

**FACTORS AFFECTING COUNTERPRODUCTIVE WORK BEHAVIOUR
(CPWB): A CASE OF BANKING SECTOR**

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**FACTORS AFFECTING COUNTERPRODUCTIVE WORK BEHAVIOUR (CPWB): A
CASE OF BANKING SECTOR**

**A project paper submitted to the College of Business in partial fulfillment of the
requirements for the degree of Master of Human Resource Management**

Universiti Utara Malaysia

BY:

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ABSTRACT

The purpose of this study is to examine and gain a better understanding of the drivers that affecting the counterproductive work behavior in banking sector. This study was done among 116 staff in Citibank, CIMB bank and Bank Islam in Penang. Data were gathered through questionnaires and was being analyzed by using Statistical Package for Social Science (SPSS) version 13. Throughout the statistical analysis – correlation analysis, it was found that there is a significant relationship between the two independent variables namely Ethical Work Climate and Moral Awareness with the dependent variables – Counterproductive Work Behavior. Among the two independent variables, Ethical Work Climate is found to be the factor that contributes most to Counterproductive Work Behavior in the sample studied in Banking Sector.

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CHAPTER 1

INTRODUCTION

1.1 Introduction to the Study

Every day, the media reports acts of violence: a robbery at a gas station, an assault at a club, a shooting at a convenience store. These events portray a very violent workplace, one in which “going postal” has a commonly understood connotation. Unfortunately the scenario presented above is not surprising in most organizations and may even be commonplace in others. In it we see several instances of employee behaviour that harmed the functioning of the organization in one way or another. Employees can harm their organizations in a wide variety of other ways as well. For examples, employees can steal from their organizations or from other employees, sexually harass, sabotage production, gossip, behave violently, use alcohol or drugs on the job, and so on (Giacalone and Greenberg, 1997). With the advent of the desktop computer and the internet, the opportunity for employees to misbehave is now literally at their fingertips if they so choose (i.e. personal e-mail, online banking, downloading pornography) (Everton et al., 2005).

Employee misbehaviours can be quite widespread and can cost organizations significant amounts of money. One survey found that 42 per cent of surveyed working women have been sexually harassed (Webb, 1991), and some estimates have put the cost of workplace violence alone at \$4.2 billion annually (Bensimon,

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