THE RELATIONSHIP BETWEEN PERSONALITY VARIABLES AND WORK PERFORMANCE OF CREDIT CONTROLLERS IN A BANK

by

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I declare that THE EFFECT OF PERSONALITY ON THE WORK PERFORMANCE OF CREDIT CONTROLLERS IN A BANK is my own work and that all the sources that I have used or quoted have been indicated and acknowledged by means of complete references.

…….. …….

SIGNATURE DATE

(Mrs O Coetzee)

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SUMMARY

The primary aim of the research has been to determine whether there is a relationship between personality variables as measured by the Occupational Personality Questionnaire (OPQ32i) and the work performance of credit controllers in a bank. Work performance was measured by means of internal company data sources. A literature review was used to verify whether there is a theoretical relationship between personality and work performance and strong evidence was found.

The sample consisted of 89 credit controllers. The relationship between personality variables and work performance was determined by means of correlation studies and multiple regression analyses. Results are reported both in terms of statistical significance and effect sizes.

Key terms: personality, work performance, credit control, personality trait theory, Sixteen Personality Factors questionnaire (16PF), Occupational Personality Questionnaire (OPQ).