

**WORKPLACE BULLYING – A CASE STUDY ON RHB
BANK BERHAD, MALAYSIA**

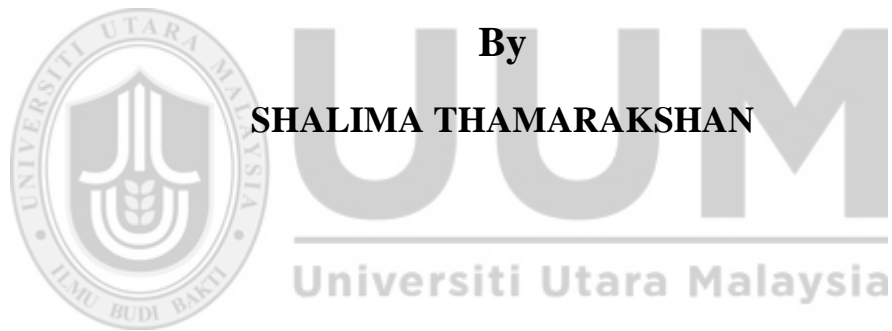


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**MASTER OF SCIENCE (OCCUPATIONAL SAFETY AND
HEALTH MANAGEMENT)
UNIVERSITI UTARA MALAYSIA
December 2015**

**WORKPLACE BULLYING – A CASE STUDY ON RHB BANK
BERHAD, MALAYSIA**



Thesis Submitted to
Othman Yeop Abdullah Graduate School Of Business,
Universiti Utara Malaysia,
In Partial Fulfillment of the Requirement for the
Master of Science (Occupational Safety and Health Management)



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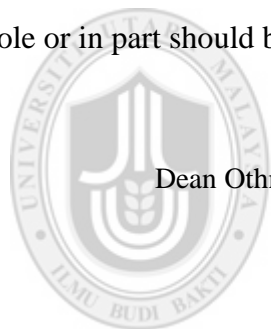
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ABSTRAK

Kajian ini bertujuan untuk menentukan adakah berlakunya kejadian buli di Bank RHB Berhad. Disamping itu, kajian ini juga menganalisis sama ada wujud pertalian signifikan dengan kejadian buli di tempat kerja dengan elemen demografi seperti umur, jantina, bangsa, tempoh bertugas dan jawatan mempunyai. Jenis pelakuan buli dibahagi kepada 6 jenis, iaitu buli berkaitan kerja, serangan peribadi, pengasingan sosial, buli secara verbal, buli secara fizikal dan penyebaran khabar angin. Sebanyak 100 soal selidik telah diedarkan mengikut persampelan kelompok secara rawak, di mana seramai 76 pekerja RHB Bank dicawangan Lebu Pantai dan Jelutong, Pulau Pinang serta Bakar Arang, Sungai Petani memberi maklumbalas. Instrumen kajian yang digunakan dalam kajian ini ialah set soal-selidik NAQ (Negative Acts Questionnaires) yang telah digubah sewajarnya. Data yang diperolehi telah diproses secara kolektif dengan menggunakan Pakej Statistik untuk Sains Sosial (SPSS) versi 19. Teknik-teknik statistik yang digunakan ialah kekerapan, peratusan, min, median, sisihan piawai, Ujian Hipotesis dan "Pearson's Correlation". Berdasarkan analisis soal-selidik, ia menunjukkan bahawa wujud hubungan yang signifikan antara jantina, jawatan pekerjaan dan tempoh pekerjaan dengan kejadian buli di tempat kerja. Walau bagaimanapun, bangsa dan umur tidak mempunyai hubungan yang signifikan dengan buli di tempat kerja .

Keywords: Buli Tempat Kerja, Bank RHB Berhad, Demografi



ABSTRACT

This study aimed to determine if workplace bullying occurs at RHB Bank Berhad. In addition, this study also analyzed if there was a significant relationship between workplace bullying and the respondents' demographic information such as age, gender, race, years of employment and position. Types of bullying are divided into six forms, namely work-related bullying, personal attacks, social isolation, verbal aggression, physical aggression and the spreading of rumours. A total of 100 questionnaires were selected by random cluster sampling of the group and distributed, whereby 76 employees of RHB Bank branches at Pantai Lebu and Jelutong, Penang and Bakar Arang, Sungai Petani responded. The instrument used in this study was the slightly modified set of questionnaires NAQ (Negative Acts Questionnaire) accordingly. The data obtained were processed collectively using the Statistical Package for Social Sciences (SPSS) version 19. Statistical techniques used were frequency, percentage, mean, median, standard deviation, Hypothesis Testing and Pearson's Correlation. Based on the analysis of the questionnaires, it was shown that there exists a significant relationship between gender, job designation and duration of employment with workplace bullying. Race and age, however, did not seem to have a significant relationship with workplace bullying.

Keywords: Workplace Bullying, RHB Bank Berhad, Demography



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Acknowledgement

I am eternally grateful to my beloved parents and their unconditional love and support, for without them, I am nothing.

