

**“THE STUDY OF RELATIONSHIP BETWEEN UNETHICAL BEHAVIOUR AND  
EMPLOYEE PERFORMANCES IN TENAGA NASIONAL BERHAD PASIR MAS”**

Prepared for:

**CIK AYUFFEIRAH BINTI MISLAN**

Prepared by:

**SHAHERA BINTI ABDL RAZAK  
BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)  
FACULTY OF BUSINESS MANAGEMENT**

**JANUARY 2015**

## ABSTRACT

This research is to investigate more on the Tenaga Nasional Berhad Pasir Mas Kelantan about the relationship of the unethical behavior and employee performances. The factor that affects the employee performances in an organization that leading to unethical behavior consist of workplace bullying, employee theft, absenteeism and whistle blowing. The objective were to identify the types of the unethical behaviour that occurs at Tenaga Nasional Berhad Pasir Mas Kelantan, to identify the most frequent unethical behavior at Tenaga Nasional Berhad Pasir Mas Kelantan, and to identify the relationship between unethical behavior and employee performance at Tenaga Nasional Berhad Pasir Mas, Kelantan. The sample population of 100 workers were taken and take only 80 as a respondent, the respondents were stratified based on four department in Tenaga Nasional Berhad Pasir Mas, Kelantan which is in Customer and services department, Administration department, Technicians department and Meter Reader department.

## ACKNOWLEDGEMENT

Firstly, we would like to express the deepest appreciation to Allah SWT. Without His help, we wouldn't be here to explore the excitement of complete our project paper. His great power of helping us through the up and down of our lives and in completing these project paperto fulfil the requirements of the Research Methods course. We also would like to express our grateful to our supervisor Miss Ayuffeirah Binti Mislán, who has the attitude and the substance of a genius, she continually showed the spirit of adventure in regard to research not have been possible.

With all of our hard work and team spirit in collecting information from various sources, have leads us to finish this project paper completely. We also want to thank to our parents for financial support. This project paper required a lot of money, time and effort. They sacrificed a lot of that to get us to finish this. We don't know what we would've done without their help. They are inspirational people who everyone should look up too.

Finally, we hope that the reader can get the benefit from the work. Any suggestion and critics are mostly welcome. We also would like to express our gratitude to those make correction on the mistake.

Shahera Binti Abdl Razak (2012185447)  
January 2015  
Faculty of Business Management  
Universiti Technology Mara (UiTM)  
Machang  
Kelantan

## TABLE OF CONTENTS

ABSTRACT	Page i
ACKNOWLEDGEMENT	ii
LIST OF TABLES	iii
LIST OF FIGURES	iv
CHAPTER 1	
INTRODUCTION.....	1
Definition of Terms.....	1-2
Background of the Study .....	5
Workplace bullying.....	5
Employee theft.....	7
Absenteeism.....	8
Whistle blowing.....	9
Statement of the Problem .....	11
Workplace bullying.....	11
Employee theft.....	12
Absenteeism.....	12
Whistle blowing.....	13
Research Objectives .....	14
Research Questions .....	14
Significance of the Study .....	15-18
Limitations of the Study .....	19-20
CHAPTER 2	
LITERATURE REVIEW .....	21
Introduction.....	21
Overview.....	21-25
Unethical behaviour.....	26
Workplace bullying.....	26-28
Employee theft.....	29-30
Absenteeism.....	31-32
Whistle blowing.....	33-36
Employee Performances.....	37-39
Conceptual Framework.....	40-41
Hypothesis.....	42-43
CHAPTER 3	
METHODOLOGY .....	44
Introduction.....	44
Research Design .....	44
Sampling Frame .....	45
Population.....	45
Sampling technique.....	45
Sampling size.....	46
Unit of analysis.....	47

**CHAPTER 1**  
**INTRODUCTION**

Unethical behaviours that apply at organization bring a negative impact to employees performances. There are many unethical behaviour apply in the organization such as workplace bullying, whistle blowing, theft or using company property for personal purpose, and may thus amount to a deliberate effort to redress perceived injustices or restore equity and others. Unethical behaviour and employee performances can be defines as:

**Table 1.1**

*Definition of Unethical Behaviour and Employee Performances.*

<b>Term</b>	<b>Definition</b>	<b>Author</b>
<b>Unethical Behavior</b>	Unethical Behavior in the workplace, defined as behaviour in and by organizations that violates generally accepted moral norms of behavior, is a widespread phenomenon.	(Jones, 1991)
	Unethical Behavior is occur when an "organization's customs, policies, or internal regulations are violated by an individual or a group that may jeopardize the well-being of the organization or its citizens"	(Robinson & Bennett, 1995)
	Unethical behaviour may attribute able to individual characteristics, organizational climates that encourage unethical decision, to other factors or to a combination of all of them. Unethical Behavior in organizations has shown that employees may engage in unethical acts in order to benefits themselves, to retaliate against the organization or to harm co-workers.	(Kish-Gephart et al., 2010)  (Umphress, et al., 2010)