THE RELATIONSHIP BETWEEN PERSONALITY TRAITS AND DRIVER JOB PERFORMANCE: AN EMPIRICAL STUDY OF HAULAGE COMPANIES IN PENINSULAR MALAYSIA

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The Relationship between Personality Traits and Driver Job Performance:
An Empirical Study of Haulage Companies in Peninsular Malaysia.

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PREFACE

The problems faced by the truckers can be divided into two aspects 1) equipment related problems 2) human-related problems. The equipment-related problems are less complicated and most often the management realizes the causes for these problems. Problems related to human resource is difficult to comprehend and peculiar from the aspect of drivers in a trucking company. The peculiarity of drivers stems from the reason that they are considered as blue collar workers but work nature requires them to interact with customers. The interaction with customers gives them certain degree of influence in the organization and this creates confusion for the management on whether to manage this workforce as blue collar workers or manage them as sales force professional’s.

The individual factors which affect the individual’s job performance are many and this study focuses on the factor of personality that affects drivers’ job performance. In this study the trait theory approach is used in investigating the relationship between truck drivers’ personality traits and their job performance. Personality researchers have distinguished personality into five different factors, which was subsequently called as the Five Factor model of personality. The five different personality factors are extraversion, emotional stability, agreeableness, conscientiousness and intelligence or openness to experience. Various studies have indicated that there is significant relationship between various personality factors and job performance and this study attempts to investigate the relationship between drivers’ personality and their job performance.
ABSTRACT

This study contributes to the understanding of truck drivers’ personality and its relationship with their job performance, which is an area of research that receives little attention in Malaysia. Industry practitioners posit that managing drivers is the hardest part in managing a transport company. This study investigates the impact of drivers’ personality on their job performance. This study utilizes the Five Factor Model of personality which is extraversion, agreeableness, emotional stability, conscientiousness and intelligence and its narrow traits in investigating the relationship between a driver’s personality and his/her job performance. Data were collected from 147 drivers of nine haulage companies, throughout Peninsular Malaysia. Results from a survey of the 147 drivers show that there is significant relationship between personality traits and driver’s job performance. Extraversion and agreeableness dimension have weak correlation with job performance. Conscientiousness and emotional stability dimension have moderate correlation whilst intelligence doesn’t have any effect on job performance. Conscientiousness dimension is found to have the most significant impact on driver’s job performance. The knowledge of the relationship between personality traits and job performance would allow management to do the right selection when recruiting driver and also guide management on the training requirement.
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LIST OF SYMBOLS AND ABBREVIATIONS

IMP  Industrial Master Plan
M³   Cubic Meter
ICT  Information and Communication Technology
FFM  Five Factor Model
LPKP Lembaga Pelesenan Kenderaan Perdagangan
R    Coefficient of Multiple Regression
p    The p value tells if the analysis is significant or not (level of significance)
SPSS Statistical Package for the Social Sciences
r    The r-value indicates strength and direction (±) of the correlation
R²   The adjusted Coefficient of Multiple Regression