

A Case Study on Perceived Racial Discrimination and Employee
Self-Motivation among Manufacturing Workers in Kulim

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Project Paper Submitted in Partial Fulfilment of the Requirements
for the Degree of Master of Business Administration
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DECLARATION

I certify that this thesis is an original report of my study, that it was written by me, and that it has not previously been submitted for a degree. The experimental work is almost exclusively mine, with collaborative contributions clearly identified and recognized. All supporting literature and resources have been properly referenced.

I declare that I wrote this thesis, that all of the work contained herein is original to me, except where the text expressly states otherwise, and that this work has not been submitted for any other degree or professional qualification.



Signature:

Name:

Date:

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Abstract of the project paper submitted to the Senate of Universiti Tun Abdul Razak
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**A Case Study on Perceived Racial Discrimination and Employee
Self-Motivation among Manufacturing Workers in Kulim**

By

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Racial Discrimination at workplace should be treated as a virus which threatens the self-respect, confidence and freedom of an individual. Racial Discrimination at workplace could no longer be taken as light as feather; it needed to be addressed properly in order to get everyone's attention so that all are aware about their basic rights. Racism is not something that happen once in a blue moon, it is something that happen on daily basis which exist in almost at all the working places where it might have affected you and me personally. To explore these themes a qualitative research was conducted.

Objective: To analyze if racial discrimination is exist in workplace and how it affects one's motivation level.

Research Participants: 121 employees from manufacturing factories which are located at Kulim Hi-Tech Park.

Research Method: A questionnaire was distributed in Google form. Thematic analysis was used for narrative data analysis

Results: Racial Discrimination do exist in working environment and it affects the employees' motivation level adversely. The survey also reveals that the racial discrimination affects one's daily and mental life and mostly people are afraid to complain the act due to fear of authority and they are not aware of proper way of handling the situation.

Keywords: Race, Ethnic, Discrimination, Motivation

CHAPTER 1

1.0 Introduction

1.1 Background of the Study

“I have a dream that my four little children will one day live in a nation where they will not be judged by the color of their skin, but by the content of their character.” -**Martin Luther King, Jr. (1963)**

This was uttered by King at the Lincoln Memorial on 28th August, 1963, towards the crowd whom gathered for the March on Washington for Jobs and Freedom. King was an American Baptist Minister and leader of Civil Rights Movement, who strived hard for black's rights from 1955 till his assassination in 1968. On 14th October 1964, King received the Nobel Peace Prize for the fight against racial injustice by non-violent resistance.

Despite the changes he brought into world through his activism and speech, racism is still exist till today's date. Racism, also known as racialism, is the idea that humans can be divided into distinct and exclusive biological entities called races; that there is a causal connection between inherited physical characteristics and traits of personality, intelligence, morality, and other cultural and behavioral traits; and that certain races are innately superior to others -**Smedley, A. (2020, August 21)**. In North America and the apartheid period of South Africa, racism ruled that racial groups (mainly blacks and whites) should indeed be separated one from the other; that they must have their very own distinct cultures and establish their own organizations, including such churches, hospitals and schools; and therefore it was immoral for individuals from distinct communities to marry.

Centuries, many who explicitly preached or embraced prejudice argued that individuals of low-level races must be relegated to low-level employment and also that

interests of the upper race ought to have privileged access to political influence, economic opportunities, high-level jobs and unlimited human liberties. Living understanding of discrimination for citizens of low-level races involves forms of violence abuse, constant insults, and repeated acts and derogatory displays of disdain and resentment, which all have significant influence on self-motivation and societal structures. Throughout history, we could always find evidence that racial discrimination most often occurs to those comes from a minority race or those who are minority in certain places.

People are often categorized into certain races based on their physical appearances such as their skin color, hair textures or color, facial structures and even by the shape of their eyes. Due to this categorization, those who are different from the majority are discriminated in numerous occasion based on their outward look no matter if they value they hold is same as others.

Racism is still prevalent in well-developed countries such as America. Recent event such as the movement for Black Live Matter proves this. Most of the countries includes slogans as “All are encouraged to apply” just to encourage everyone to try for the advertised job vacancy. For an example, in 1930-1970 is the era when the women started to involve themselves into working world. Women were fighting for equality and were breaking the stereotypes that women were inferior to men.

However, in *Hidden Figures: The American Dream and the Untold Story of the Black Women Who Helped Win the Space Race* (Margot Lee Shetterly, 2016) it was highlighted that even in that era, where all women equally fighting for their freedom, colored woman were still discriminated. There were secluded area for colored women to work and they were not allowed to use facilities such as bathrooms which were used by white women.

That being said, it does not matter how much the world had developed, racism is still exist among us. Maybe not in obvious ways as before but in subtle ways and many are reluctant to discuss the matter in civilized manner. It is still a taboo topic for most of us because we were never really taught on how to handle it. Also without realizing many utter the racist slurs in the name of joke.

Even though many are denying it, some recent incidents such as during Covid-19 breakout, people start to address the virus as China Virus and some even go to an extend where they attacked Asian and Asian descended (Human Rights Watch, 2020). Events like these made us truly wonder why people are so judgmental of those who are different from them. What are the causes for this and what are the impacts of the racism especially to those who are being victimized?

1.2 Problem Statement

Racism is not a matter than can be solved within a blink of an eye. Racism had been existing so long among our community where some even think of it as normal. Whether it is a developed country or not, day by day people are discriminated because of their race. Malaysia is not an exception in this matter. Malaysia is well known for its diverged culture and race. Overall Malaysia is always been portrayed as a lovely and harmony country for this particular reason. However, when you ask citizens, who are they; the answer might be surprising because none would say they are Malaysian - instead they would identify themselves with their race. No one ever talked about racism among Malaysians except for these past few years.

It is not deniable that in recent years more Malaysians are marrying beyond their own ethnicity. The Matrimony and Divorce Statistics Department of Malaysia announced that nine (9) percent of the total marriages (18,509 out of 206,253 marriages) were made up of different ethnic groups last year (**The Star, 2019**). However, we still do

not know how many of these marriages are accepted by both side family, friends and relatives. How many are still facing **DISCRIMINATION** and how their kids are being treated.

Also in recent years, due to development in Social Medias, more and more people are highlighting the discrimination they face. On 31st January, 2019, New Strait Times published an article where it pinnaced that rental discrimination is common in Malaysia. Tag line such as “Room for rent, Chinese only”, “House for rent, Malay family only” or “Roommate needed, Indians preferred” are such common people are getting furious regarding it. Why certain race are preferred and some are discriminated? A survey of more than 1,000 Malaysians by YouGov Omnibus reported that 62% of respondents, 18 years of age and older, had received advertisements with unique racial criteria while searching for a rental spot.

With all these being stated, racial discrimination at workplace is another elephant in room where many are reluctant to discuss or even address it. Azizi Ahmad, a Google scholar had discussed about discrimination at workplace in one of his article in Malay Mail (2016). He had discussed how the discrimination lead up to employees’ mental and physical health. He also highlighted that the existing law 590 Article 8(2) provides restricted safeguards against discrimination in relation to the classes of persons it seeks to protect and the extent of protection it gives to those it seeks to protect.

A law professor at the International Islam University Malaysia, Ashgar Ali Ali Mohamed had recommended that it is high time that Malaysia adopted legislation on discrimination in the workplace, which bans discrimination in the workplace, including those involving job seekers. He uttered that in Malaysia, although the basic principle of equality before the law and equal protection of the law is enshrined in Article 8(1) of the Federal Constitution, the clause, according to the Federal Court in Beatrice AT

Fernandez V Sistem Penerbangan Malaysia & Anor, deals only with the violation of the rights of individuals by a public authority. However, if the rights of a private person are breached by another private individual, the constitutional clause alluded to above would not consider them. He reminded that it is the duty of any employer to ensure that their workers and those applying for jobs with them are treated equally and are not discriminated against.

The Centre for Governance and Political Studies reported in its report that Malays and Indians are faced with more difficulties in obtaining job interviews than Mandarin-speaking Chinese applicants who have exceeded all hiring companies' callback rates. (Malay Mail-March, 2019). The study was an exploratory method in which Cent-GPS researchers were seven separate candidates from all three main races, with almost the same credentials and other requirements that were considered appropriate to make them good applicants. Race-based prejudice, the Cent-GPS researcher observed that it has an underlying impact on competitiveness as businesses struggle to make use of potential talent.

1.3 Research Objectives

The main objective of this exploratory research is to investigate extend of racial discrimination's impact at workplace among manufacturing workers. Racial Discrimination in the workplace is a big issue, therefore workers should be shielded from it, and the racial discrimination at workplace should be identified and addressed. The reason for writing this report is to make people aware of racial discrimination and to demonstrate how it is unethical to treat employees unfairly regardless of what race they are and they should be handled in the same manner and equally like everyone else. Also this study would explore how badly employees are affected by the discrimination and the effects of it on their self-esteem.

1.4 Research Questions

The research questions that are needed to be asked and hoped to be answered based on the findings and data collecting are:

- Does racial discrimination toward a particular social category exist?
- Are Malaysians aware that certain acts are categorized as racial discrimination
- Does anyone knows ways to overcome if they endure racial discrimination
- What is the causes of racial discrimination and how it affects one's motivation level
- How prevalent is Racial Discrimination at workplace or frequent does it happens
- Make insinuation on the best way to handle the situation where one is being discriminated within the organization

1.5 Significance of the Study

This study would help to find extend of racial discrimination at workplace which will be significant as this study will help workers to identify and handle the discriminatory situation at their workplace. The data produced from this study can be used to show the employees are affected and provide an insight into the issue of furthering responsible curbing the racial discrimination. It is also hoped that this project will be the beginning of an ongoing bod of research into the issue.

The importance or need for this study to be conducted is to break the taboo among Malaysian who are not willing or unable to address the racial discrimination that they face at their workplace. Also to explore the seriousness of these issue among Malaysian and to address it so that appropriates measures could be taken to avoid such problems in near future. This study also can be used to encourage people to be

more confident and brave to voice out their dissatisfaction at work place for healthier work environment.

1.6 The Organization of the Study

This research is divided into three (3) categories where the First Chapter would be consisting of background of the study, problem statement, research objectives, research questions, and the significance of the study and followed by the organization of the study.

Next, the Chapter Two (2) is the literature review consisting of its own introduction, theoretical foundation, empirical research, proposed conceptual framework, hypothesis development, and the summarization of the whole Chapter Two (2).

In Chapter Three (3), after the introduction, the author will elaborate on the research design, the sampling size and procedures, how the data are collected and operationalized and measurement such as the use of all type of variables which is included independent variables, mediating variables, and dependable variable, data analysis techniques based on descriptive analysis and inferential analysis technique and end up with the summary of Chapter Three (3).

CHAPTER 2

2.0 Literature review

2.1 Introduction

This exploratory case study is an approach to research the characteristics of racial discrimination among those who work in Kulim industrial companies and the impacts it have on one's self-motivation. The oppressed individuals might have opinion that they are weak, incompatible, or inferior at their work place. This paper is to ensure that the employees understand the different types of racial discrimination and to illustrate how illegal it is to handle employees differently regardless of who they are, they should be handled in the same way and equally.

Recently, so many discriminative actions are being highlighted among Malaysians. It is a common issue that being discussed in Social Medias. What is meant by Racial Discrimination? Discrimination is a physical or verbal act that denigrates or is hostile to a person by reason of his or her race regardless of their work performance or contribution. In specific, discrimination is already against the law whenever it generates an oppressive, aggressive, or disruptive working atmosphere, or when it significantly interfere with the success of the employee's job performance.

All unethical racial discrimination in the workplace is of a racist nature. Within that case, the offender harasses the victim because, at least to some extent, they are members of a protected category. In opinion of Tanisha Felder (shorelines schools, 2020), there are four (4) types of racism.

Tanisha had stated that the fundamental of race is from a complex history. The term race is used for centuries as the mean of rewarding, categorizing and even punishing individuals based on the perception of discrepancies. Even though we could see that people are often categorized into races based on their skin color, hair, eyes and so

on. However what no one knows is, races have no genetics basis. This influential social construction has a profound effect on the lives of individuals, as it is also used to create and sustain the dynamics of privilege and power. The access for resources and opportunities for the most part are distributed along the racial lines.

Commonly described as "prejudice + power," racism is prejudice or discrimination towards an individual depending on his or her ethnicity. The base of this is the belief among people that certain races are superior to others. Racism could be implemented in someone's mind through political policies, attitudes and behavior either since they were small or even after they had grown up by repetitive influences. Racism could be categorized into several forms, including:-

- **Individual or internalized racism** – Internalized racism is a private, aware or passive acknowledgement of the bigoted opinions, prejudices and biases of the dominant culture of one's own ethnic group. It gives rise to habits of thought, feeling and acting that result in discriminating, dismissing, condemning, pointing fingers, discrediting, and hate themselves while at the same time valuing dominant culture.
- **Interpersonal racism** - Interpersonal racism is an element of individual racism and has been described as "directly perceived discriminatory interactions between individuals, whether in their institutional roles or as public and private individuals." Interpersonal prejudice involves abuse and neglect that the targeted individual contributes, at least to some extent, to the intentional or implicit racial/ethnic wrongdoing on the part of the offender. Interpersonal prejudice can exist in many different of locations and can be conveyed by a spectrum of perceptions and acts. These behavior and behaviors may include acts of social isolation, marginalization, unequal treatment and/or threats and abuse.

