

**BIG FIVE PERSONALITY TRAITS AND RESISTANCE
TO CHANGE AMONG ADMINISTRATIVE STAFF IN
UUM**

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**MASTER OF HUMAN RESOURCE MANAGEMENT
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DECEMBER 2014**

**BIG FIVE PERSONALITY TRAITS AND RESISTANCE TO CHANGE
AMONG ADMINISTRATIVE STAFF IN UUM**

By

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**Research Paper Submitted to Othman Yeop Abdullah Graduate School of
Business in Partial Fulfillment of the Requirement for the Degree of Master of
Human Resource Management
Universiti Utara Malaysia**



Othman Yeop Abdullah
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ABSTRACT

The aim of this research is investigating the relationship between big five personality traits and resistance to change. Extraversion, agreeableness, conscientiousness, emotional stability and openness to experience are five traits hypothesised to have a significant and negative relationship with resistance to change.

Instrument used to obtain the data for this quantitative research paper was a survey questionnaire. A total of 500 survey questionnaires were distributed to the administrative staff in Universiti Utara Malaysia. Of the distribution, only 331 responses have found completed and subsequently analysed for statistical results by using Statistical Package for Social Science (SPSS) version 20.0 software. The two main data analysis techniques: correlation analysis and multiple regression analysis were used to verify the hypotheses.

The Pearson correlation analysis confirmed a significant and negative though weak correlation between big five personality traits and resistance to change. By each trait, only emotional stability was found moderately correlated whereas agreeableness and conscientiousness have weak correlation. With analysis of standard multiple regression, a total of 6.3 percent variance of resistance to change was found explained by big five personality traits.

As a whole, the findings have indicated that individual personality traits significantly predict resistance to change. 'How' an individual perceive change is the key to manage employees' resistance to organisational change. The findings are believed to help the management practitioners to understand employees' disposition towards change in order to attain effective change management at the workplace.

Keywords: big five personality traits, resistance to change, administrative staff

ABSTRAK

Tujuan kajian ini ialah mengkaji hubungan antara lima ciri-ciri personaliti dan rintangan kepada perubahan. Extroversi, persetujuan, ketelitian, kestabilan emosi dan keterbukaan kepada pengalaman ialah lima ciri-ciri yang telah dibuat andaian mempunyai hubungan yang negatif dan ketara dengan rintangan kepada perubahan.

Cara yang digunakan untuk memperoleh data bagi kertas penyelidikan kuantitatif ini ialah soal kaji selidik. Sebanyak 500 soal kaji selidik telah diedarkan kepada staf pentadbiran di Universiti Utara Malaysia. Hanya 331 jawapan didapati lengkap dan seterusnya dianalisis dengan menggunakan perisian Pakej Statistik untuk Sains Sosial (SPSS) versi 20.0. Dua teknik analisis data yang utama: analisis korelasi dan analisis regresi berganda digunakan untuk mengesahkan andaian.

Analisis Pearson korelasi mengesahkan hubungan yang ketara dan negatif walaupun lemah antara lima ciri-ciri personaliti dan rintangan kepada perubahan. Melalui setiap ciri, hanya kestabilan emosi didapati korelasinya sederhana manakala persetujuan dan ketelitian mempunyai hubungan lemah. Dengan analisis regresi berganda standard, sebanyak 6.3 peratus variasi rintangan kepada perubahan didapati telah dijelaskan oleh lima ciri-ciri personaliti.

Secara keseluruhannya, dapatan kajian menunjukkan bahawa ciri-ciri personaliti individu ketaranya meramal rintangan kepada perubahan. 'Bagaimana' seseorang individu melihat atau menganggap perubahan adalah kunci untuk mengurus rintangan pekerja kepada perubahan organisasi. Dapatan kajian dipercayai boleh membantu pengamal atau profesional pengurusan untuk memahami kecenderungan pekerja terhadap perubahan bagi mencapai pengurusan perubahan yang berkesan di tempat kerja.

Kata Kunci: lima ciri-ciri personaliti, rintangan kepada perubahan, staf pentadbiran

ACKNOWLEDGEMENT

First and foremost, thanks and grateful to God, the Almighty for giving me a good health, opportunity and strength to complete this research paper.

A deepest gratitude expressed to my supervisor of research paper, Associate Professor Dr. Norazuwa Binti Mat for her belief, guidance, suggestions and encouragement to complete this paper. My sincere appreciation to Associate Professor Dr. Norsiah Binti Mat and also Associate Professor Dr. Husna Binti Johari for their generosity in sharing knowledge and time regarding to my research paper.

My heartfelt thanks to Universiti Utara Malaysia, especially to the administrative staff for their willingness in spend some time to complete the research survey. Without their cooperation, the completion of this research paper would not be possibly reached to a meaningful conclusion.

My heartfelt love and grateful to dearest parents, Mr. Balakrishnan Mariyapan and Mrs. Anusooya Raju and also to younger brother, Punithan Balakrishnan for giving me full support throughout the completion of my study in UUM. With commitment and dedication from all parties, this research paper was successfully completed.

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CHAPTER 1

INTRODUCTION TO RESEARCH

1.0 Introduction

This chapter explained the purpose of current research with following subheadings. The issue involving civil servants were highlighted via study background and subsequently, it has been narrowed in Malaysian context. Viewpoints in problem statement had strengthened the needs of objective of research to be explored. Survey involving the scope of research has contributed a meaningful conclusion. The definitions of key terms are expected to give a concise and clear meaning for the understanding of readers.

1.1 Research Background

Change is a dynamic force. The continuous process of change strongly affects our life, for an instance is technology. People are constantly exposed with new creativity on a daily basis. Laptop, software applications, satellite, robots, signals transmission, wireless communication, medical tools, information system and machines are some of the examples of technologies innovation. Indeed, it is a continuity evolution over time by changing current practices for a better life. As a result, transformation influence strategies of a country to improve and sustain its development via education, services, healthcare, transportation, agriculture, infrastructure, maintenance, manufacturing, construction, automotive and other business fields in regardless government, private or government linked organisations. Amendment leads the applied strategies are regularly monitored for better outcome. With contribution of productivity and performance on the economic growth, a country able to survives in global market. All the countries are competing for a

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