THE RELATIONSHIP BETWEEN PERSONALITY TRAITS, SOCIAL SUPPORT AND TRAINING TRANSFER: A STUDY IN MANUFACTURING COMPANY

A thesis submitted to the College of Business, Universiti Utara Malaysia in fulfillment of the requirements for the degree of Master of Human Resource Management

By

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III
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ABSTRACT

Training is the vital contributors to organizational success and will continue to sustain the business. Every year, billions of dollars were invested in the training process, but the return of investment is not as expected. The main objective of this study is to identify the relationship between personality traits, social support and training transfer. The big five dimensions of personality traits are extraversion, agreeableness, conscientiousness, emotional stability, and openness to experience, while social support dimensions supervisor support and peer support.

To attain the objective, the quantitative method was used and data were collected through questionnaire among operators in a private MNC in Penang. A total of 191 questionnaires were distributed and only 87 questionnaires returned which constituted 39.5% response rate. Out of the 87 questionnaires, 11 were incomplete. Thus, only 76 questionnaires (34.5%) were coded for analysis. The study utilized reliability analysis, descriptive statistics, factor analysis, pearson correlation, and regression analysis to examine the relationship between variables. The results reveal that personality traits dimension of openness to experience have relationship with training transfer. Meanwhile, social support influence training transfer. Further, social support indicated being a more significant factor than personality traits that influence training transfer. Thus, social support has high weightage in influencing employees' transfer of knowledge, skills, and ability to the job compared to personality traits. However, greater emphasis should to be taken by the organization to carry out personality check before the recruitment process and in the staffing and training needs of the employees. The training program should be given greater emphasis to social support and personality traits to enhance employees' abilities and competencies.

Keywords: training transfer, personality traits, social support, manufacturing industry
ABSTRAK


Kata kunci: pemindahan latihan, personaliti, sokongan sosial, industri perkilangan
ACKNOWLEDGEMENT

This project paper would not have been possible without the guidance and the help of several individuals who in one way or another contributed and extended their valuable assistance in the preparation and completion of this research. It is a pleasure to convey my gratitude to them all in my humble acknowledgment.

First and foremost, I am heartily to my supervisor, Professor Dr. Khulida Kirana Yahya for the endless support, encouragement, guidance, thoughtful comments and invaluable insight throughout my entire master journey. It was a great pleasure to work under her supervision because her professional expertise and constructive comments had contributed enormously in my academic writing.

Special thanks are extended to my research method lecturer, Assoc. Prof Dr. Norazuwa Mat for her guidance to do the research and all lectures in the Human Resources Management Department, College of Business, Universiti Utara Malaysia for their encouragement and kind assistance rendered throughout my studies.

It is also a pleasure to offer my appreciation to my parents for their endless support and made this project paper possible. My father who has influenced my personal life to achieve my ambitions. I would like to give my special thanks to my lovely mother for having so much faith in me and for her love and support. I also would like to extend my appreciation to my siblings, cousins and all family members for their continuous encouragement.

I would like to thank to my friends Annuar Aswan, Aed Obeidat, Nurul Ain, Hanisah, and Yuzairi for their kindness and moral support that made my master journey interesting. I also would like to offer my regards and blessings to all of those who supported me in any respect during the completion of the research. Last but not least, the one above all of us, the omnipresent Allah S.W.T for answering my prayers and giving me the strength to continue the journey despite my intention wanting to give up, thank you so much Allah.
# TABLE OF CONTENTS

PERMISSION TO USE ....................................................................................... III  

DISCLAIMER .................................................................................................... IV  

ABSTRACT ....................................................................................................... V  

ABSTRAK ....................................................................................................... VI  

ACKNOWLEDGEMENT .................................................................................. VII  

LIST OF TABLES ............................................................................................. XII  

LIST OF FIGURE ............................................................................................. XIII  

CHAPTER 1 ....................................................................................................... 1  

1.1 Background of Study .............................................................................. 1  

1.2 Problem Statement ................................................................................ 4  

1.3 Research Questions ............................................................................... 6  

1.4 Research Objectives ............................................................................. 6  

1.5 Significant of study .............................................................................. 7  

1.6 Definition of Key Term ......................................................................... 8  

1.7 Organizations of Remaining Chapter .................................................. 9  

CHAPTER 2 ....................................................................................................... 10  

2.1 Introduction ............................................................................................ 10  

2.2 Concepts of Training Transfer .............................................................. 10  

2.2.2 Concepts of Personality Traits ......................................................... 14  

VIII
2.2.3 Concepts of Social Support................................................................. 16

2.3 The Relationship between Variables................................................... 17
  2.3.1 Relationship between Personality and Training Transfer ................. 17
  2.3.2 Relationship between Social Support and Training Transfer .......... 21

2.4 The Underlying Theory ....................................................................... 23
  2.4.1 Social Cognitive Theory (SCT) ....................................................... 24

2.5 Research Framework ............................................................................ 26

2.6 Conclusion ............................................................................................ 27

CHAPTER 3 .................................................................................................... 28

3.1 Introduction ............................................................................................ 28

3.2 Research Design .................................................................................... 28
  3.2.1 Source of Data .................................................................................. 29
  3.2.2 Population and Sample .................................................................... 29

3.4 Questionnaire Design ............................................................................ 30

3.5 Data Collection Procedures ................................................................. 31

3.6 Measurement/Instrumentation ............................................................. 31
  3.6.1 Individual Personality Traits ............................................................ 32
  3.6.2 Social Support .................................................................................. 34
  3.6.3 Training Transfer ............................................................................. 35

