HUBUNGAN IKLIM ETIKA ORGANISASI DENGAN

TINGKAHLAKU MENYIMPANG DI TEMPAT KERJA

Oleh

YOGESWARY A/P SIVARAJA

Kertas Projek Sarjana ini diserahkan kepada Kolej Perniagaan Universiti Utara Malaysia sebagai memenuhi syarat keperluan Ijazah Sarjana Sains (Pengurusan) Universiti Utara Malaysia

KOLEJ PERNIAGAAN
(College of Business)
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Tarikh *(Date)*	: **03 NOVEMBER 2009**

KEBENARAN MERUJUK

Kertas projek penyelidikan ini dikemukan sebagai memenuhi keperluan pengijazahan Program Sarjana Universiti Utara Malaysia (UUM), Sintok, Kedah Darul Aman. Saya bersetuju membenarkan pihak perpustakaan UUM mempamerkannya sebagai bahan rujukan umum. Saya juga bersetuju bahawa sebarang bentuk salinan sama ada secara keseluruhan atau sebahagian daripada kertas projek ini untuk tujuan akademik adalah dibolehkan dengan keenaran penyelia projek penyelidikan ini atau Dekan Penyelidikan dan Pasca Siswazah, Kolej Perniagaan, Universiti Utara Malaysia. Sebarang bentuk salinan dan cetakan bagi tujuan komersil adalah dilarang sama sekali tanpa kebenaran bertulis daripada penyelidik. Pernyataan rujukan kepada penulis dan UUM perlulah dinyatakan bagi sebarang bentuk rujukan ke atas kertas projek ini.

Kebenaran untuk menyalin atau menggunakan kertas projek ini sama ada keseluruhan atau sebahagian daripadanya hendaklah dipohon melalui:

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ABSTRAK

Kajian ini bertujuan untuk menentukan hubungan di antara iklim etika organisasi dengan tingkahlaku menyimpang di tempat kerja terhadap pekerja-pekerja kesihatan di Hospital Kuala Kangsar, Hospital Taiping dan Hospital Ipoh di Perak. Kajian ini juga ingin menentukan hubungan antara dimensi iklim etika organisasi iaitu *caring, independent, law and code, rules* dan *instrumental* dengan tingkahlaku menyimpang di tempat kerja. Sebanyak 252 responden terlibat dalam soal selidik ini. Responden dipilih secara persampelan bukan kebarangkalian. Iklim etika organisasi sebagai pembolehubah bebas diukur menggunakan skala *Ethic Climate Questionnaire* (ECQ) (Victor & Cullen, 1988) dan tingkahlaku menyimpang di tempat kerja menggunakan *Interpersonal and Organizational Deviance Scale Item* (Robinson & Bennett, 2000). Teknik analisis deskriptif, Korelasi Pearson dan Regresi Linear Berganda digunakan. Dapatan kajian menunjukkan tahap tingkahlaku menyimpang berada pada tahap yang rendah. Bagi tahap kajian iklim etika organisasi pula, dimensi *law and code* berada pada tahap yang tertinggi diikuti oleh dimensi *caring, rules, instrumental* dan *independence*. Ujian Korelasi Pearson mendapati hanya dimensi *rules* sahaja mempunyai hubungan signifikant yang positif yang lemah dengan tingkahlaku menyimpang di tempat kerja. Ujian analisis regresi pula menunjukkan tiada perhubungan yang signifikant di antara kelima dimensi iklim etika organisasi dengan tingkahlaku menyimpang di tempat kerja.

