

**UNIVERSITI TEKNOLOGI MARA**

**PERSONALITY TRAITS ON  
WORKPLACE BULLYING: A CASE  
STUDY OF FOREIGN WORKERS IN  
CAMERON HIGHLANDS, PAHANG**

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## ABSTRACT

Workplace bullying is quite common in organization and it is believed to be the factor that influence the environment of the company. In relation to the foreign workers, it is believed that they are being exploited by the employers in terms of the welfare, salary, safety and health. It has been mentioned that, the foreign workers did not have the right to voice out their issues as it could jeopardized their future therefore they prefer to follow instructions and rules even though, they have been working below their competencies. Even though, there are laws enacted on the issue and the condition of the workers are remains unknown. This research is to see the personality traits and the occurrence of workplace bullying towards the foreign workers in Cameron Highlands, Pahang. A total respondents of 132 foreign workers in Cameron Highlands has been collected. Measurement for the study are using the Big Five Questionnaire and Negative Acts Questionnaire-Revised (NAQ-r). From the results, it shows that the most frequent act of bullying occurred is working below one's competence, followed by having unmanageable workload and being ignore/secluded. Based on the results, it indicates that, there are no significant relationship between extraversion to workplace bullying. As for the openness to experience, conscientiousness, agreeableness and neuroticism, there are significant relationship with workplace bullying. The most dominant traits influence the occurrence of workplace bullying is conscientiousness. The research hopes that this issue could be done on a different perspective, a larger sample size and most important to do it in a qualitative methodology to reduce restriction of opinions from respondents.

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# CHAPTER 1

## INTRODUCTION

### 1.1 Research Background

This chapter is explaining on the introduction part for this research paper. Started of on the background of the study. Continue with the problem statement for this research paper which is highlighting on the issue experienced by the foreign workers. Next, would be the research objectives which is in line with the research questions. The scope of the study follows right after. Besides that, this chapter also contains the significance of the study which mentioned on the employees, policy and government. Last but not least, the definition of terms for this research paper which there are a few terms that have been highlighted. To wrap the whole section is the conclusion for this chapter.

### 1.2 Background of Study

World Health Organization (2001) mentioned by Picco et al. (2017) defines mental health as:-

*“a state of well-being in which every individual realized his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and also is able to make a contribution to her or his community.”*

When it comes to the international scale, it is stated that 20% of the population experience common mental disorder within a period of a year. The Mental Health Promotion Advisory Council Member, Tan Sri Lee Lam Thye mentioned his hopes for the government in the New Straits Times dated 23<sup>rd</sup> June 2018, to set up a mental health assessment system or a psychological assessment index which can be used to assist patients or those who suffers mental disorder. He added that all parties either at home, workplaces, schools, the community should pay more attention to issues regarding mental health and to refer them to a professional body for example psychiatrist or psychologist (Pillay, 2018).