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

By:

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Thesis Submitted to

Othman Yeop Abdullah Graduate School of Business,

Universiti Utara Malaysia,

in Partial Fulfillment of the Requirement for the Master of Science (Finance)
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ABSTRAK


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 the 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.
ACKNOWLEDGEMENT

Praise to Allah, the Most Gracious and the Most Merciful who gave me the physical, mental and spiritual strength to complete this thesis amidst many difficulties.

I would like to express my deepest gratitude to my advisor, Dr. Norhafiza Nordin, for her excellent guidance, caring, patience, and providing me with an excellent atmosphere for doing research. Her moral support and continuous supervision have enabled me to complete my work successfully.

I also would like to extend special appreciation to all my lecturers, whose dedication and encouragement have guided me to acquire the essential knowledge in this field.

I would also like to thank my parents, sisters, and brother. They were always supporting me and encouraging me with their best wishes.

Finally, I would like to thank my wife, Noor Aziah Sulaiman. She was always there cheering me up and stood by me through the good times and bad.

May Allah bless all of us.
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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; Pottas, 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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