- **Institutional racism** - Acknowledging that racism does not have to be individualistic or deliberate, institutional racism leads to institutional and cultural patterns that promote racial discrimination. Benefits are designed to favor dominant groups as the cost of others.
- **Structural racism** - This relates to the extent under which the collaborative functioning of organizations, such as inter-institutional agreements and communications, creates racialized results, often in the apparent lack of discriminatory intent. Measures of systemic racism typically involve structural inequalities, disparate access to resources and different policy results by ethnicity. Since these consequences are amplified through various structures, it is impossible to pinpoint the underlying problems of institutional racism. Structural racism is cumulative, systemic and sustainable.

The more prominent and identifiable forms of racial discrimination are listed in further depth herein.

Racial Harassment

A sufferer may encounter racial harassment on the grounds of ethnicity, skin color, and ancestry, country of origin or nationality. Even the assumed features of a certain race (curly hair, accents, traditions, values or clothing) may be the source. Ethnic harassment also seems to be:

i. Ethnic slurs

An insinuation or allegation about someone's race that is likely to insult them or damage their reputation. Racial slurs is often considered as one of the most insulting of all language expressions. Racial slur nigger, for example, is widely referred to as "one of the most racially offensive words in the language" (Oxford English Dictionary, 2014). Among Malaysian

ii. Racial disparage

Racial disparage is when one keep repeating the derogatory or demeaning words over and over even though they knew how much insensitive, spiteful and disgusting those words are towards another individual in attempt to belittle them.

iii. Racist jokes

Now a days, racist disguise themselves in the name of humor. Casually spewing jokes that demean a race becoming a norm. A racial joke is a humor-based comment about an ethnic, racial or cultural group, usually pointing to the ethnic stereotyping of the group in question because of its effect.

iv. Degrading remarks

The phrase degrading originated from degrading, meaning or indicates "to treat someone with contempt." So something that is degrading is cruel, intended to bring down a person or a community. For instance, if you've ever encountered anyone claim that all women (or men, children, or individuals from that same location, or who speak a certain language or belong to a certain racial group) are "all alike," you've heard a degrading remark.

v. Disgust

Disgust is one of the seven fundamental emotions that emerges as a sensation of discomfort towards something unpleasant. We may feel disgusted at something that we perceive through our physical senses (view, smell, touch, sound, taste), with the acts or appearances of individuals, and even with concepts. However here the disgust bring the meaning that one get disgusted by hearing or looking at another individual. This is because they have a upfront perception of an individual from certain race.

vi. Intolerance or Disparity

Disparity is a state of un-equableness, and disparity is a visible discrepancy. Disparity typically refers to a discrepancy that is unfair: there are economic inequalities between ethnic groups, there is a disparity between what some race earn in the same work.

People can encounter racial discrimination in a number of ways. Racial discrimination may occur in its most open form as a result of stereotyping, prejudice and bias. Racial discrimination often happens to a large degree by indirect types of preferential care. Racial discrimination may occur as a result of implicit racism, animosity or indifferent feelings held by someone towards a racialized individual or community. Unfortunately, individuals receive unfair treatment, such as rejecting a work or rental space, merely because of an implicit prejudice against them on the basis of ethnicity and similar grounds.

Stereotyping can also be a source of racial discrimination. If you stereotype a group, you're assigning the same attributes to everyone, regardless of their differences. They are predicated on false assumptions, inadequate information and/or inaccurate generalizations. Stereotypes tend to focus on the negative aspects of a group. Even those who are well-intentioned and not overly prejudiced may nonetheless engage in stereotyping to some degree.

For racialized people, racial profiling is a form stereotyping. Race profiling is defined by the Commission as any action performed on the basis of racial, ethnic, religious, or national origin stereotypes rather than on the basis of reasonable suspicion, with the intention of selecting a person for closer examination or special treatment. Race must be a factor in the behavior that is alleged to be profiling in order for it to qualify. To determine whether or not there has been racial discrimination:

- The use of racial observations to suggest stereotyping or discrimination.
- Someone's motivation for being targeted is unclear, inconsistent, or constantly shifting.
- The outcome would have been different if the individual had been of a different race altogether;
- Standard deviations or incorrect standards.

It has also been regarded as one of the most typical ways in which racialized persons are treated unfairly: through subtle and insidious bias. Sometimes subtle kinds of discrimination can only be detected after all conditions have been examined. Determining if subtle prejudice was at play can also be determined by comparisons of how an individual was treated with that of others in a similar scenario, or by searching for patterns of behavior. The mere fact that racial insults are uttered on a regular basis does not prove that there has been tacit racial prejudice. Discrimination based on ethnicity is only one of the reasons for the care received. However, there are many more ways in which subtly discriminatory behavior might arise. In the housing industry, racialized individuals may be turned away as tenants or denied fair access to maintenance and upkeep. It's not just malls and restaurants that are affected; there are also problems with education and health services.

There are a variety of examples of subtle types of racial discrimination. In jobs, it may take the form of a failure to recruit, train, tutor or encourage a racialized individual. Racialized people may be subject to unnecessary performance testing or may be more severely punished for a common error. Differences in viewpoint or difficulty to get along with a co-worker may be perceived as more serious when they involve someone who is colored.

Racial Discrimination at workplace in Malaysia

Racial discrimination in Malaysia oftentimes disregarded as it is very sensitive issue and also because race is frequently tied up with one's religion. In Malaysia, Malays are generally categorized as Muslims, Chinese as Buddhist or Christians, Indians as Hindus and Orang Asli or Sabah Sarawakian frequently categorized as atheists. Thus, when one express the racial discrimination it is most of the time taken as insult to certain religion which causes so much of hatred and misunderstandings.

Due to the race and religion is so intertwined for so many decades it is arduous to pin point whether the discrimination is occurring due to the race or the religion itself. However, it cannot be denied that racial discrimination is occurring in Malaysia especially at workplaces far too much than we anticipate. Even though Malaysians afraid or reluctant to speak of it in public but they frequently vent about it to the co-workers or in social medias.

However, what is racial discrimination? One should be able to recognize the forms of racial discrimination in order to make sure that it does not happen around them and to prevent themselves from doing it. Racial discrimination can take four different forms and example of each are as follows:

(a) Direct Discrimination

A person from certain ethnicity applies to work at a company where a particular ethnicity is predominant. Even when the candidate meets all of the job requirements, but in a following interview the employer tells the person that "you wouldn't fit in here". Instead a person from same ethnicity with similar skills and experience is hired.

Because of the employer's explanation, this is likely to be a case of direct racial discrimination. Candidate would have to show that a person from a different race was treated more favorably in similar circumstances to prove direct discrimination.

(b) Indirect Discrimination

A candidate applies for a job where it is stated that the position requires a person who could speak a certain language fluently and must be able to read and write in the language. Although the candidate is not from the race who could speak the language (native/mother tongue), the candidate had learned the language since small - able to converse, read and write fluently; they were rejected after the interview as a non-native speaker.

An employer's practice or policy that places people from specific racial, ethnic, or national groupings at a disadvantage is indirect race discrimination. Due to their backdrop, the candidate may have been able to speak fluently in the needed language, yet was unable to be hired.

(c) Victimization

Following racial abuse by two colleagues, an individual of certain ethnicity has filed suit in an employment tribunal. Numerous coworkers quit talking to them in the weeks leading up to the hearing, and the manager places them on suspension or accuses them of being unable to grasp fundamental humors, among other things.

Victimization, in this scenario is a sort of direct racial prejudice. Though this victimization appears to be in response to their tribunal claim, it is also an affront to their right to self-defense against racial harassment.

(d) Racial Discrimination by Association

A man excels during an interview for a vacant employment. The following day, he bumps into the interviewer while out with his wife, who is of different ethnicity. The interviewer states unequivocally that the man will not be hired due to his wife's race/origin.

A person does not have to be a member of a minority group to face racial discrimination. It is still direct racial discrimination if an employer treats them unfairly because they associate with persons of another race or are thought to be of another race.

Nur Amali Aminnuddin (2020), had conducted a study based on ethnic disparities and predictors of racial and religious discrimination between Malaysians and Chinese. The study investigated the correlation between factors, followed by the recognition of ethnic disparities in racial and religious discrimination. In conclusion, the study presented, for the first time, proof of the prevalence of racial and religious discrimination in Malaysia, exploring ethnic differences. Predictors have been identified. The study found that the Malays are more than twice as likely to be discriminated against on the basis of race and religion as opposed to the Chinese. It was also stressed that ethnic discrimination predicts religious discrimination and that religious discrimination predicts racial discrimination. This indicates a conflation of race and religion between the Malays and the Chinese in Malaysia.

Hwok-Aun Lee & Muhammed Abdul Khalid (2016), investigates racial discrimination in recruiting new graduates in Malaysia by field experiments. They submit fictional Malay and Chinese abstracts to work ads, then examine callback differentials for racially-identified interviews, while monitoring the applicant's attributes, employer profile and job requirements. The study found that race matters

even more than abstract consistency, with Malays – Malaysia's majority community – substantially less likely to be called for interviews. Other variables, in particular employee language skills, work language requirements and employer profile, affect employer bias.

Candidates who are more fluent in Chinese fares, and Chinese and foreign-controlled companies are more likely to prefer Chinese abstracts, suggesting that cultural compatibility explains some of the discrimination. Malaya's summaries appear to be viewed and predetermined adversely, and employers' attitudes towards public policy outcomes, especially in relation to quality of education and job opportunities in the public sector, often represent the racial disparities observed.

The findings of their research suggest a high level of racial discrimination. Job applicants from Malaya are slightly less likely than Chinese applicants to be called for interviews. The study also found variations in pattern and extent of discrimination between types of work, with more marked ethnic inequalities in engineering work compared to accounting. Their findings also demonstrated differences between the Malay and Chinese applicants, in particular related to language proficiency, language requirements and company profile, underlining the significance of not seeing race groups as homogeneous entities and not simplifying multifaceted and dynamic labor market interactions.

Vimala Kadiresan & Najwa Khalid Javed (2015), analyzed the demographic characteristics that cause discrimination in the workplace. It is important to analyze the strength of these variables in order to find a solution to the discrimination that occurs in the workplace. The aim is to predict the relationship between demographic history of workers and the discrimination they appear to receive in the workplace from

other workers or their supervisors on the basis of similarities and disparities in demographic characteristics.

Based on the results obtained of the report, it has been shown that the presence of discrimination at the workplace in Malaysia in terms of age, ethnicity, religion and gender in the workplace can still be felt in subtle ways. Most of the respondents thought that race was a large determinant, whereas the other factors of age, religion and gender also had significance. The same applies to racial prejudice, as religion and race are more often than not interrelated. In addition, the results suggest that the degree of importance of race and religion against prejudice is higher than that of age and gender.

Tasnim Lokman and Qistina Atikah (New Straits Times, January 2018), stated that workplace discrimination is a common occurrence in Malaysia. In their article, several employees whom were interviewed had expressed how they been oppressed by others at their workplace. Language issue, where other colleagues talks or discuss in Mandarin when someone who do not understand the language present during meetings is one of the complaint put forward by the interviewee. Also Ms Shanti, one of the interviewee addressed that these things happen to her other colleagues who do not speak the language and their existence would not be acknowledged and tasks or work related updates would reach her much later compare to others. She had indicate that she never expect to encounter racial discrimination in such a well-known company. Another one interviewee, complained that since he is the only Muslim in a Japanese company, he would be often questioned why is the need for him to pray five times in a day and frequently will be receiving call during the prayers time despite him having informed to other colleagues. However, when he is in office no one seems to bother him with any works and he would be skipping his lunch just so that he could attend Friday prayers. This employee had said that he did not complained to the

Human Resource department regarding the matter as majority of them were non-Muslims; instead he left the company.

Thus being said, Malaysia is no stranger for racial discrimination. The darkest history in our country is the May 13, 1969 where riot sparked between Chinese and Malays which had caused so much of bloodshed. The incident had happened almost 52 years ago, yet not much changes among our Malaysian's mentality. On November, 2018, Sri Maha Mariamman temple located at Subang Jaya was attacked by some uncivilized persons causing a religious tension in Malaysia. When social medias such as Facebook and WhatsApp started to spread the news, a great race tension was felt. To add a top notch to the incident, a fireman, late Muhammad Adib Mohd Kassim was injured during the riot and lost his life. This has caused so many racial slurs to be thrown in the comment sections. Some of the comments are as below:



Figure 1: Facebook hatred comments

Many more incidents had caused racial tension in social medias which people discuss in coffee shops or even at workplaces. It became so rare in Malaysia that when a different race individual helps another one (apart from own race) it will be a viral issue. Mostly none see it as basic humanity act; but as a miracle that different race people are helping another. These makes us think what are the implications of these racial acts? Specifically what are impacts of racial discrimination at workplaces? Through the earlier studies it was well established that racial discrimination occurs at

workplaces during hiring process. Does it happen after people are hired? If yes, what are the impacts on the individuals' self-motivation?

