

THE IMPACT OF BIG FIVE PERSONALITY DIMENSIONS ON CONTEXTUAL PERFORMANCE OF THE EMPLOYEES OF POSTAL DEPARTMENT IN SRI LANKA

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The purpose of this study is to investigate the impact of big five personality dimensions on Contextual Performance of the employees of Postal Department in Sri Lanka. Contextual Performance was considered as the dependent variable and dimensions of the big five personality model such as Extraversion, Agreeableness, and Openness to Experience, Neuroticism and Conscientiousness were considered as the independent variables. The sample was 91 employees in the Postal Complex of Kandy, selected according to stratified random sampling method. A questionnaire was administered among employees to measure their big five personality and contextual performance. Hypotheses were tested by Pearson product moment correlation coefficient (r) and unstandardized coefficient in multiple regression models. The results illustrate that there is a strong positive relationship between Conscientiousness and Contextual Performance. As well as there are positive relationship between Extraversion and Contextual Performance, Agreeableness and Contextual Performance and Openness to experience and Contextual Performance. However, there is a negative relationship between Neuroticism and Contextual Performance.

Keywords: Big Five Personality Dimensions, Contextual Performance, Postal Department