



Influence of Personality Type on Employee Work Quality

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Abstract

This study aims to determine the extent of the influence of personality types on the quality of work of employees. The population in this study were employees with a total of 50 people. The sampling method in this study used saturated sampling. The data used in this study are primary and secondary data with data collection methods in the form of observation, questionnaires and literature study. The data analysis technique used is the validity and reliability test, and finally the hypothesis test using the simple linear regression analysis method. Based on the results of data analysis that has been carried out, a simple regression equation model is obtained $Y = 17.324 + 0.382 X$, which means that personality type has a positive effect on the quality of work of employees and from the results of the t test analysis, a significant value is $0.04 < 0.05$ %, which means Personality type affects the quality of work of employees.

Introduction

One of the primary objectives is the growth of the corporate world, namely human resources. A firm will succeed in attaining its objectives if it manages its current human resources effectively, thus improving the quality of work performed by its workers. businesses can accomplish this in a variety of ways, including through the provision of training or education, the provision of incentives or bonuses, and the application or implementation of technology that can aid in improving work efficiency and effectiveness in assessing work quality (Grol et al., 2013).

When managing a commercial or profit-oriented organization, excellent work behavior must be a priority, since there is no exception to the human resource element, and their conduct inside the organization will have an effect on the company's performance, whether positive or bad. One of the elements that contribute to a business organization's success is its human resource management and the conduct of those who will carry out, be in charge of, or finish different parts of management that emerge in the organization (Armstrong, 2010). According to Carnevale & Hatak, (2020) Human resource management focuses on the unique personality of a business practitioner, which naturally leads to a person's self. has not gotten the same level of attention as management. An employee's work behavior enables him or her to anticipate and manage both positive and negative work behaviors in themselves, thus increasing the likelihood of success in attaining high performance (Grant & Wrzesniewski, 2010).

Businesses are often endowed with great personalities (Amiri et al., 2009). This is not a simple task, since each individual is born with a unique personality. These distinctions must be handled in such a manner that they become similar, thus resulting in the development of the company's identity in order to accomplish organizational objectives. Personality is a word that refers to specific social images acquired by an individual who is expected to conduct in line with or in response to the social image (role) he gets (Shibutani & Glassner, 2017). Personality contains both common and distinctive traits, but they are distinct individually (Mineka et al.,

1998). By sharing these characteristics, personality development may be accelerated in the desired direction, both individually and in groups.

The business will profit from having a positive attitude toward its workers (Svensen et al., 2007). These advantages are attainable if the business is able to develop its workers' personalities, which results in good work behavior (Choudhry, 2014). As a result, workers will perform well. The term "personality" refers to a pattern of individual social conduct that encompasses one's desires, views, encouragement, and strength, as well as one's actions. The success of a company venture may be determined by the unique features encountered. Individual traits may be seen in the features of dependency between two people, which can vary over time. Employees with optimistic personality characteristics are individuals that like working in a business and also believe in the firm's culture. Personality is a dynamic entity that is continuously developing and changing (Lewin, 2016; Danvers et al., 2020). Before beginning work with visitors, employees must be physically and psychologically prepared. Humans, in general, have a propensity and expectation to improve through time, regardless of the kind of job they pick.

Hotels are an important component of tourism. The hotel offers guests with collection services as well as food and beverage options. A hotel is divided into many parts or departments, each with its own set of tasks and responsibilities (Volkwein et al., 2012). Each department inside the hotel has distinct tasks and obligations. Front office is a critical component of hotel operations. In addition to selling rooms, this section provides visitors with their initial impression of the hotel due to its location at the entrance. Tourists that visit and stay at the hotel undoubtedly have a variety of personalities; there are some who are chatty, quiet, timid, and have varying mental temperaments, for example. A receptionist must be able to deal with a variety of guest personalities that are King and need the highest level of care and attention. However, some tourists are dissatisfied with the services offered. This, of course, will result in complaints from visitors about poor service. Thus, a receptionist must equip himself with skills and information unrelated to the job he is doing. Because personalities are always developing and changing, workers who interact directly with visitors must be pleasant and respectful. Additionally, employees must be prompt in serving customers to ensure that they are pleased with their services.

