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**THE RELATIONSHIP OF BULLYING AND WORKPLACE STRESS
MODERATED BY JOB SCOPE**

By



A Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business
Universiti Utara Malaysia
In Fulfilment of the Requirement for the Master of Science (Management)



Othman Yeop Abdullah
Graduate School of Business

Universiti Utara Malaysia

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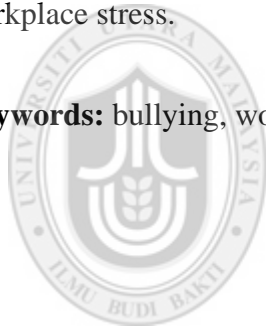
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ABSTRACT

Previous studies showed that bullying factors, workloads, office politics and favoritism affect the workplace stress in the organization. An organization must address this problem with a systematic employee valuation and strategic leadership. The system also involves job description whereby it requires a more specific, clear and precise specification in order to tackle with the amount of workloads that exceed the job description. Thus this study aims to examine the relationship between bullying and workplace stress moderate by job scope. This study was conducted on employees from the top 5 cooperative registered under Federal Territory of Kuala Lumpur. The relationship between bullying (threat, contempt and sabotage) and workplace stress was examined using Pearson correlation analysis method to determine the existence of a relationship between the variables. The results showed that threat is significantly related to workplace stress ($r = -.274, p < 0.01$), contempt is significantly related to workplace stress ($r = .317, p < 0.01$) and sabotage is significantly related to workplace stress ($r = -.350, p < 0.01$). The hierarchical regression analysis was used to determine the mediator effect on the relationship between bullying and workplace stress. The finding showed that there was a moderation effect of job scope on the relationship between workplace bullying and workplace stress.

Keywords: bullying, workplace stress, and job scope



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ABSTRAK

Kajian terdahulu menunjukkan bahawa faktor membuli, bebanan kerja, politik pejabat dan pilih kasih memberi kesan tekanan tempat kerja di dalam organisasi. Sebuah organisasi perlu menangani masalah ini dengan kaedah penilaian pekerja yang sistematik dan sistem kepimpinan strategik. Sistem ini juga melibatkan huraian kerja di mana ia memerlukan spesifikasi yang lebih khusus, jelas dan tepat dalam usaha untuk menangani dengan jumlah beban kerja yang melebihi skop kerja. Oleh itu kajian ini bertujuan untuk mengkaji hubungan antara buli dan tekanan di tempat kerja sederhana oleh skop kerja. Kajian ini telah dijalankan ke atas pekerja daripada 5 koperasi yang didaftarkan di bawah Wilayah Persekutuan Kuala Lumpur. Hubungan antara buli (ancaman, penghinaan dan sabotaj) dan tekanan di tempat kerja telah diperiksa menggunakan kaedah analisis korelasi Pearson untuk menentukan kewujudan hubungan antara pembolehubah. Hasil kajian menunjukkan ancaman yang signifikan dengan tekanan di tempat kerja ($r = -.274$, $p < 0.01$), penghinaan signifikan dengan tekanan di tempat kerja ($r = 0.317$, $p < 0.01$) dan sabotaj ketara yang berkaitan dengan tekanan di tempat kerja ($r = -.350$, $p < 0.01$). Analisis hierarki regresi telah digunakan untuk menentukan kesan pengantara kepada hubungan antara buli dan tekanan di tempat kerja. Dapatan kajian menunjukkan bahawa terdapat kesan kesederhanaan skop kerja mengenai hubungan antara buli di tempat kerja dan tekanan di tempat kerja.

Kata kunci : buli, tekanan kerja, skop kerja

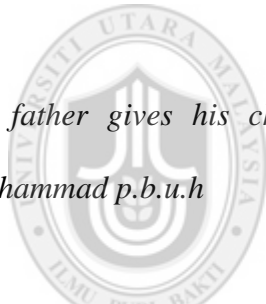


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ACKNOWLEDGEMENT

Be grateful to Allah S.W.T that I finally managed to complete this thesis and study. I would like to express acknowledge Pn Nor Pujawati Binti Md. Said for her assistance and guiding me to complete this thesis. My deepest appreciation to my late father, Haji Hussin B. Mohamad and my mother, Siti Sariah Bt Haji Shakur who gives the meaning of life in the pursuit of knowledge. The most precious in my life as a wife, Norfazila Bt. Mokhtar and daughter, Qisya Qistina that always understanding the dream of an individual to pursue success and knowledge. Last but not least, my supporting friends and employers. These journeys will never ending. Insha Allah.

“A father gives his child nothing better than a good education” – Prophet Muhammad p.b.u.h



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Abi Said Al Khudri B. Hussin

Master of Science Management

Othman Yeop Abdullah Graduate School of Business

Universiti Utara Malaysia

April 2016

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CHAPTER ONE

INTRODUCTION

1.0 BACKGROUND OF STUDY

The existence of bullying in the workplace provides research focus among scholars and students. The study not only involves the theory but also in practical terms the factors that affect workers in particular and the organization in general (Devonish, 2013). Bullying in the organization is referring to “situations where a person repeatedly and over a period of time is exposed to negative acts (i.e. constant abuse, offensive remarks or teasing, ridicule or social exclusion) on the part of coworkers, supervisors, or subordinates” (Einarsen and Mikkelsen, 2002).

Bullying is increasingly taken seriously in society now. It is difficult to make an assessment and measurement of the problems faced. Any research conducted in current time requires more precise assessment methods. On this matter, social scientists should play the main character in dealing with bullying at the workplace (Cowie and Naylor, 2002).

The act of bullying at work is in practices and frequently being practice on to one or more employees. This action is carried out to the employees who are unwanted by the bullies’ and it was done intentionally or not. However, this action involves humiliation and the bullying affect work performance, besides creating an environment that is not good (Appelbaum, Semerjian and Mohan, 2012).

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