

**PERSONALITY TRAITS, INTRINSIC MOTIVATION AND JOB  
PERFORMANCE AMONG NEWLY APPOINTED JKR OFFICERS IN  
KLANG VALLEY AREA**

**By  
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## ABSTRACT

This quantitative research paper aims to determine the relationship between personality traits, intrinsic motivation and job performance among newly appointed JKR officers in the Klang Valley area. Respondents for this research comprised of 135 newly appointed JKR officers. Data were analysed using Statistical Package For Social Sciences (SPSS) Version 17 software. Tests conducted were Pearson Correlation analysis and Simple Linear Regression analysis. The correlation analysis results suggest that personality traits and intrinsic motivation have a significant positive linear relationship with job performance with moderate strength of association. Subsequently, the multiple regression result shows the value of coefficient determination of 0.304 which concluded that only 30.4% of the job performances were influenced by personality traits and intrinsic motivation and 69.6% was explained by other factor that was not involved in this research. Further, given standardized coefficient ( $\beta$ ) of 0.333 for relatedness and 0.243 for agreeableness with significance values for both dimensions are less than 0.05, a low degree significant positive relationships between relatedness with job performance is reported. This shows that for every increase of relatedness and agreeableness, job performance will also increase significantly. Recommendations were also being suggested for the JKR organization to to emphasise on programme and training in character building on their officers parallel with the technical competency.

## ABSTRAK

Kertas penyelidikan kuantitatif ini bertujuan menentukan hubungan antara sifat personaliti, motivasi intrinsik dan prestasi kerja di kalangan pegawai JKR yang baru dilantik di sekitar kawasan Lembah Klang. Responden bagi kajian ini adalah seramai 135 orang. Data kajian telah dianalisis menggunakan perisian Statistical Package For Social Sciences (SPSS) Version 17. Ujian yang dijalankan ialah analisis korelasi Pearson dan analisis *Multiple Regresion*. Keputusan analisis korelasi mencadangkan bahawa sifat personaliti dan motivasi intrinsik mempunyai hubungan linear positif yang signifikan dengan prestasi kerja dengan kekuatan hubungan adalah sederhana. Seterusnya, hasil regresi linear menunjukkan nilai pekali penentuan 0.304 yang dapat dibuat kesimpulan bahawa hanya 30.4% prestasi kerja dipengaruhi oleh sifat personaliti dan motivasi intrinsik manakala 69.6% lagi dijelaskan oleh faktor-faktor lain yang tidak terlibat dalam kajian ini. Selanjutnya, keputusan pekali standard ( $\beta$ ) bagi *relatedness* iaitu 0.333 dan 0.243 bagi *agreeableness* serta nilai signifikan kedua-dua dimensi adalah kurang daripada 0.05, maka hubungan antara *relatedness* dan *agreeableness* dengan prestasi kerja dilaporkan mempunyai hubungan yang signifikan dan positif tetapi pada darjah yang rendah. Ini menunjukkan bahawa bagi setiap peningkatan *relatedness* dan *agreeableness*, prestasi kerja akan meningkat dengan ketara. Dicaadangkan supaya organisasi JKR memberi penekanan dan tumpuan terhadap program latihan pembinaan karakter iaitu pembinaan sifat personaliti dan motivasi intrinsik kepada pegawai-pegawai mereka selari dengan kecekapan teknikal yang diperolehi supaya prestasi kerja dapat ditingkatkan.

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## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1. Background of the Research**

The Malaysian public sector is the backbone of the country's development in social and economic programme. To have a competitive advantage in the current scenario where mass citizens' expectations are very high, public sector members must possess efficiency and effectiveness in their delivery system. Continuous improvement in public service delivery system is vital towards future challenges undertaken by the Malaysian government as it moves on and this improvement will be highly depended on the performance of the public sector workforce.

Jabatan Kerja Raya (JKR) is a government agency under the Malaysia Ministry of Works. JKR involved in the infrastructure development and construction sector where this was a supporter of the Malaysian economic growth and has provided significant contributions in gross domestic product (GDP) as stated in the 10th Malaysia Plan and the National Transformation Programme. The substantial role in ensuring the nation's implementation of infrastructural development and construction programme is on track, in line with the requirements and meet the citizens' expectation has led JKR to continuously improve their service delivery system and never satisfied with its past achievements.

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