2.2 Theoretical Foundation

Maybe some Malaysian believe that the racism in Malaysia is decreasing since interracial marriage in Malaysia in rise. According to Department of Statistics Malaysia's Marriage and Divorce Statistics, the rate had been increase from 8% in 2017 to 9% in 2019 (The Star, November 2019). Nevertheless, it is undeniable that Malaysians are frequently facing with racism especially at workplace, a place where many of us spend most of our time in a day.

Generally racism seen as disgusted act which causes hatred and critically condemned by many. However, the act seems to be continued and there is always one person who seems to be ok with it. Even a person who is against racism utter such racial slurs when they feel that their race are being oppressed without even thinking twice. When these is brought back to workplace it creates an uncomfortable, unequal and oppressive working environment for others. Especially if the racism is shown by someone in higher position in an organization. They use their power and position to deny the equal opportunities to other employees (different race) and easily justify it if they are belong the dominant race in the organization.

Critical Race Theory (1970s) or also known as CRT is a theoretical and interpretive mode that explores the manifestation of race and prejudice through dominant cultural modes of expression. In embracing this approach, CRT researchers aim to understand how victims of institutional racism are influenced by societal views of race and how they can be interpreted to address discrimination. Through CRT prominent scholars are seeking to confront the attitudes and traditions that make it possible for

racism to continue while also questioning these practices in order to achieve freedom from institutional racism.

As everyone could imagine, following a CRT perspective to literature or other types of individual development entails far more than merely defining ethnicity, racism and ethnic stereotypes in fictional works. Instead, it (widely) emphasizes the significance of exploring and actively trying to comprehend the socio-cultural influences that form how we and others view, experience and react to racism. Besides that CRT also endeavor on showing how racism ubiquitously being a trait of dominant society and how this continuous racism denies the equal opportunities to others as well as showing how prevalent institutional racism actually is.

In this study, by using the CRT concept, it is hoped to identify if the racial discrimination at workplace is demonstrated widely by those who are in power and if the potential candidates from different race are being discriminated in the name of race and being robbed out of the equal opportunity.

Self-worth is an evaluation of one's importance as an individual. A sense of worthiness also stems from the belief that they have good qualities and that they have accomplished positive things. In addition, self-esteem relates to the basic and enduring features of their own personality. In order to accept their worthiness, it is important to minimize negative self-talk and replace it with a validation that they are sufficient and valuable. A positive sense of self-worth in the workplace can influence the performance of an individual's job in many ways. For example, self-worth also contributes to self-confidence, which is a sense of trust in their skills, qualities and judgment. Recognizing self-worth will enhance the motivation at work, contribute to higher productivity and better relationships with colleagues. Employees who appreciate their value appear to experience a greater focus and to find a more

satisfying career. Employees' sense of self-worth allows them to trust their own judgement and make better choices, which are valuable leadership attributes that can help them improve their careers. Self-worth will give them faith to attend meetings, to support other members of the team and to have greater autonomy at work. It can also help them demonstrate the confidence they need to impress the interviewer or help them make the best job, contribute to promotions or salary rises.



Figure 2: Maslow's Hierarchy of Needs

Maslow's hierarchy of needs is a psychology theory put forth by Abraham Maslow in his 1943 paper, "The Theory of Human Motivation." According to this theory, all individuals have requirements which must be met. Maslow used a pyramid to define and classify those needs, as seen in Figure 2. Esteem assumes that one is contributing to a greater purpose and that the accomplishments they make are acknowledged. At the workplace, it is crucial to feel that one is growing, moving forward and achieving results, and that those around them appreciate those results. If workers have belief in themselves and their skills, as well as constructive reviews and motivation, they are more likely to succeed. Ultimately, the employee's esteem often influences their overall dedication. Offering frequent praise and gratitude for the

work performed by employees can have a positive effect on appreciation, even when employees are struggling.

Thus if an employee is not being recognized for their efforts and contributions and denied the recognition they earned their self-motivation will suffer and overall affect their self-actualization. This will automatically impact their productivity, interest and involvement at workplace. By this study, it is believed that racial discrimination could negatively affect the employee's self-worth (motivation) which eventually lead to other problems such as quitting, absence or even violence at workplace.

Herzberg's Motivation-Hygiene Theory (1950s) also often referred to as Herzberg's "Two Factor Theory" proposed that there are two separate sets of variables that control work satisfaction and job dissatisfaction: "hygiene factors" or "extrinsic motivators" or "motivation factors."



Figure 3: Herzberg's Motivation-Hygiene Theory

Hygiene factors are those factors which are necessary for the presence of motivation in the workplace. This may not contribute to positive long-term satisfaction. But if these causes are missing from the workplace, they contribute to discontent. In other

words, the hygiene factors are those factors which, when necessary in a job, pacify employees and do not make them dissatisfied. These variables are extrinsic to deal with. Hygiene factors are often referred to as dissatisfies or maintenance factors as appropriate to prevent disappointment. These factors are identified in the work environment/scenario. The hygiene factors symbolized the physiological needs that the person needed and expected to meet.

As per Herzberg, the causes for hygiene cannot be treated as motivators. Motivational factors have resulted in positive satisfaction. There are variables that are inherent in the job. These factors inspire workers to achieve outstanding results. These variables are known as satisfiers. These are the factors involved in the success of the work. Employees find these aspects inherently motivating. The motivators epitomized the psychological needs that were viewed as added benefits.

When racial discrimination takes place at work, employees are felt vulnerable. When their efforts are not being appreciated and being reprimanded, they are in the state of shock which makes them feel useless or make them doubt about their confidence. Especially when their promotion, opportunity to achieve a level is denied, their overall motivation is being affected. Through this research, it is being aimed to point out how racial discrimination at work place is affecting the motivation factors of an employee such as achievement, recognition, personal growth and advancement.

McClelland's Theory (1961) identifies the three motivators we all claimed to have: the need for success, the need for association, and the need for strength. People will have different characteristics depending on their dominant motivation. According to McClelland, these motivators are learned, which is why this principle is often referred to as the theory of learning needs. McClelland says that, regardless of our gender, culture or age, we all have three motivating drivers, and one of them will be our

dominant motivating driver. This primary motivator is mainly based on our society and life experience.

The first characteristics of the motivator in this theory is achievement. A person has a deep need to set and achieve ambitious goals, takes calculated risks in order to achieve their objectives, likes to receive daily updates on their success and accomplishments and also prefers to work on their own is belonged to this group. Next is affiliation. Here a person wants to belong to the group, be liked and usually will take great measurement such as doing what others do, usually picks collaboration over winning and avoid any risks or uncertainty. Those who are belong to power often wants to control and influence others, winning arguments, winning and compete and enjoy status and recognition.



Figure 4: McClelland's Needs Theory

2.3 Empirical Research

For this exploratory study, both quantitative and qualitative research methods will be used to gather the needed data.

(i) Survey research

Number of employees from selected companies will be distributed questionnaire. This method hopes to receive a high responses from the participants. The questionnaire will be distributed to the participants by simple online link through multiple social medias channels such as Facebook, WhatsApp and other mediums as emails.

(ii) Correlational research

This method will be used to find the relation between two sets of variables. Regression is generally used to predict outcomes of such method. Thus it is believed that the outcome would be either positive, negative or neutral.

(iii) Causal-Comparative research

This method is based on comparison. It will be mainly used to find the cause-effect relationship between the variables. The employees' motivation level would be measured as a respond to the racial discrimination.

(iv) Case Study

As this research have some limitation, some extra information would be collected by carefully analyzing the existing research.

(v) Thematic Analysis

Thematic analysis is a type of qualitative data analysis that entails reading over a set of data (such as transcripts from in-depth interviews or focus groups) and looking for patterns in meaning. In the discipline of psychology, thematic analysis was commonly applied.

2.4 Proposed Conceptual Framework

The aim of the study is to analyse the impacts of racial discrimination on employees' self-motivation level. Thus the outcome of the study could be either positive, negative or neutral.

If it is decided that the discrimination will affect the motivation level in positive way, it is predicted that the employee would strive harder to prove their credibility in order to earn the deserved recognition. Also it is predicted that the employees would change for better to break the stereotypes associated with their race.

If the discrimination resulted in providing negative impact, reducing the motivation level, it is predicted that the employees would be behaving in demotivated way such as a reduced in creativity and innovation could be observed in their daily work life. Besides that the employees' are anticipated to be absent from their work, mentally affected (stressed/ depressed) and even try to quit their job. If the outcome would be neutral then none would be changed and things will be same as usual.

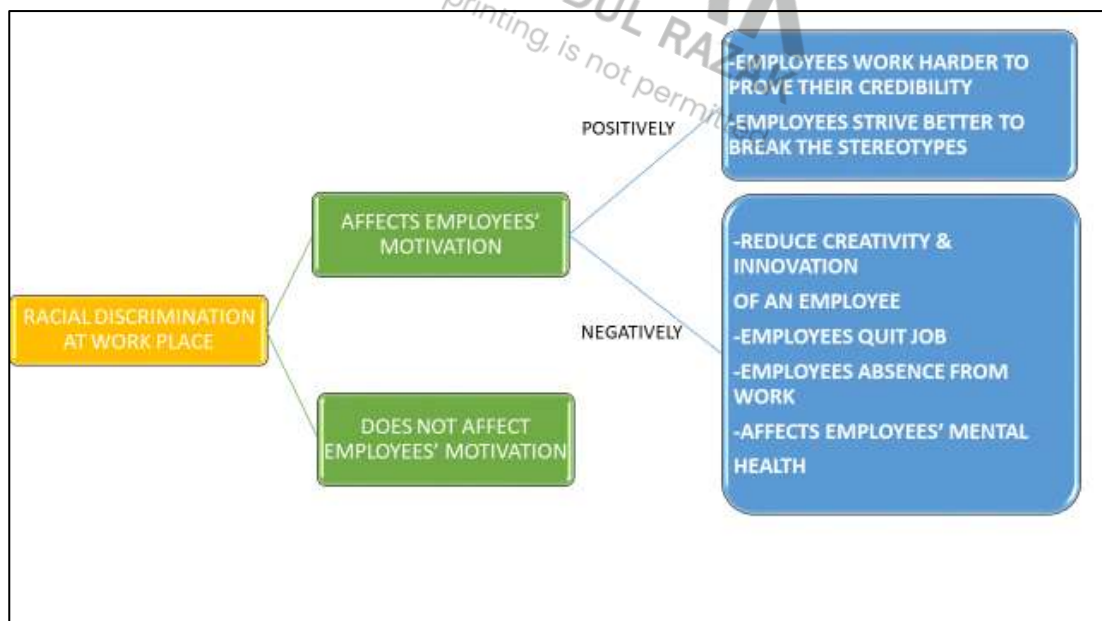


Figure 5: Conceptual Framework

2.5 Hypothesis Development

In this research the Critical Race Theory would be integrated with other motivational theories in order to measure the impacts of racial discrimination on employees' self-motivation. Thus the following hypothesis are developed based on the Conceptual Framework as shown in Figure 5.

H0: Racial Discrimination at Workplace Affects Employee's Motivation

H1: Racial Discrimination at Workplace Does Not Affects Employee's Motivation

H2: Racial Discrimination at Workplace Affects Employee's Motivation Positively

H2a: Racial Discrimination at workplace cause employees to work Harder to prove their credibility

H2b: Racial Discrimination at workplace cause employees to strive for Better to break the stereotypes

H3: Racial Discrimination at Workplace Affects Employee's Motivation Negatively

H3a: Racial Discrimination at workplace reduce creativity & innovation Of an employee

H3b: Racial Discrimination at workplace causes employees to quit job

H3c: Racial Discrimination at workplace causes employees to be Absence from work

H3d: Racial Discrimination at workplace affects employees' mental Health

2.6 Summary of Chapter 2

This section focuses on the creation of a theoretical framework based on the problem statement and research goals set out in this research. Prior to actually proposing a conceptual framework, the theory that applies to study goals and research questions is discussed in depth in order to prevent any misleading details and the conceptual framework has also been formulated in such a way that the sequence can be interpreted and believes that it is the correlation between all of the variables or the definition (the model).

In the field of empiric analysis, the researcher aims to include as many information as possible of past research related to the subject of study through previous research on the subject related to this research. The results of the previous research and the field of their analysis will help the researcher look at which area of the study needs to be improved and how the study has been done on this subject, and what area of research draws past researchers to study and why they concentrate on it.