ABSTRACT

The purpose of this study is to determine the relationship between organizational ethical climate and deviant behavior in the workplace among health care worker in Kuala Kangsar Hospital, Taiping Hospital and Ipoh Hospital in Perak. The study also aims to determine the relationship between five dimensions of organizational ethical climate i.e. caring, independent, law and code, rules and instrumental and deviant behavior in the workplace. A total of 252 respondents involved in this study. The respondents were selected as nonprobabability sampling. Organizational ethical climate as independent variables were measured using the Ethic Climate Questionnaire (ECQ) (Victor & Cullen, 1988) and the deviant behavior in the workplace was measured using Interpersonal and Organizational Deviance Scale Item (Robinson & Bennett, 2000). Descriptive, Pearson Correlation and multiple regression being used in this study. The result shows that the level of deviant behavior in the workplace is low. The result also indicates that that level of law and code dimension is the highest followed by caring, rules, instrumental and independence dimension. Analysis using Pearson Correlation shows that only rules dimension have a weak positive significant correlation with deviant behavior in the workplace whereas regression analysis shows that no significant relationship between five dimension of organizational ethical climate with deviant behavior in the workplace.

PENGHARGAAN

Saya ingin mengucapkan jutaan terima kasih kepada Prof. Madya Dr. Hassan Bin Ali selaku penyelia kertas projek ini serta Dr. Ahmad Jailani bin Muhamed Yunus penyelia bersama dari Institut Tadbiran Awam Negara (INTAN) di atas tunjuk ajar nasihat dan bimbingan yang diberikan sehingga terhasilnya kertas projek ini dengan jayanya.

Jutaan terima kasih juga diucapkan kepada Prof. Madya Dr. Abu Bakar Hameed serta pensyarah-pensyarah Universiti Utara Malaysia (UUM) yang telah sudi berkongsi ilmu, kemahiran dan pengalaman serta menyumbang masa dan tenaga dalam menyediakan kertas projek ini.

Penghargaan yang sama ingin saya sampaikan kepada suami tersayang,Sivaraj A/L Sinnathamby yang telah banyak memberi sokongan dan galakan kepada saya sepanjang pengajian ini.

Buat rakan-rakan DSP/SSP sesi 2008/2009, terima kasih yang tidak terhingga kerana banyak membantu samada semasa senang mahupun susah sepanjang pengajian di INTAN. Segala jasa kalian tidak akan saya lupakan.

YOGESWARY A/P SIVARAJA

KANDUNGAN

BAB 5 – PERBINCANGAN DAN KESIMPULAN

SENARAI JADUAL

SENARAI RAJAH

SENARAI LAMPIRAN

BAB 1

PENDAHULUAN

1.1   Pengenalan

Masalah tingkah laku menyimpang oleh pekerja merupakan salah satu masalah yang lazim dan menyebabkan kerugian yang besar kepada organisasi yang terlibat. Tingkah laku menyimpang akan menjejaskan dan menggangu proses membuat keputusan, produktiviti serta kerugian kepada organisasi tersebut (Coccia, 1998).

Tingkahlaku dikatakan menyimpang di tempat kerja adalah tingkahlaku atau perbuatan pekerja yang melanggar norma-norma organisasi (Coccia, 1998). Tingkah laku menyimpang merujuk kepada kelakuan seperti mencuri, mengelapkan wang, vandalisme, sabotaj, gangguan seksual, ketidakhadiran, bergosip, menipu dan lain-lain. Pada dasarnya tingkahlaku menyimpang lebih kepada kepentingkan diri berbanding organisasi (Pulich & Tourigny, 2004).

Kerugian akibat kesalahan dan tingkahlaku meyimpang pekerja adalah di antara $6 hingga $200 billion setahun (Murph, 1993) manakala dianggarkan kerugian setiap tahun kepada ekonomi Amerika akibat kecurian oleh pekerja adalah $50 billion (Henle et all, 2005). Syarikat Enron, WorldCom dan Tyco merupakan antara syarikat yang terjejas teruk akibat tingkahlaku menyimpang. (Appelbaum, Deguire & Lay (2005).

Banyak kajian menyatakan tingkahlaku meyimpang bukan sahaja memberi impak dari segi kewangan tetapi dari segi sosial dan psikologi juga (Robinson & Greenbery, 1998). Tingkahlaku menyimpang bukan sahaja memberi

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