



## The Influence of Type A Personality on Employee Performance at Bhayangkara University, Jakarta Raya

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### Abstract

**Background:** Personality is one factor that can influence employee performance. **Purpose:** This study aims to understand, analyze, and examine the influence of Type A personality on the performance of employees at Bhayangkara University Jakarta Raya. **Design/methods/approach:** This study uses a qualitative method with a focus on interviews with five employees of Bhayangkara University Jakarta Raya (two security guards and three messengers) to understand the influence of Type A personality on their performance. In addition to interviews, this study also involves analysis of theories from various sources. **Findings:** The results showed that a good personality, specifically Type A, has a considerable influence on the performance of employees at Bhayangkara University Jakarta Raya.

**Keywords :** kepribadian, kinerja karyawan

### Introduction

Every company undoubtedly collaborates and competes to acquire the best and most appropriate strategies and policies to achieve its objectives. Reaching these desired goals certainly requires adequate resources, not only in terms of intelligence and work performance but also in terms of personality. Before discussing personality, let's address work performance. Work performance represents the results achieved by an individual. According to Rivai and Segda in Sya'baniah et al. (2019), work performance is the actual behavior displayed by each individual as work achievements produced by employees in accordance with their roles in the company. Meanwhile, personality is one factor that influences the quality of an individual's work performance (Oktaria Olivia, 2014). In the journal Sya'baniah et al. (2019), personality is defined as the individual characteristics that indicate their identity tendencies through thoughts, emotions, and behaviors, which are the product of interactions between genetics and environmental influences. Each individual possesses distinct and unique characteristics that will influence how they interact with

the work environment, overcome problems, and cope with pressure. According to (Suharyat et al., 2023), knowledge of the influence of personality on work performance is crucial for human resource managers, supervisors, and individuals themselves in their efforts to enhance quality and productivity, as well as job satisfaction. It is essential for human resource managers, supervisors, and individuals themselves.

Personality is not the sole determinant of work performance. Other factors such as skills, knowledge, work environment, and organizational support also play crucial roles in shaping an individual's performance. Personality is a vital aspect for companies to understand, as it reflects how a company may behave towards its employees, both in daily life and specifically within the work environment (Simanullang, 2021). Therefore, a holistic and integrated approach is necessary for managing and optimizing employee performance.

In this discussion, we will explore how various aspects of personality can influence an individual's work performance. Given the diversity of personalities, individuals are required to adapt to their work environment and emphasize their positive personality traits. We will examine how personality characteristics can affect motivation, adaptability, work style, and team interactions. These factors are often used by companies to assess an individual's personality and its potential impact on their performance (Rondo et al., 2018).

Furthermore, we will discuss the relevance of utilizing personality assessment tools, such as personality tests, in the context of employee selection and individual development. By understanding the role personality plays in work performance, organizations can identify individual potential, develop more effective management strategies, and create a positive work environment that supports growth and optimizes individual capabilities. Additionally, individuals can leverage this insight for self-development, adjusting their work style, and achieving their career goals more efficiently.

Personality traits also have a significant influence on an individual's work performance. The higher the level of emotional intelligence and personality possessed by an employee, the more their performance will increase, and the easier it will be for them to make decisions and adapt to different situations (Sari et al., 2020). Conversely, individuals with low personality levels exhibit emotional instability and find it more challenging to perform required tasks (Kesehatan et al., 2024). Furthermore, ability is also a crucial aspect in determining an individual's work performance. Individuals with high ability tend to be more effective and efficient in carrying out their duties, while those with lower ability may find it more difficult to perform the necessary tasks.

Differences in attitudes and personalities among employees must be taken into account as they can affect the smooth running of teamwork. Brickell et al. (1994), as cited in Ostafichuck and Carol (2013), argue that the personalities of team members have the potential to increase team

effectiveness. However, Feichtner and Elaine (1984), also cited in Ostafichuck and Carol (2013), suggest that personality differences can also increase tension among members. By developing positive personalities in their employees, companies will gain more advantages. These advantages will be obtained if the company is able to develop employee personalities that lead to positive work behavior. Personality has general and unique traits, although it differs individually. By having these common traits, personality can be developed in a more positive desired direction, both individually and in groups (Fiernaningsih, 2017).

## **Literature Review**

According to Rismawati (2008), inner personality is a self-development that is rooted in the personal traits that humans have possessed since birth. The development of inner personality is strongly influenced by how one is raised and nurtured, by the environment in which one grows up, by education, social interactions, and so on.

Inner personality, rooted in the positive traits of humans, which must be developed by someone so that it becomes a supporting factor in your self-development towards professionalism, includes: a) Honesty: Being truthful in all aspects, including thoughts, time management, use of resources, expressing opinions, and other areas. b) Discretion: Maintaining confidentiality and safeguarding personal information of superiors, company secrets, and any information entrusted by colleagues. c) Reliability: Demonstrating dependability by fulfilling assigned tasks effectively under any circumstances. d) Alertness: Exhibiting a proactive and ready state to undertake any assigned task. e) Sensibility: Possessing sound judgment and common sense to guide decision-making and actions. f) Tactfulness: Showing sensitivity and consideration for the feelings of others to foster positive collaboration with colleagues and associates. g) Tidiness: Maintaining orderliness and neatness in all aspects, encompassing both physical environment and actions. h) Adaptability: Being flexible and adjusting readily to different superiors, environments, situations, and conditions.

i) Poise: Remaining calm and composed under pressure, especially during emergencies. j) Courtesy: Consistently demonstrating politeness and respect in all interactions, treating everyone equally regardless of their position or background.