There are no proper words to convey my deepest gratitude and respect for my supervisor, Professor Dr. Abd Aziz Yusof for his encouragement and guidance. Also, to the COB Program Coordinator Dr. Johanim Johari, for aiding me during the final thesis submission.

My undying gratitude is extended to:

My dear husband Suraj Ratnarajan, who have always kept me on track and sane during the difficult years, pushing me forward each time I felt like throwing in the towel.

My daughter, my heart of hearts, my eternal ray of happiness.

My friends, colleagues, and former classmates who have helped me directly or indirectly in completing this thesis.

Table of Contents

Permission to Use	i
Abstrak	ii
Abstract	iii
Acknowledgement	iv
Table of Contents	v
List of Tables	ix
List of Figures	x
List of Abbreviations	xii
CHAPTER ONE INTRODUCTION	
1.1 Background of the Study	2
1.2 Problem Statement	5
1.3 Research Question	8
1.4 Research Objectives	9
1.4.1 General Objectives of the Study	9
1.4.2 Specific Objectives of the Study	9
1.5 Significance of the Study	9
1.6 Scope and Limitations of the Study	10
1.7 Definition of Key Terms	11
1.7.1 Bullying in the Workplace	11
1.7.2 Bullying Behaviour	11
1.7.3 Demographic Variables	11
1.8 Organization of Remaining Chapters	12
CHAPTER TWO LITERATURE REVIEW	
2.1 Introduction	14
2.2 Banking Sector in Malaysia	14
2.3 Typical Working Conditions at a Bank	15
2.4 The Phenomenon of Bullying in the Banking Sector and Previous Studies	17
2.5 Anti-Bullying Regulations in Malaysia	22
2.6 Definition of Workplace Bullying	23
2.7 Types of Bullying	25
2.7.1 Bullying via Organisational Measures	28
2.7.2 Bullying via Social Isolation	29

2.7.3	Bullying via Attacking the Private Sphere	29
2.7.4	Bullying via Verbal Aggression	30
2.7.5	Bullying Via Physical Violence	30
2.7.6	Bullying via Spreading Rumours	30
2.8	Causes of Bullying	31
2.8.1	Characteristics of Individuals	31
2.8.2	Work Environment	33
2.9	Acts of Bullying Behaviour Based on Demographic Factors	33
2.9.1	Acts of Bullying Based on Gender Differences	33
2.9.2	Acts of Bullying Based on Racial Difference	36
2.9.3	Acts of Bullying Based on the Level of Position	37
2.9.4	Acts of Bullying Based on Their Age	40
2.9.5	Acts of bullying based on Work Experience	40
2.10	Effects of Bullying	41
2.11	Conclusion	44
CHAPTER 3 METHODOLOGY		
3.1	Introduction	45
3.2	Research Framework	45
3.3	Research Hypothesis	47
3.4	Research Design	48
3.5	Operational Definition	48
3.5.1	Workplace Bullying	48
3.5.2	Demographic Variables	49
3.6	Research Instruments	49
3.6.1	Measurements of Variables	50
3.7	Data Collection	52
3.7.1	Primary Data	52
3.7.2	Secondary Data	52
3.7.3	Sampling	52
3.7.4	Target Population	52
3.7.5	Sampling and Sampling Techniques	53
3.7.6	Data Collection Procedures	54
3.7.7	Techniques of Data Analysis	55

3.7.8	Frequency Distribution	55
3.7.9	Cronbach's Alpha	55
3.7.10	Hypothesis Testing	56
3.7.11	Pearson Correlation Coefficient	56
3.8	Conclusion	56
CHAPTER 4 RESULTS AND DISCUSSION		
4.1	Introduction	57
4.2	Background of Respondents	57
4.2.1	Distribution of Respondents by Gender	58
4.2.2	Distribution of Respondents According to Race	58
4.2.3	Distribution of Respondents According to Hierarchical Organization	59
4.2.4	Distribution of Respondents According to Their Age	61
4.2.5	Distribution of Respondents According to Duration of Service	63
4.3	Descriptive Analysis	64
4.3.1	Bullying via Organisational Measures	64
4.3.2	Bullying via Social Isolation	68
4.3.3	Bullying via Attacking the Private Sphere	71
4.3.4	Bullying via Verbal Aggression	74
4.3.5	Bullying via Physical Aggression	76
4.3.6	Bullying via Spreading of Rumours	78
4.4	Reliability Analysis	80
4.5	Statistical Hypothesis Testing	81
4.6	Discussion of Research Findings	83
4.6.1	The Phenomenon of Bullying at Work in the Malaysian Banking Sector	84
4.6.2	Bullying via Attacking the Private Sphere	85
4.6.3	Bullying via Social Isolation	85
4.6.4	Bullying via Organisational Measures	85
4.6.5	Bullying via Verbal Aggression	86
4.6.6	Bullying Via Physical Violence	87
4.6.7	Bullying via Spreading of Rumours	88
4.7	Significance of Demographic Variables on Workplace Bullying	89
4.6.1	Significance of Gender on Workplace Bullying	89

