ORGANIZATIONAL FACTORS THAT INFLUENCE WORKPLACE DEVIANCE BEHAVIOR AT EDUCATION MALAYSIA GLOBAL SERVICES (EMGS)

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ABSTRACT

Workplace Deviance Behaviour (WDB) is an essential element in ensuring organization's survival and productivity. Workplace deviance behaviour has exists since decades ago but it is still in the emerging of development. The objective of this study is to determine the factors that give impact to workplace deviance behaviour where the following factors are organizational support, organizational justice, ethical work climate and trust. Moreover, the researcher also investigates the significant relationship between all independent variables and dependent variables. For data collection, the researcher distributes questionnaires as primary data to get feedback from the employees at Education Malaysia Global Services (EMGS). Furthermore, 75 respondents from various departments participated in this study. Correlation analyiss findings showed that all independent variables have negative relationship with dependent variables. On the other hand, multiple regression test displayed that only organizational support, organizational justice and ethical work climate are significant in this study whereas the remaining independent variable which is trust is not. The findings of the study will give tremendous benefits to the Education Malaysia Global Services (EMGS). The organization can determine the most preferred behaviors by employees and focus on enhancing those behaviors. The employees also will gain knowledge and better understanding about good behaviors that should be implemented at the workplace.

KEYWORDS: Workplace deviance, Organizational support, Organizational justice, Ethical Work Climate, Trust

TABLE OF CONTENT

		Page
TITLE PAGE		i
DECLARATION OF ORIGINAL WORK		ii
LETTER OF TRANSMITTAL		iii
ACKNOWLEDGEMENT		iv
TABLE OF CONTENT		v
LIST OF TABLES		vi
LIST OF FIGURES		vii
LIST OF ABBREVIATIONS		viii
ABSTRACT		ix
CHAPTER 1	**INTRODUCTION**	
	1.0 Introduction	1
	1.1 Background of Study	1
	1.2 Background of Company	3
	1.3 Problem Statement	3
	1.4 Research Questions	5
	1.5 Research Objective	6
	1.6 Significance of Study	6
	1.6.1 Significance to Researcher	7
	1.6.2 Significance to Organization	7
	1.6.3 Significance to Future Researcher	7
	1.7 Scope of Study	7

1.8 Definition of Terms 8

CHAPTER 2 LITERATURE REVIEW

2.0 Introduction 10

2.1 Literature Review

2.1.1 Workplace Deviance Behaviour 10

2.1.2 Independent Variable 12

2.1.2.1 Organizational Support 12

2.1.2.2 Organizational Justice 12

2.1.2.3 Ethical Work Climate 15

2.1.2.4 Trust 15

2.2 Theoretical Framework 17

2.3 Hypotheses Development 18

CHAPTER 3 RESEARCH METHODOLOGY

3.1 Introduction 19

3.2 Research Design

3.2.1 Purpose of Study 19

3.2.2 Type of Study 19

3.2.3 Time Horizon 20

3.2.4 Unit of Analysis 20

3.2.5 Study Setting 20

3.2.6 Research Strategy 21

3.2.7 The Extent of Researcher Interference 21

3.3 Population of Study 21