The evaluation of previous studies is also relevant for current researchers to address how it leads to awareness and better understands the issue, the problem, the pro-and con-benefits and how the company can use it as a tool to enhance the well-being of its employees after the findings or results of the research have been obtained. On the way, empiric study attempts a deeper knowledge in the field of research behaviour, and with this comprehension, a better conceptual structure can be established to satisfy the need for this research purpose and research finding. The theoretical structure has also been correctly described and labelled.

The creation of hypotheses that the researcher generates in this context is appropriate for its function, can also be tested and can also be directional and non-directional. This is not a matter of concern in this field, as researchers understand the needs and

requirements of this hypothesis of standard procedures. At the end of this chapter, descriptions of the research perspectives such as the problem statement, research goals and concerns, the importance of the analysis, the organization of the study and the follow-up of the theoretical basis, empiric research, the proposed conceptual framework and the creation of the hypothesis are covered in this research study. It allows the researcher to go step-by-step in this research without jumping to a conclusion, and every department of this research, such as every aspect in chapter 1 to chapter 2, is actually a test as per the norm of the research requirement.



CHAPTER 3

3.0 Research Methodology

3.1 Introduction

This chapter describes the methodology and the procedures will be applied to achieve the objectives of this research. This chapter sections include Research Design, Study Population and Sampling Procedures, Data Collection Method, Operationalization and Measurement, Data Analysis Techniques and Summary. The primary goal of this research is to identify the racial discrimination's existence in working environment, to analyses the impacts of the Racial Discrimination on employees' self-motivation and consequences of the impacts. Also this research is estimated to take four to six weeks in order to complete in terms of collecting data.

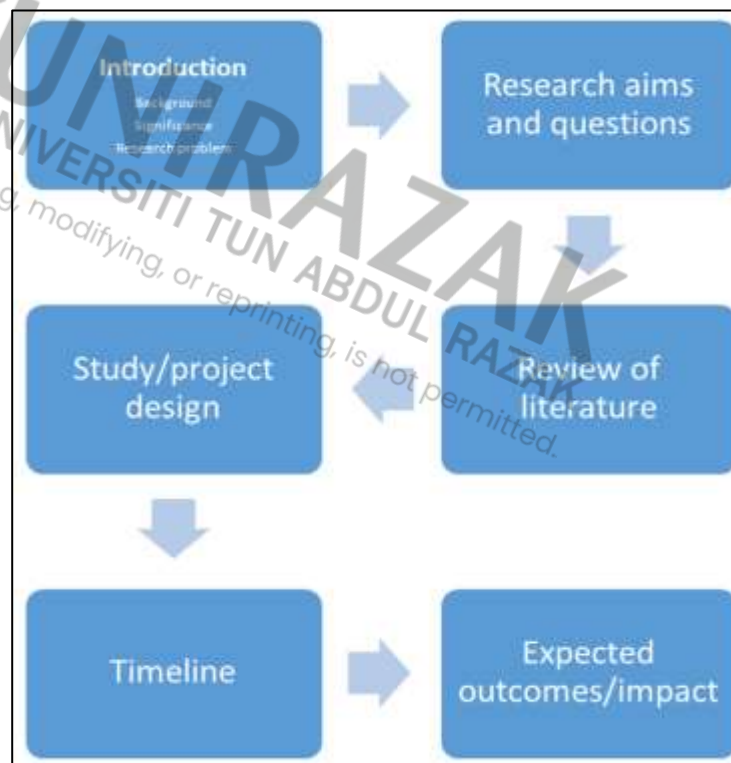


Figure 6: Research design

3.2 Research Design

The study began with an examination of the background and present concerns that have arisen all over the world in recent years. Then several of the themes were considered, and each one was given a brief analysis. The current topic was then

selected for future investigation. The major issues linked with the chosen topic were then determined, and a specific field of analysis was chosen. Following that, a specific research problem was developed based on the information gathered.

The study's goals, or what needs to be accomplished through the studies, are then defined. It was devised a set of questions to answer the inquisitive. The study's objective informed the questions that were asked. The research's literature review was based on current theories about racism and motivation factors. The manner in which the theories will be tied to the research have been defined. The available case studies and research papers were then carefully evaluated and studied.

The Conceptual Framework was created in response to the questions that needed to be answered. Later, hypotheses were made, and research was conducted around them. After defining the study population and responses received at an earlier stage, the study timeline would be assessed and determined.

The data would next be gathered and tabulated in order to draw the study's conclusion. Hypotheses will be compared to the outcomes based on the data obtained, and it will be determined if they were proven or not. The consequences of racial prejudice will be discussed, along with potential solutions or recommendations.

3.3 Study Population and Sampling Procedures

The Kulim Hi-Tech Park is an industrial park for high technology enterprises located in Kulim District, Kedah. The focus group of this study was chosen among four of the major wafer manufacturing in Kulim Hi-Tech Industrial Park. For this study it is aspired to have 20-30 respondents from each chosen company. The respondents from each companies hoped to be varied in their position, such as managers, engineers,

technicians and operators. The participants should be a Malaysia citizen. Everyone from every race, gender, age would be encouraged to participate in the study.

It is anticipated that the respondents would be from different position holders in the company in order to determine the population that are effected by the stated problem and also to determine the greater of the impacts.

The questionnaires would be distributed to the participants through email, WhatsApp, Facebook Messenger and also in printed forms. Interviews with some of the workers is hoped to be conducted for a clear view on the problems. The participants' names or their company particulars will not be collected during the questionnaire or interview to protect the anonymity status and to avoid future problems for the participants; also to indirectly encourage the participants to be involved in the study.

The questions that would be asked would not be in intend to cause any racial tension but to address the problems existing, if any. The questions would be developed based on existing/reported problems. Close ended questions would be developed in order to collect cumulative data. Close ended questions would also assist in categorizing the data and for easier graphing/tabulation for interpretation of the results. The interviews would be designed on open ended questions so that much descriptive answers that addressing the issue can be collected.

However the questions would not be asked in a way to manipulate the respondents to get desired result. Questions for each respondent either via questionnaire or interview would be standardized so that we control the topic of the research. The interview or survey would be conducted in professional manner to avoid any prejudice on the matter. The questions would also be in simpler so that all that participate could

understand and answer based on their own experiences. At the end of the research, the result would be interpreted in unbiased way so that the real situation is portrayed.

The survey will be formulated in a sequence way so that the participants could follow the flow in answering the questions. It is hoped that the questions would yield honest and transparent answers from the respondents that will help the research to answer its questions. It is the researchers responsible to design the questions so that the respondents do not feel restricted or forced for an answer.

The secondary data needed for the study would be collected based on news articles, social media post, and previous research/studies and via books. The history of the problem and development on the issue would be taken into consideration as well. The recommendations or solution given in each of the mentioned sources would be analyzed in great details in order to provide better solution. Also at the end of study it is aimed to give better objective or suggestions for future studies.

3.4 Data Collection Method

The data for the research would be collected in three forms: questionnaire, interview and through secondary data analysis. The data collected through the questionnaire would be tabulated for easier interpretation such as graphs, bar chart or Figures. The data will be categorized accordingly based on given answers and participants race, gender, age, positions and severity or impacts of the issue. The best representation that portray the result or conclusion of the study would be chosen and written in detail. Collection of the data would be thorough in order to avoid any responses or missing out of data.

3.5 Operationalization and Measurement

Conceptual Framework that has been developed is clearly showed the variables related to this case study. Each variables will influence the outcome of this study in different ways. With the clear development of the framework and listed hypotheses, the study would be steering in clear direction without much interruption and would focus mainly on debated issue. This would also avoid any unnecessary time and resource wastages. Thus the study could be finished in intended time frame with appropriate measurements and data collections.

3.5.1 Independent Variables

The independent variable is the variable that the researcher seeks to control or modifies and is believed to have a significant impact on the dependent variable. In a study, the author is searching for a potential effect on the dependent variable that may be triggered by a change in the independent variable. In this study we are looking at one type of the Independent Variable.

The racial discrimination at workplace would be the independent variable as it controls how the study would be directed. The study mainly would revolve around racial discrimination at workplace. Thus the primary factor that control the direction of the study is the racial discrimination itself which the present or absence of it would be change the course of the research. This main point would influence the mediating variables and the dependent variables to give a clear view on the highlighted issue.

3.5.2 Mediating Variable

There are two mediating variables in this case study which are either the racial discrimination increases the motivation level of an employee or decrease it. Mediating variables can be difficult to understand, and caution must be taken when conclusions are drawn from them. The moderator factors of this study would be the dominant race

(majority race and language spoken), position of respondent (higher position lesser discrimination and vice versa) and the perception of the individual themselves on racial discrimination such as based on the cultural differences and upbringing.

3.5.3 Dependent Variable

Dependent variable are the variable that depends on the other variables that are being evaluated. These variables are supposed to shift as a result of experimental manipulation of independent variables or variables. It's the supposed impact. This study has six dependent variables as follows:

- **H2a:** Racial Discrimination at workplace cause employees to work harder to prove their credibility
- **H2b:** Racial Discrimination at workplace cause employees to strive for better to break the stereotypes
- **H3a:** Racial Discrimination at workplace reduce creativity & innovation of an employee
- **H3b:** Racial Discrimination at workplace causes employees to quit job
- **H3c:** Racial Discrimination at workplace causes employees to be absence from work
- **H3d:** Racial Discrimination at workplace affects employees' mental health

These dependent variables would determine how the questionnaire and surveys are structured in this study in order to receive answers that clarify the research questions. The basic of this study which is impacts on employees' motivation would be determined based on these dependent variables as it would give the clear picture on the problems if it is exist per say.

3.6 Data Analysis Techniques

This exploratory study is the process of studying an issue that has not been studied among manufacturing workers in Kulim. This study is carried out in order to obtain a clearer understanding of the current problem, but it is nevertheless recognized that it could lead to a definitive outcome.

The author is using an exploratory approach that aims to familiarize themselves with the current phenomenon and to gain new insight into it in order to provide a more accurate identification of the problem. This study is focused on the general premise that there is racial discrimination in the workplace and that it affects the motivation of workers. The findings of the study will be used to classify relevant research problems.

It is known that the method of study in this exploratory research will vary depending on the discovery of new data or insight. The findings of this study, also referred to as interpretative research or grounded theoretical method, are intended to provide answers to research questions.

3.6.1 Descriptive Analysis Techniques

At the end of the research the collected data would be categorized per race & position. After that the data would be again tabulated as per the answers to find out the probability of higher response on each questions as per category. Later the tabulated data would be interpreted in another appropriate data presentation such as graphs, bar/Figures.

For an example, a crosstab or two-way tabulation shows the proportions of the factors with distinct values for each of two variables, or cell proportions would be built. Then the row proportions would be examined, or the fractions in each group would be analyzed for ratios calculation.

With the descriptive analysis, we might be able to derive to conclusion that are related to the hypotheses. Also the presentation of the data shall give a clear picture on the problem that being studied.

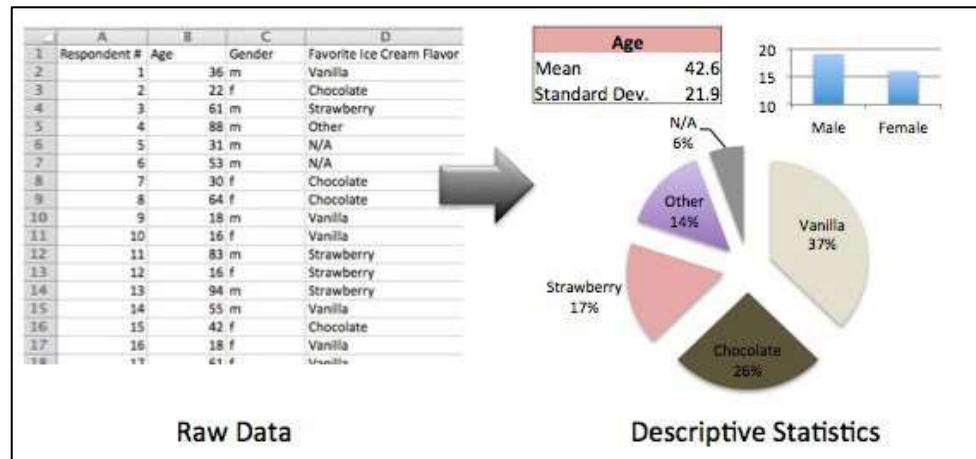


Figure 7: Sample of Data Representation

3.6.2 Inferential Analysis Techniques

Inferential methods can produce similar summary values to descriptive statistics. As per required by the research fulfillment, the hypotheses are developed for the study purposes.

- **Hypothesis tests**

The hypothesis tests uses sample of data answers questions as follows:-

- Does the discrimination affected your motivation level?
- If and when you felt being discriminated which of the followings would you prefer to do?

