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**THE STUDY OF MISCONDUCT AMONG OFFICERS IN
THE ROYAL MALAYSIAN CUSTOMS DEPARTMENT,
SARAWAK**

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Every organization no matter private offices of government departments require officers or employees who are disciplined and work with a sense of responsibility to realize the vision and mission of the organization. However, there are some officers who do not emphasize a sense of responsibility and discipline while working. This poses some problems for the organization, especially to the government department that aims to deliver the best services to customers, the public.

A number of problematic issues which are common in human resource management and the problems are disciplinary action, transfer of workers, promotion of workers, grievance procedures, dealing with absenteeism and terminating an employee's contract of employment. These problems are interrelated. Questions relating to transfer and promotion may become cause for a worker to file a grievance. A worker bypassed for promotion may need counselling. Counselling is an important tool for human resource practitioners as well as managers. Human resource practitioners must make sure that all managers are trained how to counsel their subordinates. Workers who are frequently absent without permission must be counselled in an attempt to

CHAPTER 2

LITERATURE REVIEW

2.1 Literature Review

According to the proposed definition, **misconduct** is a serious and intentional violation of accepted scientific practices, common sense ethical norms or research regulations in proposing, designing, conducting, reviewing or reporting research. Punishable misconduct includes fabrication of data or experiments, falsification of data, plagiarism or interference with a misconduct investigation. Misconduct does not include honest errors, differences of opinion or ethically questionable research practices. (<http://www.tandfonline.com/doi/citedby/> (retrieved : 12 Mac 2014))

Dealing with performance problems and taking disciplinary action are two of the most frustrating and stressful issues that management has to face. Similarly, union representatives are too often involved in the time-consuming task of defending individual employees who have been disciplined, at the expense of providing other services to all the membership. This study reviews the problems associated with traditional approaches to performance problems and discipline and outlines several strategies that will allow management and union representatives to handle these problems more effectively.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 Research Design

This study will be conducted through qualitative research. It will determine the types of misconduct problem in the Royal Malaysian Customs Department Kuching Sarawak, the reasons for the officers face misconduct matters, the number of misconduct cases officers and to identify penalties and recovery actions against them.

3.2 Sample Size

Royal Malaysian Customs Department, Kuching, Sarawak comprise of 2 officers directly involve indisciplinary action.

3.3 Sampling Technique

Preliminary contacts are made to obtain permission from Director and officer involved.

3.4 Unit of Analysis

The study is related to the Integrity Unit which is under Human Resource Management Division and also the Disciplinary Panels were Senior Officers of Customs in Human Resource Management Division including the State Customs Director and Deputy Director of the State Customs.