

THE IMPACT OF BIG FIVE PERSONALITY DIMENSIONS ON JOB PERFORMANCE OF THE EMPLOYEES OF POSTAL DEPARTMENT IN SRI LANKA

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ABSTRACT

The purpose of this study was to investigate the impact of big five personality dimensions on job performance of the employees of Postal Department in Sri Lanka. Job performance was considered as the dependent variable and dimensions of the big five personality model such as Extra version, Agreeableness, and Openness to experience, Neuroticism and Conscientiousness were considered as the independent variables. The sample was 91 employees in the Postal Complex of Kandy, selected according to stratified random sampling method. A questionnaire was used to collect the data from employees. The hypotheses were tested using two methods. The Pearson Product Movement Correlation Coefficient (r) for test the relationship between two variables. The unstandardized coefficient in multiple regression models also used for test the relationship between two variables. According to the results of the correlation analysis illustrated that there was a strong positive relationship between Conscientiousness and Job performance. As well as there were positive relationship between Extra version and Job performance, Agreeableness and Job performance and Openness to experience and Job performance. There is a negative relationship between Neuroticism and Job performance.

Keywords: *Big five personality dimensions, Job performance*

1. INTRODUCTION

Today, business world is more complex and vague because of the modern innovations, technological advancement and diversity of knowledge. Because of this, any organization should change their structure, work performance and human resource to adapt within the competitive world.

Even though the organization changes their operations according to the competitive world and if they not pay attention to their employees' personality, the overall process would be failed. Because of human resource is the most salient aspect of an organization than the physical resources. Therefore, overall performance of the organization would be impacted by human resource. If the organization has changed the operations

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