Since the study is about the impacts of racial discrimination at workplace on employees' motivation, the hypothesis test would tell us whether the statement of problem is correctively defined or not. Hypothesis test also would allow us to draw conclusions about certain theories or speculations.

- **Regression analysis**

The regression analysis explains the relationship between the set of independent variables and the dependent variables. This research integrates the hypothesis tests that help to assess if the relationships found in the sample data currently occur in the population. For example, the fitted line plot may be used to demonstrate the relationship between the effects of discrimination and the position of employees in the regression model. If the effect is statistically important, we will have sufficient evidence to conclude that the association occurs in the population rather than in our study.

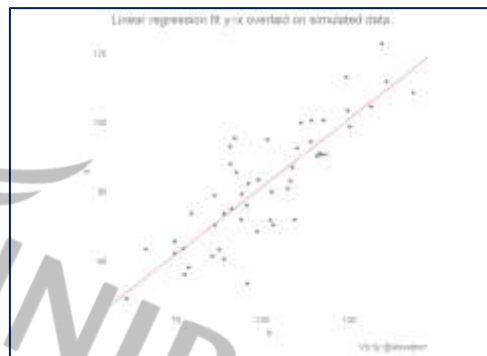


Figure 8: Sample Fitted Line Plot

- **Inferential Statistics**

The point estimate for mean, standard deviation, and proportion of random sample responses could be determined using the Inferential Statistics results. It is, however, astoundingly doubtful that any of these point estimates are reliable, and there is no way to tell for sure anyway. Since we cannot quantify all subjects in this population, there is a margin of error in these figures.

- **Factor analysis**

Factor analysis is a method used to minimize the number of variables to fewer factors. This technique removes the full common variance from all variables and places them in a common ranking. As an index of all variables, this score can be used for further analysis. For an example, in this study all the factors could be minimized into two

categories which are positive or negative impact and could obtain the probability of the highest chosen answer.

- **Cohort analysis**

Cohort Analysis is a form of behavioral analytics in which you group your users based on their common characteristics to better track and understand their behaviors. For example, the questions could be based on the position of the employee and the responses could be evaluated on the basis of the category.

3.6.3 Questionnaire Design

In this study, the research questionnaire is the primary data collection tool. The questions were created with the same definitions to target all respondents so that the data received is constantly analyzed; respondents range from the lowest to the highest management levels, and the questions designed are appropriate for them because they encompass the entire business operation. There are a total of 74 (seventy-four) questions in this part, which are divided into 11 (eleven) sections:

Section 1 - Introduction: Here the general description of the research along with its objective was given and requested consent of those respondents participating in the study.

Section 2 - Demographic Data: This section consist of 7 (seven) basic demographic data of respondents which consist of gender, age, race, nationality, education level, employment hierarchy, and overall years of working experience. All these questions are made compulsory to answer.

Section 3 - Awareness: Here the respondents were asked their opinion on certain given situation in order to gather their understanding level of racism act. This is to test

their grasp on the situation and overall their understanding of racism act at work place. All these questions are made compulsory to answer.

Section 4 - Existence: This section consist of only one (1) question in order to know if the respondents have gone through racial discrimination at their workplace. Starting here the respondents would be directed to different sets of questions according to their experience. This would be important as to determine if the racial discrimination is exist at workplace or not. This question is made as compulsory.

Section 5 - Work Place Situation: When a respondent answered yes in previous section (Existence), they would be directed to this section to analyze on how or what are the acts that made them feel racially discriminated. All these questions are made compulsory to answer.

Section 6 - Action: The same respondents from Work Place Situation would be directed to this section. This section consist of 2 (two) questions, where the first question is asked in order to determine by whom they were racially harassed at their workplace. Then the respondent is asked if they had taken any action when they were discriminated. All these questions are made compulsory to answer.

Section 7 - Actions Taken by You: The respondents who answered yes confirming that they had taken action when they were racially abused are directed to this section. This sections consist of 4 (four) questions which focused on the actions taken by them in such situation. All these questions are made compulsory to answer.

Section 8 - Action/Reaction of Other: This section consist of four (4) questions where it was asked about the reaction of the surrounding people when the respondent

had made complaints or taken action against the individual who racially discriminated them. All these questions are made compulsory to answer.

Section 9 - Action by You: This section is created for those respondents who had answered no in the section Existence, meaning that they never experienced or witnessed any racial discrimination at their work place. The section consist of 5 (five) questions wherein the first question the respondents are inquired whether they believe that racial discrimination is exist in their workplace even though they had not experienced or witnessed any. The following questions are asked about what would be their reaction just in case they come across the undesirable action of racial discrimination. All these questions are made compulsory to answer.

Section 10 - Action/Reaction of Others: This section is connected to the previous one, where here the pollee are asked what they anticipate as the reaction of others (i.e. colleagues, staffs, managers) when and if they had taken action against those who had racially abused others. All these questions are made compulsory to answer.

Section 11 - I Did Not Take Action: This section is created for those who had answered **No** in the **Section 6 – Action**. Here the respondents are questioned on why they did not reported or taken any other actions when they were in undesirable situation such as like being racially discriminated to understand better the reason for their decision. All these questions are made compulsory to answer.

Section 12 – Perception: This section has 6 (six) questions where it analyze about respondents acumen in certain situation which are casually occur in one’s workplace. All these questions are made compulsory to answer.

Section 13 – Motivation Level: This section has 10 (ten) questions where the pollee are asked about the impact of the racial discrimination to their motivational level and their subsequent feelings/reaction. This is to test the objective of this study and dependent variable of this study. All these questions are made compulsory to answer.

Section 14 – Cause & Prevention: this section has 13 (thirteen) questions which asked respondents opinion on why they think the racial discrimination occur and ways to prevent it. It also asked the insight from the respondents about what are their expectation in implementing a discrimination free work environment. All these questions are made compulsory to answer.

3.7 Pilot Test

A pilot test was conducted using the Cronbach's alpha tool in SPSS to ensure the reliability of the research and its response. All internal consistency is checked using this procedure, which includes all variables from the Likert scale questions. As long as the reliability test passes with a minimal rate of 0.7 or higher, the test is believed to have attained reliability, and the study can proceed as planned.

According to prior studies, a sample test with 30 to 50 replies is practical, optimal, and acceptable. The number of samples for the study should be 10% of the total number of respondents, according to Connelly (2008) and Treece & Treece (2005). The desired number of respondents for this study was 120, with 10% of that number being used for the pilot test, or 12 samples. The questionnaires were then given to a total of 200 people working in the industrial business. Only 121 of the 200 questionnaires given received a response.

The Cronbach Alpha reliability result of this study is shown in the table below:

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.740	.749	63

Table 1: Cronbach Reliability

Table above was done with inputs of 121 close-ended questions and results were acceptable at a rate of 74.9 % percent.

3.8 Data Collection

A total of 200 google form questionnaires were distributed to respondents via emails and WhatsApp for a period of 8 (eight) weeks and a total of 121 response was received which accounted to 60.5% of success response rate.

3.7 Summary of Chapter 3

Overall in Chapter 3, the research design was discussed in details on how the research was built from the beginning. Each stage of the how the research topics was decided together with the intended data collection method and sampling population was described. Then the variables involved in this study were identified and categorized appropriately for better understanding and clear picture on the direction of the study. Lastly once the research is carried out, how the data will be presented, discussed and what type of methods will be used was explained orderly. Also how the conclusions or recommendations would be derived at the end of the study were also been cleared up in this section.

CHAPTER 4

4.0 Results and Discussion

4.1 Introduction

Throughout this chapter, a comprehensive interpretation of the data, which had been collected through the distributed survey questionnaire (Appendix A) which were analyzed using Statistical Package for the Social Science (SPSS) would be discussed. The SPSS was utilized to come up with answers and conclusions for the issues which were discussed in previous chapters. This chapter discuss on the general characteristics of the respondents, their experience, their action, opinion, perspective and their aspiration in overcoming the problem stated earlier.

4.2 Section 2 - Demographic Data of the Respondents

The following table shows the statistics analysis of the Demographic Data. A total of 200 questionnaire was distributed in Google Form for respondents who worked in manufacturing companies around Kulim Hi-Tech Park. Only 121 responses or feedbacks were received which represent 60.5% from the total distribution. As mentioned earlier, since the topic is still a taboo and sensitive, it was predicted earlier that the responses would be poor.

Statistics							
	C1 : Gender	C2 : Age	C3 : Race	C4 : Nationality	C5 : Educational Level	C6 : Employment Hierarchy	C7 : Years of Experience
N Valid	121	121	121	121	121	121	121
Missing	0	0	0	0	0	0	0

Table 2: Statistic Summary for Demographic Data

The table above displays how many valid cases (N) were collected and how many of those responses had missing values. As shown, it can be seen that there are no missing values were recorded. Thus the number of valid respondents would be 121 for the 7 (seven) variables as stated.

4.2.1 Gender

Among the 121 respondents, the majority stands from the male gender which respectively followed by 41 female respondents and 1 non-binary respondent.

Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	41	33.9	33.9	33.9
	Male	79	65.3	65.3	99.2
	Non-binary	1	.8	.8	100.0
	Total	121	100.0	100.0	

Table 3: Gender

4.2.2 Age

The age of respondents who could participate in the research study was limited for those who are aged 18 and above only. This limitation is applied according to Malaysian Law of minimal age one could be hired legally. 66.1% percentage of the respondents were belong to the age group of 31-45 years old whereas the minimum number of participants were from age group of 61 and above.

Age					
		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	18-30 years old	22	18.2	18.2	18.2
	31-45 years old	80	66.1	66.1	84.3
	46-60 years old	16	13.2	13.2	97.5
	61 and above	3	2.5	2.5	100.0
	Total	121	100.0	100.0	

Table 4: Age

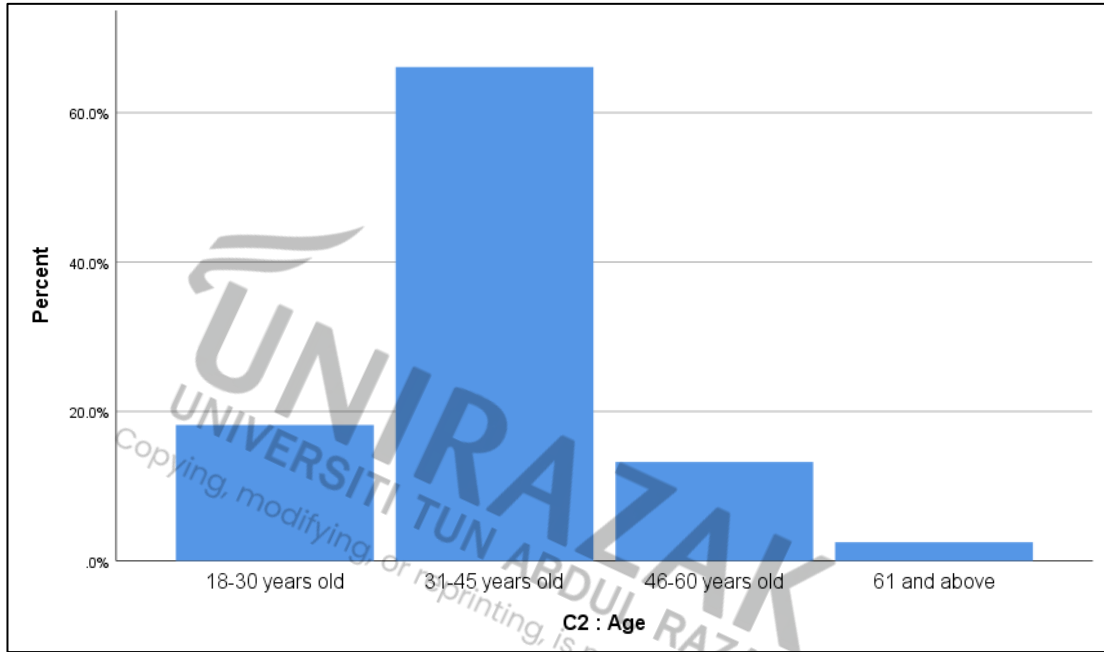


Figure 9: Age

4.2.3 Race & Nationality

The questionnaire were distributed for all the Malaysian citizen whom stands from multiple races. Among them, Indian participants were the highest respondents with majority of 65.3%. The major race of Malaysia, Malay respondents were seen at 15.7% and Chinese are 17%.

