



**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:

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DECLARATION

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ABSTRAK

Kajian ini dijalankan untuk mengkaji perhubungan antara persekitaran tempat kerja, perhubungan 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, perhubungan 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 perhubungan 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 perhubungan antara rakan sekerja dan gaya pengurusan didapati tidak ada perhubungan 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

| | PAGE |
|-------------------|-------------|
| PERMISSION TO USE | i |
| DECLARATION | ii |
| ABSTRAK | iii |
| ABSTRACT | iv |
| TABLE OF CONTENT | v |
| LIST OF TABLES | ix |
| LIST OF FIGURES | x |

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 |

| | |
|-------------------------------|---|
| 1.6.2 Management Style | 8 |
| 1.6.3 Working Environment | 8 |
| 1.6.4 Co-Worker Relationships | 8 |
| 1.7 CONCLUSION | 8 |

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 | 28 |
| 2.6 CONCLUSION | 28 |

CHAPTER 3

RESEARCH METHODOLOGY

| | |
|------------------------------|----|
| 3.1 INTRODUCTION | 29 |
| 3.2 RESEARCH DESIGN | 29 |
| 3.3 SOURCES OF DATA | 30 |
| 3.3.1 Primary Data | 30 |
| 3.3.2 Secondary Data | 30 |
| 3.4 SAMPLING DESIGN | 31 |
| 3.5 UNIT ANALYSIS | 32 |
| 3.6 ORGANIZATION BACKGROUND | 32 |
| 3.7 DATA COLLECTION METHOD | 33 |
| 3.8 MEASUREMENT | 33 |
| 3.8.1 Questionnaire | 33 |
| 3.9 DATA ANALYSIS TECHNIQUES | 35 |
| 3.9.1 Frequency Distribution | 35 |
| 3.9.2 Reliability Analysis | 35 |

| | | |
|-------|---------------------------------|----|
| 3.9.3 | Hypothesis Testing | 36 |
| 3.9.4 | Pearson Correlation Coefficient | 36 |
| 3.10 | PILOT TEST | 37 |
| 3.11 | CONCLUSION | 39 |

CHAPTER 4

RESULTS AND FINDINGS

| | | |
|-----|---------------------------------------|----|
| 4.1 | INTRODUCTION | 40 |
| 4.2 | SAMPLE CHARACTERISTICS | 40 |
| 4.3 | SAMPLE PROFILE (RESPONDENTS' PROFILE) | 41 |
| 4.4 | RELIABILITY ANALYSIS | 42 |
| 4.5 | DESCRIPTIVE STATISTICS | 44 |
| 4.6 | RESTATEMENT OF HYPOTHESIS | 44 |
| 4.7 | TEST OF HYPOTHESES | 45 |
| 4.8 | CONCLUSION | 48 |

CHAPTER 5

DISCUSSION, RECOMMENDATION, AND CONCLUSION

| | | |
|-------|-----------------------------|----|
| 5.1 | INTRODUCTION | 49 |
| 5.2 | RECAPITULATION OF THE STUDY | 50 |
| 5.3 | DISCUSSION | 51 |
| 5.3.1 | Research Question One | 52 |

| | | |
|-------|-----------------------------------|----|
| 5.3.2 | Research Question Two | 55 |
| 5.3.3 | Research Question Three | 56 |
| 5.4 | THEORETICAL IMPLICATIONS | 57 |
| 5.5 | PRACTICAL IMPLICATIONS | 58 |
| 5.6 | LIMITATIONS | 59 |
| 5.7 | RECOMMENDATION FOR FUTURE STUDIES | 59 |
| 5.8 | CONCLUSION | 60 |
| | REFERENCES | 62 |
| | APPENDICES | |

| LIST OF TABLES | PAGE |
|---|-------------|
| 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.

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