

**UNIVERSITI TEKNOLOGI MARA**

**FACTOR INFLUENCE WHISTLE  
BLOWING INTENTIONS AT  
SELANGOR IMMIGRATION  
DEPARTMENT**

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## ABSTRACT

For recent years, integrity value has been favourable in Malaysia especially in government sector as Prime Minister, Tun Dr Mahathir always emphasize that civil servants must ensure performing the task with integrity value. This because, public sector brings the name of government in delivering the service. Thus, government wants to ensure that there is clean in administration to gain the trust of citizens. However, still a lot of misconduct such as bribe, fraud and misuse of power occur in public sector which this had cause bad name of government as well as loss for the organization. In addition, whistle blowing is the medium in order to report the wrongdoing. Moreover, government had implemented Whistleblower Protection Act 2010 to encourage whistleblower as this Act will protect the identity of the whistleblower. The needs of this Act are to ensure whistleblower does not have to be afraid disclose the wrongdoing. This study was conducted to investigate the factor influence whistle blowing intention and role of job level towards whistle blowing intention at Selangor Immigration Department as Immigration Department and Selangor state receive the highest number of complaints as stated by Enforcement Agency Integrity Commission. 172 respondents participated for this study which resulted, the three factor which is organizational commitment, ethical climate and seriousness of wrongdoing has relationship with whistle blowing intention. However, there is no difference between group of job level towards whistle blowing intention.

# TABLE OF CONTENTS

	<b>Page</b>
<b>EXAMINATION CERTIFICATE</b>	<b>i</b>
<b>AUTHOR'S DECLARATION</b>	<b>ii</b>
<b>ABSTRACT</b>	<b>iii</b>
<b>ACKNOWLEDGEMENT</b>	<b>iv</b>
<b>TABLE OF CONTENTS</b>	<b>v</b>
<b>LIST OF TABLES</b>	<b>vii</b>
<b>LIST OF FIGURES</b>	<b>viii</b>
<b>LIST OF ABBREVIATIONS</b>	<b>ix</b>
<b>CHAPTER 1: INTRODUCTION</b>	<b>1</b>
1.1 Preamble	1
1.2 Background of Study	1
1.3 Problem Statement	3
1.4 Research Aim	5
1.5 Research Questions	6
1.6 Research Objectives	6
1.7 Scope of Study	7
1.8 Significant of the Purposed Study	7
1.9 Definition of Terms, Terminology and Concepts	9
1.10 Conclusions	12
<b>CHAPTER 2: LITERATURE REVIEW</b>	<b>13</b>
2.1 Introduction	13
2.2 Integrity.	14
2.3 Whistle Blowing	19
2.4 Whistleblowers Protection Act 2010	20
2.5 Whistle Blowing Issues in Malaysia	22
2.6 Whistle Blowing Intention	23
2.7 Conceptual Framework	28
2.8 Hypothesis	29
2.9 Conclusions	31

<b>CHAPTER 3: RESEARCH METHODOLOGY</b>	<b>32</b>
3.1 Introduction	32
3.2 Research Design	32
3.3 Unit and Level of Analysis	32
3.4 Sample Size	33
3.5 Sampling Technique	33
3.6 Measurement/Instrument of Variable	34
3.7 Data Collection Method	43
3.8 Data Analysis	43
3.9 Pilot Study	46
3.10 Conclusions	47
<b>CHAPTER 4: RESEARCH FINDING AND DATA COLLECTION</b>	<b>49</b>
4.1 Introduction	49
4.2 Data Screening and Cleaning	49
4.3 Goodness of Measure	50
4.4 Profile of Respondent	56
4.5 Research Findings	58
4.6 Summary of the Hypothesis Testing Results	67
4.7 Conclusions	68
<b>CHAPTER 5: DISCUSSION AND RECOMMENDATION</b>	<b>69</b>
5.1 Introduction	69
5.2 Discussion	69
5.3 Recommendation and Suggestion	79
5.4 Limitation of the Study	81
5.5 Suggestion to Future Research	82
5.6 Conclusions	84
<b>REFERENCES</b>	<b>87</b>
<b>APPENDICES</b>	<b>93</b>
<b>AUTHOR'S PROFILE</b>	<b>115</b>

# CHAPTER ONE

## INTRODUCTION

### 1.1 Preamble

In this chapter, the discussion will focus on the study of the factors of whistle blowing intentions. The selected public sector is Selangor Immigration Department, Selangor. For instance, this study examines the relationship of organizational commitment, ethical climate and the seriousness of the wrongdoing in whistle blowing intentions. In this chapter, the researcher will see the problems that are occurring in the public sector regarding whistle blowing. The presentation of this chapter begins with the research background, followed by problem statement, research questions, and research objectives, as well as the scope of the study, the significance of the proposed study and definition of terms, terminology and concepts that are used in this study.

As a developing country, Malaysia has to face issues of misconducts such as bribery, fraud and misuse of power which regularly happen and fighting this issue could take some time. However, whistle blowing is a medium that could reduce the number of misconducts as reporting the wrongdoings could help the organization to have an awareness to investigate the issues occurred. Thus, it is very important for employees to have more knowledge and idea on how this medium of whistle blowing works as well as the advantages of it.

Thus, this study is viewing the factors that influence whistle blowing intention among the employees at Selangor Immigration Department so that the findings could help the organization and the government to have a better view and a scope to focus on that could address the issues.

### 1.2 Background of Study

Integrity gains so much attention nowadays especially among the public sector because it represents the government. In general, integrity means an individual's behavior to be honest and hold moral principles. Thus, making sure that every organization has implemented good ethics and moral practice is crucial for the country which can only be achieved when every member of an organization collaborates