Race				
	Frequenc y	Percent	Valid Percent	Cumulative Percent

Valid	Bumiputera sarawak	1	.8	.8	.8
	Chinese	17	14.0	14.0	14.9
	Dayak Sarawak	1	.8	.8	15.7
	Indian	79	65.3	65.3	81.0
	Malay	19	15.7	15.7	96.7
	Mix	1	.8	.8	97.5
	Native Borneo	1	.8	.8	98.3
	Punjabi	1	.8	.8	99.2
	Sri Lankan	1	.8	.8	100.0
	Total	121	100.0	100.0	

Table 5: Race

Even though there were multiple other races were participated in the survey, all of them were Malaysian by nationality, as per shown in bellows table:

Nationality					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Malaysian	121	100.0	100.0	100.0

Table 6: Nationality

4.2.4 Education Level

A question about respondents' educational backgrounds was also included in the survey form. With a total of 60 respondents, the results suggest that the majority of the respondents have a Bachelor's Degree or Higher Diploma. Certificate/Diploma holders had the second greatest number of respondents (35), followed by Master/PhD

holders (21). With only five people responding, the lowest group is Secondary or below.

Educational Level					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bachelor's Degree/Higher Diploma	60	49.6	49.6	49.6
	Certificate/Diploma	35	28.9	28.9	78.5
	Master/Phd	21	17.4	17.4	95.9
	Secondary or below	5	4.1	4.1	100.0
	Total	121	100.0	100.0	

Table 7: Education Level

4.2.5 Employment Hierarchy & Years of Experiences

The respondents were also asked about their employment hierarchy as part of the survey questionnaire. With a total of 80 respondents, the majority of the respondents are from the mid-level hierarchy. With 32 responses, the second highest category is low-level hierarchy, followed by the lowest group, Top-Level Management, with only 7 respondents.

Employment Hierarchy					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Low level hierarchy (i.e. Technicians, Operators, Cleaners, Security)	32	26.4	26.4	26.4

Mid-level Hierarchy (i.e. Managers, Engineers, Department Heads)	82	67.8	67.8	94.2
Top level hierarchy (i.e. Directors, CEO, Vice President, General Manager)	7	5.8	5.8	100.0
Total	121	100.0	100.0	

Table 8: Employment Hierarchy

39.7% of respondents have a 15 years and above of working experiences. 21.5% which is 26 respondents have 6-10 years of experiences and followed by 11-15 years with 20.7%, 25 respondents and 0-5 years with 18.2%, 22 respondents.

Years of Experiences		Frequency	Valid Percent	Valid Percent	Cumulative Percent
Valid	0-5 years	22	18.2	18.2	18.2
	11-15 years	25	20.7	20.7	38.8
	15 years and above	48	39.7	39.7	78.5
	6-10 years	26	21.5	21.5	100.0
	Total	121	100.0	100.0	

Table 9: Years of Experiences

4.3 Section 3 – Awareness

When an employee feels disadvantaged because of their nationality, colour, or ethnic origin, this is referred to as racial discrimination. Racial discrimination occurs when one individual is regarded less favourably than another in a similar situation because

of their race or heritage. When an employee is treated unfairly because of their ethnicity or perceived race, this is known as racial discrimination. It could be a one-time event or a situation that persists over time. Racial harassment occurs when an employee's working environment is consistently unpleasant, disrespectful, or demeaning.

The Section 3 – Awareness is compiled of questions which depicts some situation that may occur in certain work environment. The respondents were given a set of 5 (five) situation where they were asked to choose whether the situation is showing racism or not. Based on the received feedback, it could be concluded that majority of the respondents finds that 4 out of 5 situation is showing racism.

A1: The international manufacturing company, held a meeting in English language. However in middle of meeting, some individuals gave output in another language even though there are few employees in meeting who could not understand the particular language.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Racism	71	58.7	58.7	58.7
	Racism	50	41.3	41.3	100.0
	Total	121	100.0	100.0	

A2 : A hiring manager decides who to hire for internal job vacancy based on race, because they think the 'others' would feel left out since the department does not have staff from the same race as 'others'

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Racism	33	27.3	27.3	27.3
	Racism	88	72.7	72.7	100.0
	Total	121	100.0	100.0	

A3: A department have 10 employees, where 9 of them are from same race. When the department decides on any outdoor activities, they often exclude the one staff as they think the staff might be offended by the choice of food/place/activity.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Racism	24	19.8	19.8	19.8
	Racism	97	80.2	80.2	100.0
	Total	121	100.0	100.0	

A4: Ms. A, a person of 'X' ethnicity, applies to work as a receptionist at a manufacturing company where 'Y' ethnicity is predominant. She meets all of the job requirements, but following an interview the employer tells Ms. A “you wouldn’t fit in here”. Instead a 'Y' person with similar skills and experience is hired.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Racism	28	23.1	23.1	23.1
	Racism	93	76.9	76.9	100.0
	Total	121	100.0	100.0	

A5: An employee is taking her case to employment tribunal after being racially abused by two colleagues. In the run up to the hearing, many more of her colleagues stop talking to her and her manager puts her on probation.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Racism	20	16.5	16.5	16.5
	Racism	101	83.5	83.5	100.0
	Total	121	100.0	100.0	

Table 10(1-5): Awareness Questions

4.4 Section 4 - Section 4 – Existence

This section consist of only one question where the respondents are asked if they had witnessed or encountered a racial discrimination at their current or previous workplace. Depend on their answer, the respondents are directed to the next section of question which are related to their experience. The questionnaire was designed in such way in order to analyse the different perspective of their responses/opinions.

Among 121 respondents, 61 person had admitted that they had been racially discriminated at their work place, which makes up the majority of 50.4%. The balance respondents, had declared that they had never encountered any kind of racial discrimination nor had witnessed such incident.

E1: Have you witnessed or encountered a racial discrimination at your workplace (current or previous)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	60	49.6	49.6	49.6
	Yes	61	50.4	50.4	100.0

	Total	121	100.0	100.0	
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Table 11: Existence of Racism at Workplace

4.5 Section 5 - Work Place Situation

The respondents who had answered yes, encountered racial discrimination had directed to Section 5, where 5 (five) types of racial discrimination acts were given and they were asked to choose if those were the situation faced by them. the details of each situation is as follows:

4.5.1 Situation 1

I been intentionally excluded from work place or work events because of my race					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	60	49.6	49.6	49.6
	Yes	29	24.0	24.0	76.0
	Total	121	100.0	100.0	

Table 12: Situation 1

When the respondents are asked if they were been intentionally excluded from workplace or work events due to their race majority of the respondents (32 person) had answered no. However, the difference among those who had answered yes and no was not huge as 29 respondents had said that they had faced the situation.

4.5.2 Situation 2

Next, the respondents were asked if their colleagues had made inappropriate jokes about their race in the form of attire, culture norms and etc. 33 out of 61 respondents had chosen no option and balance 28 had answered yes.

Other staffs at my company had always made jokes about my race and "things" associated with my race i.e. attire, culture norms, and etc.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	60	49.6	49.6	49.6
	No	33	27.3	27.3	76.9
	Yes	28	23.1	23.1	100.0
	Total	121	100.0	100.0	

Table 13: Situation 2

4.5.3 Situation 3

In Situation 3, it was questioned if the respondents have faced a situation where a colleague has made an assumption of themselves purely based on racial stereotypes. 36 respondents (59%) had admitted yes meaning that they had been pre-judged by others before getting know them just based on bigotry.

Colleagues have made assumptions about my ability, character or behaviour based on racial stereotypes					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	60	49.6	49.6	49.6
	No	25	20.7	20.7	70.2
	Yes	36	29.8	29.8	100.0

	Total	121	100.0	100.0	
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Table 14: Situation 3

4.5.4 Situation 4

Next it was inquired if the surveyee had sensed that they been excluded from certain activities due to their race. Majority which is 52.46% of respondents had answered no for the question with 47.54% of respondents had said they had indeed felt in that way.

I have sometimes felt that because of the race, I was always actively not included in any activities i.e. meetings/gathering/discussions					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	60	49.6	49.6	49.6
	No	32	26.4	26.4	76.0
	Yes	29	24.0	24.0	100.0
	Total	121	100.0	100.0	

Table 15: Situation 4

4.5.5 Situation 5

In Situation 5, it was questioned if the respondents had felt that they been treated differently due to their race. For this, majority had answered yes, which makes up of 65.57% from the total respondents. The balance 34.43% people had answered that they never felt in such way.

I sometimes feel that because of my race, colleagues treat me differently					
		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	1	60	49.6	49.6	49.6
	No	21	17.4	17.4	66.9
	Yes	40	33.1	33.1	100.0
	Total	121	100.0	100.0	

Table 16: Situation 5

4.6 Section 6 – Action

The section consist of two (2) questions, where in the first question respondents were inquired by whom they been racially discriminated. The given options were:

1. Higher authority (i.e. Managers, Supervisors, Team Lead)
2. Colleagues (i.e. someone from same or different department but in same level of position as you/ colleague)
3. Lower authority (i.e. subordinates, someone who works below/ under supervision of you/colleague)

From the collected data, it can be seen that majority had said that they been racially discriminated by those who are in higher authority than them as well as those who are at same level of hierarchy at workplace. Secondly, 15 respondents had said that they been prejudiced by all of the stated level of authorities.

By whom you had been racially harassed at workplace?				
1. Higher authority (i.e. Managers, Supervisors, Team Lead)				
2. Colleagues (i.e. someone from same or different department but in same level of position as you/ colleague)				
3. Lower authority (i.e. subordinates, someone who works below/ under supervision of you/colleague)				
	Frequency	Percent	Valid Percent	Cumulative Percent

Valid	1	60	49.6	49.6	49.6
	1 & 2	35	28.9	28.9	78.5
	1 & 3	5	4.1	4.1	82.6
	2 & 3	6	5.0	5.0	87.6
	All of above	15	12.4	12.4	100.0
	Total	121	100.0	100.0	

Table 17: Situation 6.1

In the second question, it was inquired whether the respondents had taken any action when they were racially discriminated at their workplace. 40 respondents, which makes the majority of 65.57% had said that they did not take any measures when they were racially bullied. Whereas 34.43% of respondents had said that they did responded to the situation.

When you were racially abused have you taken any action?					
		Frequency	Valid Percent	Valid Percent	Cumulative Percent
Valid	1	60	49.6	49.6	49.6
	No	40	33.1	33.1	82.6
	Yes	21	17.4	17.4	100.0
	Total	121	100.0	100.0	

Table 18: Situation 6.2

4.7 Section 7 - Actions Taken by You

Section 7 is designed for the respondents who had answered that they had taken action against those who had racially discriminated them. In this section, a total of 4 (four) questions were asked about the types of action taken by the respondents. The given options for the respondents are as below:

4.7.1 Action 1

The respondent were asked if they had reported the incident to their Human Resource Management. Out of 21, 14 respondents had answered yes and the balance 7 respondents had said that they did not escalated the matter to their Human Resource Department.

I reported the incident to manager or the HR Department					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	100	82.6	82.6	82.6
	No	7	5.8	5.8	88.4
	Yes	14	11.6	11.6	100.0
	Total	121	100.0	100.0	

Table 19: Action 1

4.7.2 Action 2

Next, the respondent had questioned if they had confronted the perpetrator. Majority, 15 respondents or 71.43% had said yes and the rest picked the no option.

I confronted the perpetrator					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	100	82.6	82.6	82.6
	No	6	5.0	5.0	87.6
	Yes	15	12.4	12.4	100.0
	Total	121	100.0	100.0	

Table 20: Action 2

4.7.3 Action 3

Then the participants were asked if they had spoken or discussed the incident with the other colleagues and gathered their support to file a complaint. Here, majority, 12 out of 21 respondents had said no and 7 had said yes.

I spoke to other colleagues of the event and gathered support to file a complaint					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	100	82.6	82.6	82.6
	No	12	9.9	9.9	92.6
	Yes	9	7.4	7.4	100.0
	Total	121	100.0	100.0	

Table 21: Action 3

4.7.4 Action 4

Lastly, the respondents questioned if they still proceed to file a complaint even if they were not supported by their colleagues. 11 out of 21 people had said yes and the rest had said no.

I filed a complaint with an authority even when no one was supporting me					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	100	82.6	82.6	82.6
	No	10	8.3	8.3	90.9
	Yes	11	9.1	9.1	100.0
	Total	121	100.0	100.0	

Table 22: Action 4

4.8 Section 8 - Action/Reaction of Other

In the previous section the respondent was asked about their reaction to a racial discrimination. In this section, they were asked about others, i.e. the colleagues' action or reaction regarding the matter. Here, they were asked specifically about others reaction when they had made complaint about the perpetrator. The three (3) questions which were asked are as follows:

4.8.1 Reaction 1

When the respondent made a complaint, they were asked if their complaint were rejected and they been advised to let go the matter. 13 of 21 respondents had said that they did not face this situation. Whereas 8 of them said yes, they were requested to let the matter slide aside.

When I made complaint: My complaint was rejected and I was asked to let go the matter					
		Frequency	Valid Percent	Valid Percent	Cumulative Percent
Valid	1	100	82.6	82.6	82.6
	No	13	10.7	10.7	93.4
	Yes	8	6.6	6.6	100.0
	Total	121	100.0	100.0	

Table 23: Reaction 1

4.8.2 Reaction 2

Next, they were asked if, when they made the complaint, the involved personnel were questioned and necessary actions were taken against them. 57.14% of respondent had said that indeed the perpetrator was questioned and equivalent/necessary measurement was taken.

