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Abstract
All had discussion the correlation staff's personality traits, professional competencies, customer oriented and job performance in each industry someone is connected. The business community has a speech: “The staff is you most important property”. The research takes Taiwan semiconductor industry as object of study. This study collected 126 pieces for valid questionnaires to be used for statistical analysis.
Mainly using the Descriptive Statistics, Cronbach's α, ANOVA Statistical and Canonical Correlation Analysis, Regression Analysis. The findings showed that, all of the Cronbach's α are over 0.6 standards.
According to the results, we have major research as below:
(1) The Personality Traits, Professional Competencies and Customer Oriented can affect Job Performance separately.
In “Big-five model”, the Agreeableness and Conscientiousness working styles will effet job performance. In professional competencies, the working attitude and interpersonal relationship can affect job performance, too. Actively supportand service for customer,it can effect job performance.
(2) The Personality Traits, Professional Competencies and Customer Oriented have the remarkable correlation.
“Big-five Modle”, “Task performance” and “Feeling performance”, they have high remarkable correlation in plus. “Interpersonal relationship” and “Task performance” are also remarkable correlation in plus.
(3) Individual characteristic (gender, age, marital…..stc)is significantly related to job performance, the staff works location are difference, it has the remarkable difference.
There are different in task performance when staffs work location northern and southern of Taiwan. Others are not different. Suggestions based on the above conclusion are provided to Manangers and staffs and future research.
Advisory Committee - advisor

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