Outer Personality (your outer-Self) 5 A person's outer personality is as important as their inner personality because it is the first thing that others see, thus creating a certain impression or perception. Below are the aspects that need our attention in the effort of personal development: a) Physical health and fitness b) Carriage and deportment c) Fashion and makeup.

Performance is a critical factor in assessing the extent to which an organization succeeds in achieving its objectives. Performance appraisal should be conducted continuously to provide useful feedback for improvement and enhancement (Rahayu, 2015).

According to Mashun (2006), performance is a depiction of the level of achievement in implementing an activity/program/policy in realizing the goals, objectives, mission, and vision of the company within the strategic planning of the organization. Bambang, as cited in Mangkunegara (2007), defines "employee performance as the comparison between the results achieved with the participation of the workforce in a unit of time, usually per hour." Thus, work performance can be summarized as a comparison between work results and mutually agreed targets over a certain work period.

Performance can be understood as the level of success or achievement of organizational goals. It indicates the extent of the ability to carry out organizational tasks. Moreover, performance also reflects the extent to which the objectives stated in the outcome guidelines can be achieved by the organization.

Numerous aspects must be possessed and cultivated by every workforce to support the achievement of organizational goals. These aspects include competence, motivation, loyalty, and work discipline. If these human resource aspects are fulfilled, it is likely that worker performance will increase, leading to increased productivity.

By empowering quality human resources, it is expected that all performance management activities can be optimal, achieve targets, and be completed on time. Therefore, research is conducted to determine the influence of human resource aspects on worker performance.

Competence refers to measurable personal attributes essential for achieving successful performance. Indicators influencing competence include: a) Knowledge: The information an individual possesses within a specific field of work. b) Skills: The ability and mastery of technical operations in a particular area. c) Attitude: Habits and behaviors closely related to work ethic. Positive habits, such as punctuality and discipline, contribute favorably to an individual's work behavior.

Motivation is the inner force that drives employees, influencing, directing, and sustaining their behavior and efforts within the work environment.

Loyalty is demonstrated through actions and attitudes that dedicate one's abilities and expertise to fulfilling duties responsibly, with discipline and honesty. This encompasses fostering positive relationships with superiors, colleagues, and subordinates, upholding the company's image, and exhibiting a willingness to contribute over the long term.

Work discipline is an attitude of respect, appreciation, obedience, and adherence to established rules, both written and unwritten (Dewi et al., 2016).

According to Sedarmayanti (2012:1), the work environment encompasses all tools, materials, surroundings, work methods, and work arrangements, both for individuals and groups.

It can be understood from the exposition of the definition of performance broadly that the factors affecting performance according to Steers in Suharto and Cahyono in Riani (2011:100) are:

- a. Ability, personality, and work interest: This refers to the individual's inherent capabilities, their personality traits, and their level of interest in the tasks they are assigned.
- b. Clarity and acceptance or explanation of a worker's role, which is the level of understanding and acceptance a person has of the tasks assigned to them: This highlights the importance of clear communication and understanding of job responsibilities for optimal performance.
- c. The level of worker motivation, which is the energy that drives, directs, and sustains behavior: This emphasizes the crucial role of motivation in driving employees to perform their tasks effectively and persistently.

## **Methods**

The method used in this research is a descriptive qualitative approach with data collection techniques conducted through interviews. The focus of this research is the Influence of Type A Personalities on Work Performance. The research references come from various articles, journals, and books related to this topic. We use 5 samples, consisting of 2 security guards and 3 messengers. Because they represent a small population, five employees of Bhayangkara Jakarta Raya University were used as research samples. Data collection was conducted through interviews..

## **Discussion**

Gordon Allport is one of the scholars whose ideas are still relevant today. Even after more than 60 years, his definition of personality remains a subject of interest. While other scholars define personality as "a combination of stable physical and mental characteristics that give identity to an individual," Allport describes personality as "the dynamic organization within the individual of those psychophysical systems that determine his unique adjustment to his environment." These characteristics, including one's appearance, thoughts, actions, and feelings, are shaped by the interplay of genetics and environment. According to Robbins et al. (2008), there are five dimensions of personality: a) Extraversion b) Conscientiousness c) Agreeableness d) Neuroticism e) Openness to experience

Our informants possess diverse personality dimensions. One example is Mr. Syahroni, who has been with the Bhayangkara University of Jakarta Raya for 10 years and exhibits an extraverted personality. This is evident in our interview with him, where we asked, "How do you maintain your mood while working?" and he responded, "By joking around with colleagues."

