THE DOCTORAL RESEARCH ABSTRACTS

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The foundation of this research is that disabled employees will engage with their job if they receive support from each of the important elements in the workplace. There are many researches that focused on investigating various outcomes of job embeddedness but little is known on what makes PWD stay with their job. Understanding job embeddedness among person with disabilities is very crucial as it focuses on the factors that may influence their job retention. Hence, the Unfolding Model in this study provides basic understanding on the relationships between variables that makes people embedded to their job. Furthermore, Social Cognitive Theory is applied according to the justification that individual behaviour could be explained through a self-regulatory system. This system explains that individuals are believed to have control over their own thoughts and behaviour. This system will be operated if it is activated by the person. So, job embeddedness is the construct that describes the activation or deactivation of an individual’s self-regulatory system. This research investigates specifically, (1) direct relationship between leader-member exchange, emotional intelligence, organizational climate and job embeddedness, 2) direct relationship between leader-member exchange, emotional intelligence and organizational climate, and 3) organizational climate mediation relationship between a) leader-member exchange, b) emotional intelligence and job embeddedness among disabled employees in Malaysia by applying The Unfolding Model, Social Cognitive Theory and supported by the Person-Environment Fit Theory. A two-stage sampling technique was applied to randomly collect data from disabled employees in private and public sectors at the operational level in Malaysia. Further, to examine the direct and mediating effects of the hypotheses a structural equation modelling software (Analysis of Moment Structure) or AMOS was used. Results showed support to the direct hypothesized relationships between emotional intelligence, organizational climate and job embeddedness. On the other hand, leader-member exchange was found not to support the direct relationship with job embeddedness. Furthermore, emotional intelligence and leader-member exchange were confirmed to have a significant relationship with the organizational climate. Organizational climate was also found to fully mediate the relationship between leader-member exchange and job embeddedness. However, organizational climate was found to partially mediate the relationship between emotional intelligence and job embeddedness. This research makes several theoretical contributions and provides further insights on the relationship between leader-member exchange, emotional intelligence, organizational climate and disabled employees’ job embeddedness, and mediating effect of organizational climate on the relationship between a) leader-member exchange and disabled employees job embeddedness, b) emotional intelligence and disabled employees’ job embeddedness particularly in Malaysia. Further, methodological and practical implications are discussed. Besides, several potential possibilities for future research are identified and discussed. In brief, this research helps to produce in a more comprehensive view on the relationship between leader-member exchange, emotional intelligence, organizational climate and job embeddedness and mediating effect of organizational climate on the relationship between a) leader-member exchange and job embeddedness, b) emotional intelligence and job embeddedness which focus on disabled employees.

The main thrust of this present study is to identify the antecedents and underlying dimensions of performance outcomes of the call-centre agents in the Klang Valley. The data for the provision of the empirical evidence was drawn from the call centres of five participating banks namely, Maybank, CIMB, RHB, Bank Islam, and Public Bank. The two underlying dimensions of performance outcomes are customer service satisfaction and job performance. Additionally, the two antecedents of performance outcomes were basic personality traits and surface traits. The first antecedent is composed of two underlying dimensions namely customer orientation and adaptability whereas the second antecedent is made up of two underlying dimensions namely customer orientation and adaptability. The sampling design was quota sampling of which the gender composition was 60.0 per cent female and 40 per cent male. This present study strives towards explicating social phenomena by embracing the methodological principles of positivism within which explanation, evaluation, prediction and testing of theories which were hypothesised by earlier researchers. The five underpinning theories for the conceptual model are the resource-based theory, equity theory, social exchange theory, agency theory and organisational culture. The conceptual model depicts 14 direct relationships between pairs of the six underlying dimensions of which 12 were found to be significantly related. In addition, personality was found to mediate the relationship between emotional intelligence and adaptability whereas customer orientation was found to mediate the relationship between emotional intelligence and customer service satisfaction. However, adaptability was found to mediate the relationships between emotional intelligence and customer service satisfaction, customer orientation and customer service satisfaction as well as personality and job performance. Organisational culture was found to moderate the relationships between emotional intelligence and personality, customer orientation and adaptability as well as adaptability and job performance. This present study is founded upon the parameters of the proposed five research questions. The data analyses were conducted by a process of multivariate analysis using structural equation modelling (SEM) and AMOS (Analysis of Moment Structures) software package Version 22.0. Exploratory factor analysis (EFA) and confirmatory factor analysis (CFA) were performed to validate the scales. The descriptive analyses were performed on all the underlying dimensions and the demographic profile of the 380 respondents.

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