

Can Personality Traits Predict Employees' Trait That is Discretionary? Evidence From Retail Employees In Ondo State

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Abstract

The purpose of this study was to investigate how personality traits predict Organizational citizenship behavior (OCB) among retail employees in south west Nigeria. The participants comprised 150 (95 males & 65 females) retail employees from three retailing outlets in Akure, Ondo State capital. Their mean age was 22.5 years (SD= 1.65). 40 (26.6%). Multiple regression analysis results revealed that all the dimensions of the personality traits (extraversion, conscientiousness, agreeableness, openness to experience) positively predicted OCB excluding neuroticism which negatively predicted OCB among retail employees. The implication of these findings for retail owners, managers and recruiting firms are discussed.

Keywords: Personality traits, Organizational citizenship behavior, retail employees, ondo state.