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Title : EMOTIONAL INTELLIGENCE, PSYCHOLOGICAL CONTRACT VIOLATION AND COUNTERPRODUCTIVE WORK BEHAVIOUR: MODERATING EFFECT OF INDUSTRIAL RELATIONS CLIAMTE

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Counterproductive work behaviour (CWB) continues to be a world-wide phenomenon and common problem in today's organizations and has been reported to have high rate of occurrences and serious negative impact either economically or socially. Hence, the primary objective of this research was to examine the direct relationship of two independent variables i.e. personal-related factor (Emotional Intelligence-EI) and organisational-related factor (Psychological Contract Violation-PCV) as the predictors of CWB. The moderating variable (Industrial Relations Climate-IRC) which was the focal point of the study had been included to examine the interaction effect on the relationship between the independent variables and the observed variables. From theoretical perspectives, three social theories had been identified to support the theoretical framework of the study namely social exchange theory, equity theory and social cognitive theory. A survey was administered to employees of the Malaysian National Automotive Manufacturing companies with a sample size of 373 cases. The focus group of the study involved employees of non-executives level, whom are covered under the collective agreement terms between the company and trade unions association. Non-probability sampling technique with proportional-quota method was adopted for this study. This research employed SPSS version 22.0 to analyse data and supported by PROCESS macro model 1 by Hayes A.F. (2013) for analysis on moderation assessment. Exploratory

Factor Analysis was conducted and revealed four dimensions of CWB namely CWB-Interpersonal, CWB-Organisational, CWB-Violence and CWB-Sabotage & Abuse. This finding is significant in particular from Malaysian's perspectives which previous local scholars had only found two conceptual factors or dimensions of counterproductive work behaviour that had been labelled as CWB-Interpersonal and CWB-Organisational. Even though the overall power of effect in this study is small, the findings revealed that the direct relationship between the predictors (emotional intelligence and psychological contract violation) and CWB were partially significant for all dimensions except for EI-autonomy & control which was fully supported. Meanwhile, IRC-trust was also found to have partially significant on the relationship between emotional intelligence, psychological contract violation and CWB. Interestingly, the second dimension of moderator i.e. IRC-cooperation demonstrated fully statistical significant interaction between the relationships of the independent variables and the observed variables. Lastly, the implications of the study from practical and theoretical approaches were presented as a guide for management in enhancing company's policy and as enrichment of CWB literatures. The study concluded with the limitations of the study and highlighted a few directions for future research.