Thus, it is essential to perform a spiritual shower on workers' personalities in order for them to deliver high-quality work, particularly for customers. Given the significance of personality in connection to the quality of work performed by workers parties with vested interests in the development of organizational quality are required to cooperate cooperatively to develop the personality of employees

Methods

Quantitative research is a method based on positivism that is used to examine specific populations or samples of people. Sampling techniques are typically random, data collection is quantitative/statistical, and data analysis is quantitative/statistical with the goal of testing predetermined hypotheses. This investigation was conducted to ascertain the complexities of something that became the subject of study. Research that seeks simply to describe the condition of the topic of study will be done differently from research that seeks to ascertain the impact of one variable on other variables.

This study employs a quantitative approach. As a result, existing variables are quantified by expressing them as values or numbers. After then, the data are examined to determine the connection between other factors. Quantitative data from respondents will be represented

numerically so that the connection or impact of the independent variable on the dependent variable may be statistically processed. Associative correlative research is utilized. Associative or relational in nature. Associative study attempts to establish a connection between two or more variables.

Result and Discussion

Descriptive Analysis

A personality type is one of a person's attitudes and actions that he or she uses to optimize self-change for the better and more positive. The following are the indications of this study's personality type variables:

Being receptive to experience (receptive to new things) is a characteristic that demonstrates receptivity to experience. Individuals that score highly on this personality factor exhibit the following characteristics: creativity, intelligence, imagination, curiosity, open-mindedness, and sensitivity.

Agreblenees (easily agreeable or agreeable) are characteristics that demonstrate hospitality or a readiness to agree. Individuals having personality qualities that are trusting, fundamentally good, cooperative, soft-hearted, courteous, well-bred, sympathetic, warm, and compassionate.

Extraversion (friendly person) is an outward-looking personality trait that characterizes someone who is pleasant, chatty, social, gregarious, and forceful.

Table 1. Statistical Analysis

Descriptive Statistic					
	N	Minimum	Maximum	Mean	Std Deviation
Type	50	22	30	25.94	2.411
Personality (X)	50	22	30	27.22	2.477
Work quality (Y)	50				

Source: Primary Data

According to the findings of the calculations in Table 4.8, N, or the number of individuals for each variable, is 50 workers

The purpose of this study is to examine the effect of personality types on the quality of work performed by employees. The study's findings indicate that personality type has a significant effect on the quality of work performed by employees. Calculations based on data analysis show that personality types have a favorable effect on the quality of work performed by workers. The partial test (t) demonstrates the relationship between personality type and the quality of work performed by workers.

According to the research findings, the variable regression coefficient is 0.382, indicating that the personality type variable has a significant effect on the quality of work performed by employees and the partial test (t) resulted in a value of 0.004 0.05. This demonstrates that personality type significantly influences the quality of work performed by workers.

The findings of this study corroborate earlier research the effect of personality on employee performance Big Five Personality Approach. Neurotism has been shown to influence employee performance, openness has been shown to affect employee performance, extraversion has been shown to affect employee performance, and conscientiousness has been shown to have no effect on employee performance (Yang & Hwang, 2014).. Hypothesis testing demonstrates that

the Big Five Personalities all have a beneficial impact on employee performance. This has the potential to enhance staff performance

Conclusion

Based on the findings of the data analysis and discussion in the preceding chapter about the effect of personality type on the quality of work performed by workers it can be stated that "personality type significantly affects the quality of work performed by workers." This demonstrates that the personality type is capable of producing high-quality employee work. And, based on the regression equation test results, a significant value of 0.004 was obtained for the personality type variable (X), which is less than the specified probability value of 0.05, while the t-count value is 2.771, which is greater than the t-table value of 1.677. Thus, it can be concluded that the personality type variable in the t test has a positive and skewed distribution.

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