WORKPLACE DEVIANT BEHAVIOUR: STUDY ON BANK EMPLOYEES IN KLANG VALLEY, MALAYSIA

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ABSTRAK

Kajian ini bertujuan untuk mengenalpasti hubungan antara faktor beban kerja, tekanan kerja, konflik peranan, kekaburan peranan dan tingkah laku devian di tempat kerja. Walaupun kajian tingkah laku devian di tempat kerja telah banyak dilakukan, namun kajian hubungan antara beban kerja, tekanan kerja, konflik peranan, kekaburan peranan dan tingkah laku devian di tempat kerja telah dikaji dalam kajian-kajian berasingan. Bagi tujuan tersebut seramai 140 pegawai bank yang bertugas bank sekitar Lembah Klang sebagai responden bagi kajian ini.

Analisis data yang digunakan adalah deskriptif (min, frekuensi, kekerapan dan sisihan piawai), korelasi Pearson dan analisis Regresi Berganda. Hasil dapatan kajian menunjukkan bahawa tahap tingkah laku devian adalah rendah. Hasil analisis korelasi antara pemboleh ubah kajian mendapati hubungan yang signifikan antara beban kerja, tekanan kerja, konflik peranan, kekaburan peranan dan tingkah laku devian. Hasil analisis regresi berganda menunjukkan konflik peranan sebagai penyumbang terbesar kepada tingkah laku devian di tempat kerja. Kajian ini turut memberi implikasi dari segi praktis di mana organisasi perlu mengambil kira faktor konflik peranan sebagai salah satu faktor yang dilihat berpontensi meningkatkan tingkah laku devian di tempat kerja.

ABSTRACT

The purpose of this study was to determine the relationship between workload, work stress, role conflict, emotional exhaustion, and workplace deviant behaviour. Although a lot of previous studies have examined the workplace deviant behaviour, but research on the relationship between workload, work stress, role conflict, role ambiguity and workplace deviant behaviour were studied in separate studies. For this purpose a total of 140 bank officers who work in bank around Klang Valley have been selected as respondents for this study.

Descriptive analysis (mean, frequency, mode and standard deviation) and the inference analyses (Pearson correlation and multiple regression analysis) were used. The findings indicate a low level of workplace deviant behaviour. The result of correlation analysis between the variables showed a significant relationship between workload, work stress, role conflict, role ambiguity and workplace deviant behaviour. The result of multiple regression analysis indicated role conflict was the largest contributor to workplace deviant behaviour. This study has practical implications in terms of where the organization should take into account the role conflict as a high potential to increase workplace deviant behaviour.

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LIST OF ABBREVIATIONS

AET   :   Affective Events Theory

FBI   :   Federal Bureau of Investigation

NIOSH   :   National Institute for Occupational Safety and Health

USD   :   U.S Dollar

SPSS   :   Statistical Package for the Social Science

CHAPTER I

INTRODUCTION

1.1 Background of the Study

Employee's deviant behaviour in an organization has given implications and effects to all levels of the organization (Coccia, 1998). Employee deviant behaviour deemed is to occur when an employee violates the policies or regulations that could affect the organization or staff wellbeing (Robinson & Bennett, 1995; Christian & Ellis, 2011). For that reason, the management of employees' deviant behaviour in the workplace is a critical global issue. Not only it can affect the effectiveness of the organization, it also has financial implications (Appelbaum, Iaconi & Matousek, 2007).

Deviant behaviour of employees has been given high priority in many organizations nowadays (Stouten, Baillien, Broeck, Camps, Witte & Euwema, 2010; Darrat, Amyx & Bennett, 2010; Prottas, 2013). Many studies (Van Jaarsveld et al., 2010; Asadullah, 2013; Swimberghe & Habig, 2009; Fox *et al*., 2012) have been conducted to examine the factors that contribute to deviant behaviour. Previously, many studies (Bowling & Eschleman, 2010; Berry *et al*., 2007; Dalal, 2005; Salgado, 2002) examine the personality factors that relate or lead to deviant behaviour. However, not many studies have been conducted to specifically examine the tasks factors such as workload, job ambiguity and job conflict with regard to workplace deviant behaviour (Darrat *et al*.,

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