When I made complaint: The perpetrator was questioned and necessary actions were taken					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	100	82.6	82.6	82.6
	No	9	7.4	7.4	90.1
	Yes	12	9.9	9.9	100.0
	Total	121	100.0	100.0	

Table 24: Reaction 2

4.8.3 Reaction 3

Finally the respondents were asked if they been accused of being overly dramatic or labelled as someone who could not tolerate small incidents/jokes. 12 of the respondents had said yes and the balance 9 respondents had picked the option no.

When I made complaint: I was side-lined and accused of being overly dramatic or labelled as someone who could not tolerate small incidents/jokes					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	100	82.6	82.6	82.6
	No	9	7.4	7.4	90.1
	Yes	12	9.9	9.9	100.0
	Total	121	100.0	100.0	

Table 25: Reaction 3

4.9 Section 9 - Action by You

This part is for individuals who answered no to the Section 4 - Existence question, which means they have never encountered or witnessed racial prejudice at work. The

section has five (five) questions, the first of which asks respondents if they feel racial prejudice exists in their employment despite having never experienced or witnessed it. The following questions are posed to see how they would react if they were to encounter racial discrimination in the future.

4.9.1 What If Action 1

At first the individuals were asked if they think that racial discrimination could be happening in their company or work place even though they did not encounter any incident personally. 32 surveyees had said that they do not believe that racial discrimination could be happening despite the fact that they did not witness any.

Do you think that racial discrimination are happening in your company although you have not encountered any incident nor witnessed any					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	61	50.4	50.4	50.4
	No	32	26.4	26.4	76.9
	Yes	28	23.1	23.1	100.0
	Total	121	100.0	100.0	

Table 26: What If Action 1

4.9.2 What If Action 2

Next, they were asked if they would be willing to escalate the matter to higher authority if and when they had encountered or witnessed any racial discrimination act. As shown in below table, 51 surveyees which is 85% of the 60 respondents had admit that they would indeed make move in such situation.

Would you report to Higher Authority if you witnessed any racial discrimination?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	61	50.4	50.4	50.4
	No	9	7.4	7.4	57.9
	Yes	51	42.1	42.1	100.0
	Total	121	100.0	100.0	

Table 27: What If Action 2

4.9.3 What If Action 3

Besides making complaint, the participants were also asked if they would confront the perpetrator when they witness other individuals are being racially bullied. 43 of 60 respondents had said that they would confront the bully and 17 had said they would not.

Will you confront the perpetrator if you witness them discriminating someone racially?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	61	50.4	50.4	50.4
	No	17	14.0	14.0	64.5
	Yes	43	35.5	35.5	100.0
	Total	121	100.0	100.0	

Table 28: What If Action 3

4.9.4 What If Action 4

Besides the previous actions, the polles' were asked if they would be willing to talk to the victim to encourage them to make complaint about the incident. Majority of the respondent, 49 of them answered yes and the rest, 11 said they would not.

Will you talk to the victim of the event (racial discrimination) and encourage them to file a complaint					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	61	50.4	50.4	50.4
	No	11	9.1	9.1	59.5
	Yes	49	40.5	40.5	100.0
	Total	121	100.0	100.0	

Table 29: What If Action 4

4.9.5 What If Action 5

31 out of 60 respondents had said yes, that they would still proceed to make complaints to the authority even when the victim is refused to do so. 29 of them had said they would not escalate the matter if the victim themselves will not do it.

Will you file a complaint with an authority even when the victim of racial discrimination refused to do so?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	61	50.4	50.4	50.4
	No	29	24.0	24.0	74.4
	Yes	31	25.6	25.6	100.0
	Total	121	100.0	100.0	

Table 30: What If Action 5

4.10 Section 10 - Action/Reaction of Others

This section is linked to the previous one, in which respondents are asked how they expect others (e.g., colleagues, staff, and managers) to behave if they take action against those who have racially insulted others. The five questions asked in this section are as below:

4.10.1 What if action of others 1

In this question, the respondents been asked if they think that the other party would make response or take further action when the respondent had taken necessary measurements. 42 of the respondents had picked the option yes and balance 18 had said no.

When you take an action such as making complaint, confront the perpetrator, talk to victim: Do you think, there will be any further action from those whom you had the talk/made complaint?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	61	50.4	50.4	50.4
	No	18	14.9	14.9	65.3
	Yes	42	34.7	34.7	100.0
	Total	121	100.0	100.0	

Table 31: What if action of others 1

4.10.2 What if action of others 2

Besides that, the 60 respondents were asked if it would be possible for those from their **SAME** race (as respondents) would discriminate them and accused of being overly dramatic or labelled as someone who could not tolerate small incidents/joke.

34 out of 60 individuals had denied the statement by choosing the no option and 26 of them agreed with the statement.

When you take action: Do you think that you will be side-lined by SAME race and accused of being overly dramatic or labelled as someone who could not tolerate small incidents/joke?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	61	50.4	50.4	50.4
	No	34	28.1	28.1	78.5
	Yes	26	21.5	21.5	100.0
	Total	121	100.0	100.0	

Table 32: What if action of others 2

4.10.3 What if action of others 3

Next, the respondents were asked if it would be possible for those from the **DIFFERENT** race would discriminate them and accused of being overly dramatic or labelled as someone who could not tolerate small incidents/joke. For this question, the respondents picked 50% as yes and another 50% as no.

What if action of others 3: When you take action: Do you think that you will be side-lined by DIFFERENT race and accused of being overly dramatic or labelled as someone who could not tolerate small incidents/joke?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	61	50.4	50.4	50.4
	No	30	24.8	24.8	75.2

	Yes	30	24.8	24.8	100.0
	Total	121	100.0	100.0	

Table 33: What if action of others 3

4.10.4 What if action of others 4

Apart from the above, the respondents were also asked if they would gather support of other colleagues and some of the fellow workers who faced the similar situation will come forward to make complaints. Yes was the option that was picked by the majority of the individuals as shown below.

When you take action: Do you think you will be supported by other colleagues and some will come forward to file the incidents that had happened to them as well					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	61	50.4	50.4	50.4
	No	22	18.2	18.2	68.6
	Yes	38	31.4	31.4	100.0
	Total	121	100.0	100.0	

Table 34: What if action of others 4

4.10.5 What if action of others 5

Also the respondents were inquired whether they anticipate a situation where they will be accused and would be asked to leave their company/firm by turning in a resignation letter. For this, 42 of the respondents had said no and 18 think that they might face such situation.

When you take action: Do you think you will be accused and asked to leave the company by handing in resignation letter

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	61	50.4	50.4	50.4
	No	42	34.7	34.7	85.1
	Yes	18	14.9	14.9	100.0
	Total	121	100.0	100.0	

Table 35: What if action of others 5

4.11 Section 11 - I Did Not Take Action

This section is for individuals who answered No to the action question in Section 6.

The respondents are asked why they did not report or take any other activities while they were in an unfavourable position, such as being racially discriminated, in order to better understand why they made such decision.

4.11.1 Did not take action 1

The 40 out of 61 respondents, whom initially admitted that they had encountered or witnesses a racially discriminating situation, were asked if they did not take any further measurements because the victim was someone they did not know personally or is it because the perpetrator was a higher authority employee. Most of the respondent had denied the statement, where 25 of 40 individuals had chosen No as an option.

I do not know the person (victim) or the perpetrator was from higher level i.e. Supervisor, Manager					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	81	66.9	66.9	66.9
	No	25	20.7	20.7	87.6
	Yes	15	12.4	12.4	100.0

	Total	121	100.0	100.0	
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Table 36: I did not take action 1

4.11.2 Did not take action 2

Over here, 27 surveyee felt that the matter was not that much serious in order to be escalated to relevant authorities.

It was not serious enough to escalate the matter.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	81	66.9	66.9	66.9
	No	13	10.7	10.7	77.7
	Yes	27	22.3	22.3	100.0
	Total	121	100.0	100.0	

Table 37: I did not take action 2

4.11.3 Did not take action 3

When the respondents were asked if they were unsure of to whom they should report the incident, 26 out of 40 respondent had agreed that they were unaware about the correct party that they could make the complaint.

I was unsure of how or to whom to make the complaints					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	81	66.9	66.9	66.9
	No	14	11.6	11.6	78.5
	Yes	26	21.5	21.5	100.0
	Total	121	100.0	100.0	

Table 38: I did not take action 3

4.11.4 Did not take action 4

Majority of the pollee, 29 individuals had stated that they indeed scared that there would be an undesired action taken against them when they make complaints; such as they would be isolated, accused and even fired from their position.

I feared the consequences i.e. would be isolated/accused/fired					
		Freque ncy	Percent	Valid Percent	Cumulative Percent
Valid	1	81	66.9	66.9	66.9
	No	11	9.1	9.1	76.0
	Yes	29	24.0	24.0	100.0
	Total	121	100.0	100.0	

Table 39: I did not take action 4

4.11.5 Did not take action 5

Next, the respondents had agreed to the statement that they knew no action would be taken especially when the offender is from the higher authority or if she/he is from the major race in the management. 87.5% of individuals had chosen the option yes for this statement.

I did not take action 5: I knew no action will be taken i.e. the perpetrator was higher authority or major race in the management					
		Freque ncy	Percent	Valid Percent	Cumulative Percent
Valid	1	81	66.9	66.9	66.9
	No	5	4.1	4.1	71.1
	Yes	35	28.9	28.9	100.0
	Total	121	100.0	100.0	

Table 40: I did not take action 5

4.11.6 Did not take action 6

Lastly, the respondents were asked the reason for not escalating the matter is because they were the victims and if they had resigned their job after the incident. 30 out of 40 respondents had said that was not the reason by choosing option no.

I was the victim and I resigned after the incident					
		Freque ncy	Percent	Valid Percent	Cumulative Percent
Valid	1	81	66.9	66.9	66.9
	No	30	24.8	24.8	91.7
	Yes	10	8.3	8.3	100.0
	Total	121	100.0	100.0	

Table 41: I did not take action 6

4.12 Section 12 – Perception

This section contains 6 (six) questions that examine respondents' perspectives on various situations that may arise in the workplace on a regular basis. The respondents answer for each of the question is as below:

4.12.1 Perception 1

In this question, it was asked if judging someone based on their race and racially profiling someone would be accurate. 96 individuals which is 79.34% had said no, meaning that such action is wrong.

Someone from your organization is being judged based on their race (i.e. labelled as lazy, dirty, drunkard, racist) Do you think racial profiling someone is correct?					
		Freque ncy	Percent	Valid Percent	Cumulative Percent

Valid	No	96	79.3	79.3	79.3
	Yes	25	20.7	20.7	100.0
	Total	121	100.0	100.0	

Table 42: Perception 1

4.12.2 Perception 2

Next the surveyees' were given a joke where a three types of races were racially profiled according to the situation and asked about their opinion on the joke. 70 polles' had said that the joke was not funny and it was offensive as well.

Q: What do you call a Chinese driving a BMW?
A: A loan shark.

Q: What do you call a Malay driving a BMW?
A: Amat (driver)

Q: What do you call an Indian driving a BMW?
A: Car thief

What do you think of this?

		Frequency	Valid Percent	Valid Percent	Cumulative Percent
Valid	Funny and not offensive	10	8.3	8.3	8.3
	Funny but it is offensive	24	19.8	19.8	28.1
	Not funny and not offensive	17	14.0	14.0	42.1
	Not funny and offensive	70	57.9	57.9	100.0
	Total	121	100.0	100.0	

Table 43: Perception 2

4.12.3 Perception 3

Then, the respondents were given a situation where it was much personalised by asking what their opinion is if someone close to them such as friend who is a colleague as well had uttered some racial slurs to degrade someone when they are angry. 78.5% of the respondents had chosen the option where it was stated that it was not ok that their friend had used such words just because they are angry.

A friend, who is your colleague (same race as you) had involved in some arguments/dispute with another colleague (different race). When your friend vent at you he/she used racial slurs to point out the other.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	It is not ok that my friend used such words just because he/she is angry	95	78.5	78.5	78.5
	It is ok, cause my friend just said it in anger; he/she did not mean it	26	21.5	21.5	100.0
	Total	121	100.0	100.0	

Table 44: Perception 3

4.12.4 Perception 4

Next, it was asked that when a manager from certain race promote a staff who is same race as the manager, is perceived as racial favouritism. 73 individuals which makes the majority, had said that this action is not due to racism.

When a Manager from Race A, promotes/ endorse someone from Race A, I feel that the action is due to same race.

		Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid	No	73	60.3	60.3	60.3
	Yes	48	39.7	39.7	100.0
	Total	121	100.0	100.0	

Table 45: Perception 4

4.12.5 Perception 5

Following from the previous statement, the surveyees' were asked if a manager from certain race promotes someone from their own race, do the participants wish that a manager whom is same race as them should promote them as well. 79.34% of the respondents said that they do not wish for such and chosen option no.

