

DEVIANT BEHAVIOR AT WORKPLACE

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I certify that all the supports and assistance received in preparing this project paper and all the sources abstracted have been acknowledge in this stated project paper.

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ABSTRAK

Kajian ini mengkaji hubungan diantara empat pemboleh ubah penyelewengan gelagat dalam industri pengilangan. Objek kajian ini adalah i) Mengkaji hubungan di antara etika kerja dan penyelewengan gelagat ii) Mengkaji hubungan diantara kepuasan kerja dan penyelewengan gelagat. iii) Mengkaji hubungan di antara ciri-ciri kerja dan “deviant behavior” iv) Mengkaji hubungan diantara personaliti dan penyelewengan gelagat dan v) Mengkaji faktor kecenderungan (etika kerja, kepuasan kerja, ciri-ciri kerja dan peribadi) dengan penyelewengan gelagat. Berdasarkan kepada ulasan-ulasan terdahulu, satu model hubungan telah dicadangkan dan dikembangkan untuk mengkaji hubungan antara empat faktor yang mempengaruhi penyelewengan gelagat. Bagi menguji hubungan pembolehubah-pembolehubah di dalam model ini, data daripada 107 perkerja yang terlibat dalam industri pengilangan telah digunakan.. Analisis korelasi dan analisis aneka regrasi telah dijalankan bagi menguji hubungan hipotesis-hipotesis kajian. Analisis kolerasi telah menunjukkan satu hubungan yang signifikan dan negatif terhadap tiga daripada empat pembolehubah terhadap kecenderungan penyelewengan gelagat Keputusan analisis aneka regresi menunjukkan bahawa antara keempat-empat pemboleh ubah faktor kepuasan kerja, adalah faktor utama terhadap *kecenderungan penyelewengan gelaga*. Berdasarkan hasil kajian, kajian dimasa hadapan perlu dilakukan untuk mengkaji bagaimanakan untuk meminimakan kesan-kesan penyelewengan gelagat. Selain daripada itu, had-had batasan terhadap kajian ini dan kajian seterusnya di masa akan datang di dalam bidang ini juga turut dibincangkan.

ABSTRACT

The study investigated the relationship between the 4 variables of workplace deviant behavior in manufacturing industry. The objectives of the study were 1) to investigate the relationship between ethical climate and workplace deviant behavior ii) to investigate the relationship between job satisfaction and workplace deviant behavior iii) To investigate the relationship between job attributes and workplace deviant behavior iii) to investigate the relationship between personal attributes and workplace deviant behavior iv) to investigate the relationship between personal attitudes and workplace deviant behavior v) to examine what is the most influence factor (i.e ethical climate, job satisfaction, job satisfaction and personal factors) on workplace deviant behavior. Based on the literature reviews a model of relationship was proposed and developed to examine the relationships between the four variables and workplace deviant behavior. To test the relationship of the variables in the model, data from 107 employees from manufacturing industry, were used. To test the relationship hypotheses of the study, correlation, and multiple regression analysis were performed. The correlation analysis suggested a significant and negative relationship among 3 of the 4 variables. The correlation results suggests that job satisfaction, ethical climate and self esteem is negatively and significantly associated with workplace deviant behavior. According to the multiple regression analysis among the three variables, job satisfaction is the most influential independent variable on workplace deviant behavior. Based on the finding further research should be carried out to further investigate how organizations can minimize the effect of deviant behavior The limitation of the study and the future research opportunities in this area are also discussed.

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CHAPTER ONE

INTRODUCTION

1.1 INTRODUCTION OF THE STUDY

In the contemporary business environment, employees and managers alike are with numerous pressures to perform the corporate expectation. These pressures are often created by highly competitive business environments, which impose continues change and internal redesign or even progressing job responsibilities which create stress full working environment and create positive and negative workplace deviant behavior.

A positive behavior among employees will bring productive result and enhance the work environment in the organization. However, organization have to accept the fact not all employees embrace positive behavior; some may commit negative behavior in the course of employment. Indeed, negative behavior that has gained a growing attention among scholars and practitioner is workplace deviant.

Researchers have given the behaviors many different names including workplace deviant (Bennet an Robinson, 2003) counterproductive behavior (Mangione and Quinn, 1975), employee deviance (Sackett and Devore, 2001), organization misbehavior (Ackyrod and Thompson, 1999) and antisocial behavior (Giancolone and Grenberg, 1997).

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