

SUAT ARPACI
RELATIONSHIP BETWEEN PERSONALITY AND JOB
PERFORMANCE: A SAMPLE OF FIVE STARS HOTELS IN
KUŞADASI

ABSTRACT

The aim of this research is to find out the relationship between five factor personality traits of employees and job performance. Hotels being part of service industry have an important place in national economy. Especially in the service industry, "people" determine product quality to a large extent.

In the research, five star hotels carrying on business in Kuşadası, one of the most important tourism centres in Turkey, have been chosen as the universe. Questionnaire technique was used as the technique of data collection in the research. Without sampling, all the employees working in those hotels were tried to be reached. Although 300 questionnaires were sent to the hotels, 250 of them were filled out by the employees working in the hotels. 25 of the questionnaires were excluded on account of their including missing values. So, the analysis was carried out with 225 questionnaires.

SPSS Statistics 17.0 For Windows was used to do the analysis of the data collected through questionnaire technique. The data collected were analyzed by using descriptive statistics (frequency test), non parametric tests (One Sample Kolmogorov-Smirnov) and Correlate-Bivariate Spearman's analysis Internal consistency of Cronbach's alpha was used with the aim of measuring the reliability of the Five Factor and Job Performance Scales. As a result of the analysis, it was found out that there was no significant correlation between job performance and "extraversion" and "conscientiousness" whereas there was significant correlation between job performance and "neuroticism", "agreeableness" and "openness to experience".

KEY WORDS: Job performance, Personality, Five Factor Personality