

**A CASE STUDY: THE RELATIONSHIP BETWEEN
WORKPLACE BULLYING AND JOB PERFORMANCE AMONG
THE SUPPORT STAFF AT LEMBAGA KOKO KOTA
SAMARAHAN, SARAWAK.**

**Prepared for
MADAM SITI FATIMAH BINTI ABDUL LATIFF**

**Prepared by
JELLY ANAK BELI (2014459412)**

**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)
FACULTY OF BUSINESS MANAGEMENT (BM232)**

UNIVERSITI TEKNOLOGI MARA (UiTM)

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“DECLARATION OF ORIGINAL WORK”

I, Jelly Anak Beli, (I/C: 931122-13-5807)

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- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
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ABSTRACT

Workplace bullying is a common abuse that occurs either in government or private sector. It has become a norm and therefore, seldom been taken seriously unless it involves physical contact. There are many factors that have been proposed to contribute to workplace bullying. However, the most outstanding ones are individual behavior, role in the organization and leadership style. The aim for this study is to identify the factors of workplace bullying which are (leadership, individual behavior and role in organization) among support staff at Lembaga Kota Samarahan, Sarawak. The correlation of analyses this study to determine the relationship between workplace bullying which are (leadership, individual behavior and role in organization) and job performance among support staff at Lembaga Koko Kota Samarahan, Sarawak. Next, the actual test was conducted at Lembaga Koko Kota Samarahan, Sarawak with 68 respondents answer the questionnaires that was given, the researcher was used convenience sampling technique to get the data from respondents. Moreover, the researcher was finds that the individual behavior the most factors that influence to bully at Lembaga Koko Kota Samarahan, Sarawak ($n=68$) ($M=371$, $SD=.771$) ($r=.305^{**}$, $p<0.01$). This result was measure by descriptive statistics and the correlation was determined by using the Pearson correlation. Lastly, based on the result, the researcher was finds that all factors of workplace bullying were significant to contribute workplace bullying. Therefore, this study filled the research objective based on the result that was finds it.

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CHAPTER 1

INTRODUCTION

This chapter discussed the overview of the research that was conducted. The background, research problems, research objectives, research questions, limitations of the study, significance and definition of term were briefly stated. Therefore, this chapter aimed to answer why there is a need to conduct the research in the following topic and the importance of the finding of the research to parties involve in the research.

Background of this study

In the real world of the working section, some employees will have the experience with the bullying in their organization. Workplace bullying is a hidden problem that affects both individual and organization. There are a range of symptoms individual can experience as a result of bullying such as individual behavior and role of organization that consist of two factor which is role conflict and ambiguity.

Apart from that, in organization workplace bullying can cause by leadership style. The leadership style come from who leader that supposed to have a good in management in their organization toward there employee. When leader have lack of leadership style