A STUDY ON WORKPLACE VIOLENCE FACTORS IN UNIVERSITY UTARA MALAYSIA

A thesis submitted to College of Business in partial fulfillment of the requirements for the degree of Master of Human Resource Management University Utara Malaysia

By:

Mohammad Ahmad Mohammad Hussain

© Mohammad Ahmad Hussain, May 2009. All Rights Reserved
ACKNOWLEDGEMENT

In the name of Allah, the Most Merciful and Most Compassionate.

First, I would like to express my appreciation to Allah, the Most Merciful and, the Most Compassionate who has granted me the ability and willing to start and complete this study. I do pray to His Greatness to inspire and enable me to continue the work for the benefits of humanity.

I would like to extend my heartfelt appreciation and deep gratitude to my project supervisor, Assoc.Prof Dr. Husna Johari, who had provided continuous guidance, encouragement, support and advice in assisting me to complete this research paper. Her remarkable ways and professionalism in explaining and guiding me throughout the completion of this research has allowed me to see things in a more rational and critical view. I am also grateful for the encouragement that I received from my family, especially my Dad, Mom, Brothers and Sisters. Their outstanding patience and unconditional love in supporting my quest and love for education has been extraordinary.

Special thanks my dearest friend Choo, who had given time, understanding and support through all the phases of this research, Thank you.

Finally, I wish to thank my dearest friends Anas, Ammar, Yasser, Hussain, Paramjeet and my lecturers in University Utara Malaysia, for all their help.

Thank you

Mohammad Ahmad Hussain
College of Business
University Utara Malaysia
DECLARATION

The author is responsible for the accuracy of all opinion, technical comment, factual report, data, figures, illustrations and photographs in this dissertation. The author bears full responsibility for the checking whether material submitted is subject to copyright or ownership right. UUM does not accept any liability for the accuracy of such comment, report and other technical and factual information and the copyright or ownership rights claims.

Mohammad Ahmad Mohammad Hussain
College of Business
University Utara Malaysia
06010, Sintok
Kedah, Darul Aman, Malaysia
11th, May 2009
PERMISSION TO USE

In presenting this thesis in partial fulfillment of the requirements for a postgraduate degree from the University Utara Malaysia, the author agree that the University Library may make it freely available for inspection. The author further agree that permission for copying of this thesis in any manner in whole or in part, for scholarly purposes may be granted by my supervisor or in their absence by the Dean of the Graduate School. It is understood that any copying or publication or use of this thesis or parts thereof for financial gain shall not be allowed without my written permission. It is also understood that due recognition shall be given to me and to University Utara Malaysia for any scholarly use which may be made of any material from my thesis. Requests for permission to copy or to make other use of materials in this thesis, in whole or in part, should be addressed to:

Dean of Postgraduates and Research
College of Business,
University Utara Malaysia,
06010 Sintok,
Kedah Darul Aman, Malaysia.
ABSTRAK

Kajian ini dijalankan untuk mengkaji hubungan antara persekitaran tempat kerja, hubungan antara rakan sekerja serta gaya pengurusan dengan keganasan di tempat kerja di Universiti Utara Malaysia. Pemboleh ubah bebas ialah keganasan di tempat kerja manakala pemboleh ubah terikat ialah persekitaran tempat kerja, hubungan rakan sekerja dan gaya pengurusan.

Kajian ini dijalankan secara kuantitatif di mana data-data diperoleh melalui kajian pengedaran borang soal selidik kepada 102 respondent yang berada di peringkat pengurusan dan dipilih secara rawak di institusi pengajian awam di negeri Kedah. Data yang dikutip dianalisa dengan menggunakan perisian SPSS (Statistical Package for Social Science) versi 16.0.

Hasil kajian menunjukkan hubungan yang signifikan antara pemboleh ubah bebas iaitu persekitaran kerja dan pemboleh ubah terikat iaitu keganasan di tempat kerja. Manakala dua pemboleh ubah bebas yang lain iaitu hubungan antara rakan sekerja dan gaya pengurusan didapati tidak ada hubungan yang signifikan dengan keganasan di tempat kerja.
ABSTRACT

The main purpose of this study is to examine is there any relationship between working environment, co-worker relationship, and management style and workplace violence in University Utara Malaysia. The dependent variable is workplace violence. The independent variables are working environment, co-worker relationship, and management style.

This study is conducted quantitatively where data is collected through distribution of questionnaires to 102 respondents of employees of the managerial level and selected randomly in a public learning institution in Kedah. The data that have been collected were processed using SPSS (Statistical Package for Social Science) 16.0 software.

