ORGANIZATIONAL ETHICAL SELF-IDENTITY PRECAUTIONARY MODEL



RESEARCH MANAGEMENT INSTITUTE (RMI) UNIVERSITI TEKNOLOGI MARA 40450 SHAH ALAM, SELANGOR MALAYSIA

BY :

DR NORAZAMINA BINTI MOHAMED DR NAJIHAH MARHA BINTI YAACOB PROF MADYA DR AZIZAH BINTI ABDULLAH SURAYA BINTI AHMAD

APRIL 2018

i

3. Acknowledgements

With the name of Allah, the Most Gracious and Merciful and peace be upon the prophet Muhammad S.A.W.

Alhamdulillah praises and thanks to Allah because of His Almighty and His Outmost blessings, we were able to complete this research within the time duration given.

We have taken great efforts in completing the project. However, it would not have been possible without the kind support and help of many individuals and organizations. We would like to extend our sincere thanks to all of them.

We are highly indebted to Ministry of Higher Education (MoHE) for the financial support. Apart from the financial support from MoHE, the success of this project depends largely on the encouragement and guidelines of Institute of Research Management and Innovation (IRMI), Universiti Teknologi MARA (UiTM). In addition, our greatest gratitude goes to Research Management Unit (RMU), Universiti Teknologi MARA, Terengganu Branch for the constant support and assistance in materializing the project.

The completion of this project would have not been possible if not for the support and cooperation from the key informers of Kumpulan Wang Simpanan Pekerja (KWSP), Majlis Bandaraya Shah Alam (MBSA), Pejabat Setiausaha Kerajaan (SUK Selangor) and Jabatan Kastam Diraja Malaysia (Kastam). Special thanks also go to all respondents from five government agencies/departments in three states, Pahang, Terengganu and Kelantan.

Special appreciation to our spouses and family for all their love, support and understanding, as this endeavor would not have been possible without their great strength.

Last but not least, we would like to thank our fellow members for the stimulating discussions, for the sleepless nights we were working together before deadlines, and for all the fun we have had in the last two and a half years.

5. Report

5.1 Proposed Executive Summary

This research proposes an Organizational Ethical Self-Identity Precautionary Model in sustaining the quality life of public that will integrate concepts of ethical leadership, ethical employees, spirituality encouragement, spirituality acceptance and internal stakeholders' directive which derive to IP.

Malaysia with its Pillars of State Ideology and the Federal Constitution as well its institutions such as Malaysian Institute of Integrity and Anti-Corruption Agency Malaysia are to ensure organizations and their members behave in integrity manner, no corruption and no violations of public right. However, cases such as fraud, bribery and corruption continued to occur. They caused huge financial losses and in fact bring bad image to the organizations and Malaysia. These blunders have made public question the effectiveness of available regulations in preventing such crimes. Therefore, initial precaution efforts in preventing crime and corruption should start from the organizational level by inculcating sound ethical practices.

Thus, the objectives of this study are (a) to explore the integrated concepts of ethical leadership, ethical employees, spirituality encouragement, spirituality acceptance and internal stakeholders' directive in enhancing quality of public life and (b) to propose an organizational ethical self-identity precautionary model in sustaining quality of public life.

Mixed methodology will be applied by initially focus on qualitative method, interview and observations of the respondents in the government agencies by using criterion purposive sampling. This is then supported by quantitative method of survey by using systematic sampling.

This new model is very much relevant to the government's aspiration in the National Key Results Areas (NKRAs). This model which is established at organizational level is expected to support the Minister of Home Affairs in reducing crime and the Minister in Prime Minister's Law Department in fighting the corruption. In a long term, it will enhance quality of physical wellbeing, material wellbeing, social wellbeing and emotional wellbeing of the public

5.2 Enhanced Executive Summary

This research develops an Organizational Ethical Self-Identity Precautionary Model in sustaining the quality life of public that integrates concepts of ethical leadership, ethical employees, spirituality encouragement, spirituality acceptance and ethical guidelines.

The National Principles of Malaysia, the Federal Constitution together with the institutions such as Malaysian Institute of Integrity and Anti-Corruption Agency Malaysia are to ensure organizations and their members behave in integrity manner with no corruption and no violations of public right. However, cases such as fraud, bribery and corruption continued to occur. They caused huge financial losses and in fact bring bad image to the organizations and Malaysia. These blunders have made public question the effectiveness of available regulations in preventing such crimes. Therefore, initial precaution efforts in preventing crime and corruption should start from the organizational level by inculcating sound ethical practices.

Thus, the objectives of this study are (a) to explore the integrated concepts of ethical leadership, ethical employees, spirituality encouragement, spirituality acceptance and ethical guidelines in enhancing the quality of public life and (b) to propose an organizational ethical self-identity precautionary model in sustaining quality of public life.

Mixed methodology was applied by initially focus on qualitative method, interview and observations of the respondents in the government agencies by using criterion purposive sampling. This was then supported by questionnaires survey using stratified and systematic sampling.

Results from qualitative analysis highlight detailed attributes for the five elements suggested in Organizational Ethical Self-Identity Precautionary Model (OESP). Eight (8) ethical leadership attributes, nine (9) ethical employees' attributes, six (6) spirituality encouragement attributes, six (6) spirituality acceptance attributes and five (5) ethical guidelines attributes were identified. These attributes were then confirmed by nineteen (19) reflective questions of ethical leadership, fourteen (14) reflective questions of ethical employees, six (6) reflective questions of spirituality encouragement, six (6) spirituality acceptance and nineteen (19) reflective questions of ethical guidelines using quantitative analysis.

This new model is very much relevant to the government's aspiration in the National Key Result Areas (NKRAs). This model is expected to support the Ministry of Home Affairs in reducing crime and the Prime Minister's Department in fighting the corruption. In a long term, the model will enhance quality of physical wellbeing, material wellbeing, social wellbeing and emotional wellbeing of the public. These identified attributes should become the ethical identity and ethical direction of Malaysian Public Sector Agencies in enhancing its ethical accountability. It should further improve the trust among Malaysian and the international community towards the governance of Malaysian Public Sector Agencies.

Contents

Lett	ter of Report Submission	1
Lett	ter of Offer (Research Grant)	2
Ack	nowledgements	5
Enh	nanced Research Title and Objectives	6
Rep	oort	7
1	Proposed Executive Summary	7
2	Enhanced Executive Summary	8
3	Introduction	9
4	Brief Literature Review	11
5	Methodology	144
6	Results and Discussion	17
7	Conclusion and Recommendation	377
8	References/Bibliography	38
Res	search Outcomes	411
Арр	pendix	43
	Let Ack Enk Rep 1 2 3 4 5 6 7 8 8 Res	 Enhanced Executive Summary