In personality research, the initial argument is whether an individual's personality is a result of heredity or environment. Is one's personality influenced by their surroundings or genetics? Both

influences appear to affect an individual's personality. Ultimately, an individual's personality is influenced by their own volition and environment.

Heredity encompasses characteristics typically considered to be either entirely or significantly influenced by an individual's parentage, encompassing their biological, physiological, and psychological makeup. Factors such as body size, facial attractiveness, gender, temperament, muscle composition, and reflexes are examples of traits present from birth. The heredity perspective posits that the ultimate explanation for an individual's personality lies in their genetic structure, which influences their functioning in adulthood. If an individual possesses genes associated with a positive personality, that personality will generally remain positive. However, if the individual encounters or interacts with negative environmental influences, they should actively avoid them. This concept of heredity also brings to mind one of our informants, Mr. Ismail Hasan, who exhibits traits of firmness, assertiveness, and directness, which may be passed down to his child and influence their personality development.

According to Gibson et al. (as cited in Mulyono, 2021), three factors influence work behavior and performance: (a) Individual variables, including abilities and skills, mental and physical attributes, background, family, social status, age, origin, and gender. (b) Organizational variables, encompassing resources, leadership, rewards, structure, and job design. (c) Psychological variables, comprising perception, attitude, personality, learning, and motivation.

Workplace Environmental Factors a) Work Facilities: A non-supportive work environment, including inadequate work equipment and facilities, contributes to poor performance. For example, a lack of necessary tools can hinder employees' ability to complete their tasks effectively. b) Salary and Benefits: While some employees may consider their salary sufficient, others may find it inadequate. Salary often fails to meet employees' expectations, leading them to seek out work environments that offer better opportunities to achieve their financial goals. c) Working Relationships: Individuals within a workplace rely on each other. Replacing an employee requires finding a suitable and capable replacement, highlighting the importance of maintaining a healthy and collaborative work environment.

Other workplace environmental factors, such as accidents, lack of work equipment, and frequent complaints or reprimands directed towards employees, can negatively affect workers' moods. Additionally, factors influencing work performance include work environment characteristics, job and equipment characteristics, and psychological stress (Sofyan, 2013).

Personality is a unique and dynamic psychophysical unity that encompasses habits and attitudes crucial for navigating and adapting to the demands of life and the presence of others. It represents an individual's characteristics, noted for a consistent arrangement of feelings, thoughts, and behaviors.

Individuals utilize the concept of personality based on three reasons: to convey a sense of stability and continuity among people, to express the authenticity of their actions, and to convey the essence of an individual through their salient qualities. Personality is often valued as a commodity, exchanged or retained for success.

Employee performance arises from an employment agreement and is viewed as a blend of realities connected by a single concept. It reflects external standards, a typical set established by workforce managers. Accurate measurement of personality and employee performance relies heavily on employee honesty, demonstrated through self-reporting, which forms the foundation for such assessments within a company. Work engagement indicates the extent to which an individual can psychologically identify with personal characteristics, situational characteristics, and work outcomes.

Employee performance is often assessed through daily reporting in the workplace. This reporting provides an accurate estimate of overall performance and demonstrates an employee's engagement and reliability as a valuable asset. A suitable and positive personality contributes to achieving favorable outcomes, such as discipline, meticulousness, and a strong work ethic. To select applicants, companies generally conduct a series of tests, including academic and psychological assessments. For psychological evaluations, companies typically collaborate with psychology experts. However, conventional personality tests, where participants complete questionnaires and data is processed manually, can be time-consuming, especially with a large number of applicants, and prone to errors due to human fallibility.

According to Suharyat et al. (2023), advancements in information technology can be applied to the field of psychology by developing web-based personality tests. These tests facilitate personality assessments, making the process more effective and efficient. Among the various personality assessment tools, the MBTI is frequently employed. Users can utilize the MBTI to assess their personality, and the results provide insights into personality types, suitable career paths, compatible work partners, and suggestions for self-development. Moreover, it can serve as a medium for consultations with psychologists through messaging. In addition to the MBTI, there is also the 16 Personality Factors (16 PF) questionnaire. Web-based personality test applications utilizing the 16 PF method are designed to support psychology teams in processing data during personality assessments, enhancing both effectiveness and efficiency (Eka & Eva, 2022).

## **Conclusion**

The personality of employees significantly influences the performance of their colleagues at Bhayangkara University Jakarta Raya. In addition to interpersonal dynamics, other factors such as environment, social interactions, and cultural practices also impact employee performance. The surrounding environment and conditions can affect each employee's work. Social interactions,

including those with colleagues, family, students, lecturers, and even canteen staff, are an integral part of the employees' daily lives on campus. Furthermore, cultural practices significantly influence employee performance. For instance, according to our informants, a common cultural practice after work is smoking, buying snacks, and chatting with colleagues who have also finished their tasks.

Workplace arrangement is another crucial factor for maximizing employee performance. Maintaining consistent workplace arrangements enables employees to work effectively. Employees do not always have to adapt to new environments. This is supported by one of our informants, who stated a willingness to cover for an absent colleague if they are in the same building, but if not, the arrangement would be decided by the supervisor.

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