The findings show that there is a positive significant relationship between working environment and the workplace violence, while the other factors, co-worker relationship and management style, shows no relationship with the workplace violence.
# TABLE OF CONTENT

<table>
<thead>
<tr>
<th>PERMISSION TO USE</th>
<th>i</th>
</tr>
</thead>
<tbody>
<tr>
<td>DECLARATION</td>
<td>ii</td>
</tr>
<tr>
<td>ABSTRAK</td>
<td>iii</td>
</tr>
<tr>
<td>ABSTRACT</td>
<td>iv</td>
</tr>
<tr>
<td>TABLE OF CONTENT</td>
<td>v</td>
</tr>
<tr>
<td>LIST OF TABLES</td>
<td>ix</td>
</tr>
<tr>
<td>LIST OF FIGURES</td>
<td>x</td>
</tr>
</tbody>
</table>

## CHAPTER 1

### INTRODUCTION

1.1 INTRODUCTION                        1

1.2 PROBLEM STATEMENT                   3

1.3 RESEARCH QUESTIONS                  4

1.4 RESEARCH OBJECTIVES                 5

1.5 SIGNIFICANCE OF THE STUDY           5

1.6 DEFINITION OF KEY TERMS            7

    1.6.1 Workplace Violence            7
CHAPTER 2
LITRETURE REVIEW

2.1 INTRODUCTION 9

2.1.1 Types of workplace violence 11

2.2 CASUAL FACTORS OF WORKPLACE VIOLENCE 13

2.2.1 Social learning theory 14

2.2.2 Working Environment 16

2.2.3 Management Style 19

2.2.4 Co-workers relationships 21

2.3 PREVENTION OF VIOLENCE AT WORKPLACE 23

2.4 RESEARCH FRAME WORK 25

2.5 JUSTIFICATION OF HYPOTHESES 27

2.5.1 Hypothesis 1 27

2.5.2 Hypothesis 2 27
2.5.3 Hypothesis 3

2.6 CONCLUSION

CHAPTER 3

RESEARCH METHODOLOGY

3.1 INTRODUCTION

3.2 RESEARCH DESIGN

3.3 SOURCES OF DATA

3.3.1 Primary Data

3.3.2 Secondary Data

3.4 SAMPLING DESIGN

3.5 UNIT ANALYSIS

3.6 ORGANIZATION BACKGROUND

3.7 DATA COLLECTION METHOD

3.8 MEASUREMENT

3.8.1 Questionnaire

3.9 DATA ANALYSIS TECHNIQUES

3.9.1 Frequency Distribution

3.9.2 Reliability Analysis
3.9.3 Hypothesis Testing

3.9.4 Pearson Correlation Coefficient

3.10 PILOT TEST

3.11 CONCLUSION

CHAPTER 4
RESULTS AND FINDINGS

4.1 INTRODUCTION

4.2 SAMPLE CHARACTERISTICS

4.3 SAMPLE PROFILE (RESPONDENTS’ PROFILE)

4.4 RELIABILITY ANALYSIS

4.5 DESCRIPTIVE STATISTICS

4.6 RESTATEMENT OF HYPOTHESIS

4.7 TEST OF HYPOTHESES

4.8 CONCLUSION

CHAPTER 5
DISCUSSION, RECOMMENDATION, AND CONCLUSION

5.1 INTRODUCTION

5.2 RECAPITULATION OF THE STUDY

5.3 DISCUSSION

5.3.1 Research Question One
5.3.2 Research Question Two

5.3.3 Research Question Three

5.4 THEORETICAL IMPLICATIONS

5.5 PRACTICAL IMPLICATIONS

5.6 LIMITATIONS

5.7 RECOMMENDATION FOR FUTURE STUDIES

5.8 CONCLUSION

REFERENCES

APPENDICES

LIST OF TABLES

Table 2.1: Situations of violence that occur inside and outside the workplace 11

Table 3.1: The layout of the questionnaires 34

Table 3.2: The Range and Interpretation of Cronbach’s Alpha Value 37

Table 3.3: Cronbach’s Alpha for Pilot Test 38

Table 4.1: Responses Rate 40

Table 4.2: Respondents Profile 41

Table 4.3: Reliability Analysis 43

Table 4.4: Descriptive Statistics of the Dependent and Independent Variables 44
Table 4.5: Inter Correlations for Major Variables 46

Table 5.1: A Summary of Results of Hypotheses Testing 51

LIST OF FIGURES PAGE

Figure 2.1: Workplace Violence Model Framework 26
CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

Historically, managers did not give violence any attention and they consider it as a personal matter. Their excuse was that any problem happen with the employee is not their problem, or it is too risky to handle it, or it is hard to identify the victim. However, nowadays, managers begin to give the subject more and more attention. They knew that violence have its effects on the employees and on the organization as a whole, and it will cost too much by ignoring. Broadly defined, workplace violence includes physical assault, threatening behavior and verbal abuse (Whitmore & Kleiner, 1999).

Violence at workplace reveals abroad interest in issues surrounding violence at work. However, workplace violence is not merely an episodic problem created by deranged persons, but it is highly complex issue, rooted in wider social, economic, organizational and cultural factors. Violence at work is increasingly becoming a cause for concern within the organizations.

Workplace violence can strike anywhere, and no one is immune. Some workers, however, are at increased risk. Among them are workers who exchange money with the public; deliver passengers, goods, or services; or work alone or in small groups, during late night or early morning hours, in high-crime areas, or in community settings and homes where they have extensive contact with the public.
The contents of the thesis is for internal user only
REFERENCE


Dietz, P. (1995) a stalker could be any one. USA today, 11 Jan, A11


McCune, J. (1999), `And you thought TV was violent', Management Review, 88(6), 8.


http://www.dhs.state.ia.us

http://www.workplaceviolence911.com/