4.6.2	Significance of Race on Workplace Bullying	89
4.6.3	Significance of Job Designation on Workplace Bullying	90
4.6.4	Significance of Age on Workplace Bullying	90
4.6.5	Significance of Duration of Employment on Workplace Bullying	91
CHAPTER 5 CONCLUSIONS AND RECOMMENDATIONS		92
5.1	Introduction	92
5.2	Implications of Workplace Bullying	93
5.3	Suggestions and Implications of the Study	94
5.4	Recommendations for Future Researches	97
5.5	Conclusion	98

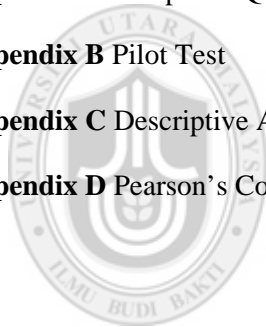
REFERENCES

Appendix A Sample of Questionnaire

Appendix B Pilot Test

Appendix C Descriptive Analysis

Appendix D Pearson's Correlation



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List of Tables

Table 3.1: Distribution of items by type of bullying in the workplace	50
Table 3.2: Pilot Test - Cronbach's Alpha (Reliability)	51
Table 3.3: Cronbach's Alpha for Pilot Test (Item-Total Statistics)	51
Table 4.1: Number of Respondents	57
Table 4.2: Reliability Analysis	80
Table 4.3: Pearson Correlations Results	81
Table 4.4: Summary of Hypothesis Tests	83



List of Figures

Figure 2.1: Causes and consequences of mobbing/bullying	28
Figure 3.1: Theoretical Framework	46
Figure 4.1: Distributions of Respondents by Gender	58
Figure 4.2: Distributions of Respondents According to Race	59
Figure 4.3: Distributions of Respondents According to Organisational Hierarchy	60
Figure 4.4: Distributions of Respondents According to Age	62
Figure 4.5: Distributions of Respondents According to Duration of Service	63
Figure 4.6: Frequency of Bullying via Organisational Measures	66
Figure 4.7: Mean, Standard Deviation & Variance of Bullying via Organisational Measures	67
Figure 4.8: Frequency of Bullying via Social Isolation	69
Figure 4.9: Mean, Standard Deviation & Variance of Bullying via Social Isolation	70
Figure 4.10: Frequency of Bullying via Attacking the Private Sphere	72
Figure 4.11: Mean, Standard Deviation & Variance of Bullying via Attacking the Private Sphere	73
Figure 4.12: Frequency of Bullying via Verbal Aggression	75
Figure 4.13: Mean, Standard Deviation & Variance of Bullying via Verbal Aggression	75
Figure 4.14: Frequency of Bullying via Physical Aggression	77
Figure 4.15: Mean, Standard Deviation & Variance of Bullying via Physical Aggression	77
Figure 4.16: Frequency of Bullying via Spreading Rumours	78
Figure 4.17: Mean, Standard Deviation & Variance of Bullying via Spreading Rumours	79

List of Abbreviations

WHO	World Health Organization
ILO	International Labour Office
PSI	Public Services International
ICN	International Council of Nurses
HIV	Human Immunodeficiency Virus
DOSH	Department of Occupational Safety and Health
OSHA	Occupational Safety and Health Act
BAFIA	Banking and Financial Institutions Act 1989
ATMs	Automated Teller Machines
CDM	Cash Deposit Machines
CQM	Cheque Deposit Machines
MTUC	Malaysian Trade Union Congress
EPF	Employee Provident Fund
SOCSSO	Social Security
IPD	Institute of Personnel and Development
NAQ	Negative Acts Questionnaires
SPSS	Statistical Package for Social Science

CHAPTER 1

INTRODUCTION

The act of bullying is often a demonstration of abuse of power, characteristically regarded as a manifestation of workplace violence. In 2006, Takaki, J.L. and Yano E. published a paper in which they reported that the World Health Organization (WHO), the International Labour Office (ILO), the Public Services International (PSI) and the International Council of Nurses (ICN) correspondingly define bullying (or mobbing) as a “repeated and long-term offensive behaviour involving spiteful, unkind or malevolent efforts to embarrass or demoralize an individual or groups of employees” and harassment is defined as “any conduct based on age, disability, HIV status, domestic circumstances, sex, sexual orientation, gender reassignment, race, colour, language, religion, political” or other unrequited or unwanted status and that influences the dignity of employees at work.

At present, the term bullying, violence, intimidation and threats at the workplace may not be as common in Malaysia as it is elsewhere in the developed world. This could be because Malaysian labour laws currently do not afford distinct protection against workplace bullying (Mallow, 2014). However, it has been identified as an important aspect of safety at work when observed in the European continent and the United States. In Malaysia, a definition of workplace violence has been acknowledged by the Department of Occupational Safety and Health (DOSH) in the guideline which they have published entitled "Guidance of Stress and Prevention of Violence at Workplace" in 2001 (Martino & Mohtar, 2001). In this guideline, it is stated that violence is an incident where workers are abused, threatened, attacked or a victim of bad behaviour in a work-related environment.

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