3.7 Pilot Test ................................................................................................ 37

3.8 Data Analysis Techniques .................................................................... 38

3.9 Conclusion ............................................................................................. 39
CHAPTER 4 ........................................................................................................................................... 40

4.1 Introduction .................................................................................................................................... 40

4.2 Response rate ................................................................................................................................. 41

4.3 Respondents’ Demographic Characteristics ................................................................................. 41

4.4 Factor Analysis .............................................................................................................................. 43

4.4.1 Factor Analysis on Personality Traits ...................................................................................... 43

4.4.2 Factor Analysis on Social Support ............................................................................................. 46

4.4.3 Factor Analysis on Training Transfers ..................................................................................... 46

4.5 Reliability Analysis ......................................................................................................................... 47

4.6 Descriptive Analysis ....................................................................................................................... 49

4.7 Correlation analysis ......................................................................................................................... 50

4.8 Regression Analysis between Personality Traits, Social Support and Training Transfer ................. 51

4.9 Summary of Hypotheses Testing ................................................................................................... 53

4.10 Conclusions .................................................................................................................................. 53

CHAPTER 5 .......................................................................................................................................... 54

5.1 Introduction .................................................................................................................................... 54

5.2 Discussion ..................................................................................................................................... 54

5.2.1 Objective 1: To examine the relationship between personality traits dimensions on transfer of training ................................................................................................................. 55

5.2.2 Objective 2: To examine the influence of social support and transfer of training. 58
5.2.3 Objective 3: To examine if personality traits and social support influence the transfer of training the most.................................................. 61

5.3 Implication........................................................................................................ 62

5.4 Limitation of the study ...................................................................................... 62

5.5 Conclusions ........................................................................................................ 63

REFERENCES: ...................................................................................................... 65

APPENDIX A – Survey Questionnaire ................................................................. 71

APPENDIX B – SPSS Outputs............................................................................... 78
# LIST OF TABLES

<table>
<thead>
<tr>
<th>Table</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table 2.1</td>
<td>Personality Traits Characteristic</td>
<td>15</td>
</tr>
<tr>
<td>Table 3.1</td>
<td>Questionnaire Design</td>
<td>31</td>
</tr>
<tr>
<td>Table 3.2</td>
<td>Operational Definitions and Items for Personality Traits Dimensions</td>
<td>32</td>
</tr>
<tr>
<td>Table 3.3</td>
<td>Operational Definitions and Items for Social Support</td>
<td>35</td>
</tr>
<tr>
<td>Table 3.4</td>
<td>Operational Definitions and Items for Training Transfer</td>
<td>36</td>
</tr>
<tr>
<td>Table 3.5</td>
<td>Reliability of Each Variables and Its Dimensions</td>
<td>38</td>
</tr>
<tr>
<td>Table 4.1</td>
<td>Profile of Respondents</td>
<td>41</td>
</tr>
<tr>
<td>Table 4.2</td>
<td>Factor Analysis for Personality Traits</td>
<td>42</td>
</tr>
<tr>
<td>Table 4.3</td>
<td>Factor Analysis for Social Support</td>
<td>45</td>
</tr>
<tr>
<td>Table 4.4</td>
<td>Factor Analysis for Training Transfer</td>
<td>46</td>
</tr>
<tr>
<td>Table 4.5</td>
<td>Summary for Reliability Analysis</td>
<td>47</td>
</tr>
<tr>
<td>Table 4.6</td>
<td>Descriptive Statistics of the Dependent and Independent Variables</td>
<td>48</td>
</tr>
<tr>
<td>Table 4.7</td>
<td>Correlation Results between Training Transfer, Personality Traits and Social Support</td>
<td>51</td>
</tr>
<tr>
<td>Table 4.8</td>
<td>Regression Results of Personality Traits, Social Support on Training Transfer</td>
<td>52</td>
</tr>
<tr>
<td>Table 4.9</td>
<td>Summary of Hypothesis Testing</td>
<td>53</td>
</tr>
</tbody>
</table>
## LIST OF FIGURE

<table>
<thead>
<tr>
<th>Figure</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Figure 2.1</td>
<td>Integrated model of Social Cognitive Theory</td>
<td>25</td>
</tr>
<tr>
<td>Figure 2.2</td>
<td>Research Framework of Personality Traits, Social Support and Training Transfer</td>
<td>26</td>
</tr>
</tbody>
</table>
CHAPTER 1

INTRODUCTION

1.1 Background of Study

As organizations struggle to match in the worldwide economy, divergence of knowledge, skills, and ability of their workforce are important components to organizational success. Training is an initiative effort taken by employers to enhance the knowledge, skills, and ability of their employees. The target principal of training is to provide, obtain and enhance the necessary skills in order to help organizations achieve their goals and create competitive advantages by adding values to their key resources (Nikandrou, et al., 2009). Therefore, it is a basic requirement to get the job done.

Training focuses on getting the knowledge in short and/or long term periods. In terms of success training, it significantly depends on whether employees effectively and sustainably learn and transfer new information in the form of effective work performance and profit for their companies (Schneider et al., 2014).

Training is a planned effort by organizations to facilitate learning of job-related competencies, knowledge, skills, and behaviours of their employees (Noe, 2013). Thus, training can be defined as a process to move individuals’ knowledge, skills, and attitude in order to improve individual, team and organization effectiveness (Aguinis & Kraiger, 2009). The aim of training is to ensure that employees gain knowledge regarding their day-to-day activities in the workplace, besides enhancing their skills with an updated product or technology (Saks & Haccoun, 2010).
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REFERENCES:


