this the most concerning issues are might be Emotional Stability and Extraversion. Since the majority of younger people is more than the older people, maybe the experience and calmness of mind may come into those circumstances. The experience of older people is more than younger people so when it comes Emotional Stability the younger people might not be able to hold their nerve and because of this the staffs may not like their job or workplace which will make a big effect to continue their work and do well. So the extraverted people who are in the workplace may get demoralized and the others who are not extraverted may become more extraverted in the context of the situation.

18 SUGGESTIONS

In doing this research the two problems that comes up are Emotional Stability and Extraversion. So the researcher tried to come up with some solution to these problems. The organization have to provide a healthy working environment. The reason for this is to help the employees working smoothly with fresh minds. They should recruit exclusively only the

persons who are interested to do the job. There must be leaders with open mind and they should not be conservative. The organization could hold a brainstorming meetings from time to time so that every employee can know and understand each other very well. In some cases an experienced worker could be a mentor to an inexperienced one, in this case maybe the organization can recruit older in age and experienced employees in their organization. This will also help to make good blend of youth and old generation. And in the worst case scenario the organization can held a doctor (psychiatrist) for those who are very extroversive and could hold their nerve in case of decision making, which is Emotional Stability. These are some suggestions for the organization so that they can overcome the problems. Apart from this the research team also suggest other researcher to do same kind of researches on different kinds of working place such as hospitals, colleges, banks on more number of participants to get more close to accurate and precise information of the research on relationship between personality and job performance

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