When a Manager from Race A, promotes/ endorse someone from Race A, I feel that the Manager who is same race mine should do the same.					
		Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid	No	96	79.3	79.3	79.3
	Yes	25	20.7	20.7	100.0
	Total	121	100.0	100.0	

Table 46: Perception 5

4.12.6 Perception 6

The sixth question was asked what respondents' management/supervisor's action would be when some unwanted incidents happened at workplace which were specifically caused by certain race people. 34 out of 121 respondents had chosen the option 1, which stated that their management would hire employees from the same race regardless of past incidents. Where 33 respondents had stated that the

management would often give warning/threaten those from same race to not repeat the action or accuse them if anything goes wrong as well as refusing to hire employees from that particular race by labelling that the particular race people are problematic.

When consecutively some unwanted incidents happen at workplace caused by certain race, often my management/superior.....					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hire employees from the race regardless of past incidents	34	28.1	28.1	28.1
	Often gives warning/threaten those from the same race to not to repeat the action or accuse them if anything happens on	23	19.0	19.0	47.1
	Option 2 & 3	33	27.3	27.3	74.4
	Refuse to hire employees from that particular race since they assume that the race people are problematic	31	25.6	25.6	100.0
	Total	121	100.0	100.0	

Table 47: Perception 6

4.13 Section 13 – Motivation Level

The Section 13 was designed to test the hypotheses which were proposed earlier and to get a conclusion. The respondents were asked about their motivation levels from different aspects to analyse the reliability of the suggested propositions.

4.13.1 Motivation Level 1

As for the first question, the respondents asked their opinion on what would happen to their motivation level when they are being racially discriminated. Most of the participants, 61 of them answered that their motivation level would be lowered; they would lose their desire to work and subsequently would start to look for new job.

When/if you are racially discriminated, what do you think will happen?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	It has nothing to do with my motivation level	20	16.5	16.5	16.5
	My motivation level goes down and I have no desire to work; I start to look for new job	61	50.4	50.4	66.9
	The motivation level would be higher as I would strive harder to prove myself and try to break the stereotype	40	33.1	33.1	100.0
	Total	121	100.0	100.0	

Table 48: Motivation Level 1

4.13.2 Motivation Level 2

Next the participants were asked what would be their action when they are being discriminated racially. 63 of the respondents had chosen the option where it stated that they will look for another job and would resign their current job as nothing could be done. Whereas 35 of the respondents said that they will be motivated to break the stereotype by working harder.

When/if you are racially discriminated, what is/would be your action					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Be motivated to break the stereotype by working harder	35	28.9	28.9	28.9
	Find another job and resign at current workplace since nothing could be done	63	52.1	52.9	81.0
	Stay in the same job and continue the same routine, because everywhere is the same	23	19.0	19.0	100.0
	Total	121	100.0	100.0	

Table 49: Motivation Level 2

4.13.3 Motivation Level 3

When asked whether the respondents' creativity level goes up when they are racially discriminated, 66 out 121 respondents said that their level will not go up in such situation.

When/if I am racially discriminated, my creativity and innovation level goes up					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	66	54.5	54.5	54.5
	Yes	55	45.5	45.5	100.0
	Total	121	100.0	100.0	

Table 50: Motivation Level 3

4.13.4 Motivation Level 4

When asked whether the respondents' creativity level goes down when they are racially discriminated, 64 out of 121 respondents said that their level will be lowered in such a situation.

When/if I am racially discriminated, my creativity and innovation level goes down					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	57	47.1	47.1	47.1
	Yes	64	52.9	52.9	100.0
	Total	121	100.0	100.0	

Table 51: Motivation Level 4

4.13.5 Motivation Level 5

When the respondents were inquired whether they will take frequent leave in order to avoid being discriminated, 66.9% of participants had agreed with the statement.

When I am racially discriminated at work place, I frequently take leave to avoid being discriminated

		Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid	No	40	33.1	33.1	33.1
	Yes	81	66.9	66.9	100.0
	Total	121	100.0	100.0	

Table 52: Motivation Level 5

4.13.6 Motivation Level 6

The respondents was asked if they would be coming to work regularly in order to prove themselves when they are racially discriminated, 81 of the respondents opted for the option no.

When I am racially discriminated at work place, I regularly comes to work to prove myself					
		Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid	No	81	66.9	66.9	66.9
	Yes	40	33.1	33.1	100.0
	Total	121	100.0	100.0	

Table 53: Motivation Level 6

4.13.7 Motivation Level 7

When asked if the respondents would be staying in the same job and work harder to break the stereotypes on themselves due to racial prejudice, majority of the participants had opted no option. 75 participants which is 62% had chosen the option no.

When I am racially discriminated at work place, I stay in the same job and work harder to break the stereotype					

		Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid	No	75	62.0	62.0	62.0
	Yes	46	38.0	38.0	100.0
	Total	121	100.0	100.0	

Table 54: Motivation Level 7

4.13.8 Motivation Level 8

64 out of 121 respondents had chosen option yes, when they were asked if they would resign or start to look for new job. The balance 57 respondents had chosen option no, stating that they would keep staying in the same job even when they are racially discriminated.

When I am racially discriminated at work place, I start look for another job or resign					
		Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid	No	57	47.1	47.1	47.1
	Yes	64	52.9	52.9	100.0
	Total	121	100.0	100.0	

Table 55: Motivation Level 8

4.13.9 Motivation Level 9

When the respondents been asked whether they would take the situation of being racially discriminated as a challenge and their mental is not affected due to the immoral act, 74 out of 121 respondents had said no. whereas 47 of the respondents had said yes.

When I am racially discriminated at work place, My mental health is not affected/ I do not feel down or pity, I take the situation as a challenge					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	74	61.2	61.2	61.2
	Yes	47	38.8	38.8	100.0
	Total	121	100.0	100.0	

Table 56: Motivation Level 9

4.13.10 Motivation Level 10

74 out of 121 surveyees had agreed to the statement that being racially discriminated indeed affect their mental health such as making them depressed, unhappy or angry.

When I am racially discriminated at work place, my mental health is affected i.e. depressed, unhappy or angry					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	47	38.8	38.8	38.8
	Yes	74	61.2	61.2	100.0
	Total	121	100.0	100.0	

Table 57: Motivation Level 10

4.14 Thematic Analysis

The research was conducted in Kulim Hi-Tech Park among the employees who works in a manufacturing company. The study consisted of a total of 121 (n=121) individuals whom are stands from different type of races. The participants were stands from (n=79) males, (n=41) females and (n=1) non-binary individual. Among them Indians

were the highest respondents with (n=79), followed by Malays (n=19), Chinese (n=17) and others (n=6).

A quantitative approach by using Google form questionnaire was used in collecting data as the qualitative method of interviewing was not welcomed by the respondents. Even when they were assured that their identity and details would be preserved as anonymity, none were willing to give an interview. Since the options were limited, a research questionnaire was the most practical approach for the participants.

The data collection was done by distributing the Google questionnaire to a total of 200 workers in manufacturing companies through emails and WhatsApp application. However, at the end of research only (n=121) responses were received in return as many said they are still uncomfortable answering the questions. The questions included topics such as requesting their general info such as gender, age, race, nationality, education level, employment hierarchy and years of experiences. Then the questions were designed to test participants' understanding on terms of racism at workplace which followed by asking if they had any personal experiences. Then the questions were designed according to individual's experiences and at last part they were asked about the impacts of racial discrimination on their motivation level.

4.14.1 Data Analysis of Respondents who had faced Racial Discrimination

As discussed earlier, out of (n=121) participants, (n=61) admitted that they had gone through racial discrimination at their current or previous work place. Among the (n=61) respondents (n=42) Indians, (n=8) Malays, (n=7) Chinese and (n=4) of other race individuals had opted the option yes and confirmed that they had gone through racial discrimination in their work life as shown in the Figure 10.

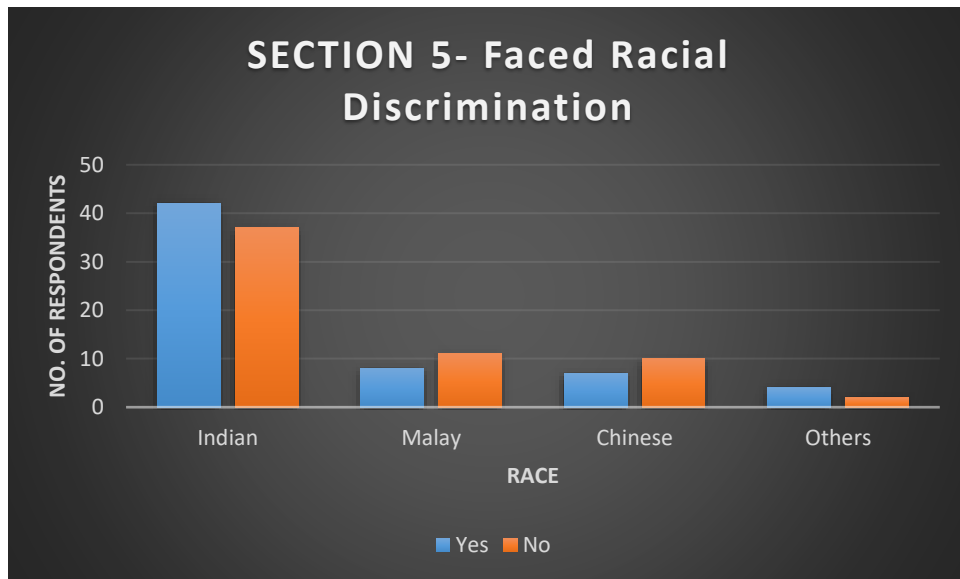


Figure 10: Data Analysis of Respondents who had faced Racial Discrimination

From the graph, we could see that the races such as Indian and others shows high number of individuals (among those who participated) had admit that they had been racially discriminated. Other two races such as Malays and Chinese, majority of them had said they did not encountered such incidents. However, it can be concluded that racial discrimination is a phenomena encountered by all the races despite whether they are majority or minority.

When the respondents were given five (5) different types of situation and asked which of the scenario is applicable to them, minimum of (n=28) had said yes for all the situation. However, the Question No.5 had gathered more yes, in term of (n=40) where the question stated that individuals had felt that their colleagues had treated them differently due to their race. Next, (n=36) yes was gathered for Question No. 2 & 3 equally. In Question No.2 the respondents had agreed that the staffs in their company often make jokes about their race and elements of their race such as culture norms, attire and etc. Where as in Question 3, they had agreed to the statement where their work mates had made assumptions of their ability, character or behaviour purely based on the racial stereotypes associated with their race, as depicted in following graph.

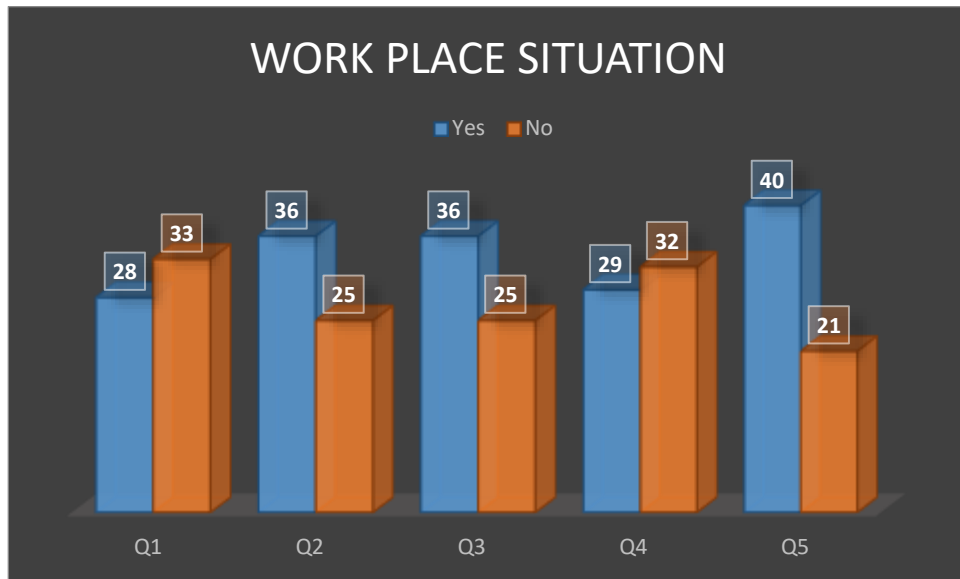


Figure 11: Work Place Situation

Moving from there, (n=35) respondents had said that they were offended mostly by their bosses (higher authorities) and their colleagues. However, when those who were bullied racially were asked if they had taken any action against their perpetrator, (n=40) had answered that they did not take action. When we interpret the data, it could be seen that the probability of individuals whom did not take action exceeds those who had taken action; except other races. These sadly shows that, no matter what is the race are the individuals are belongs too, most of them are not come forwarding to report the cases.

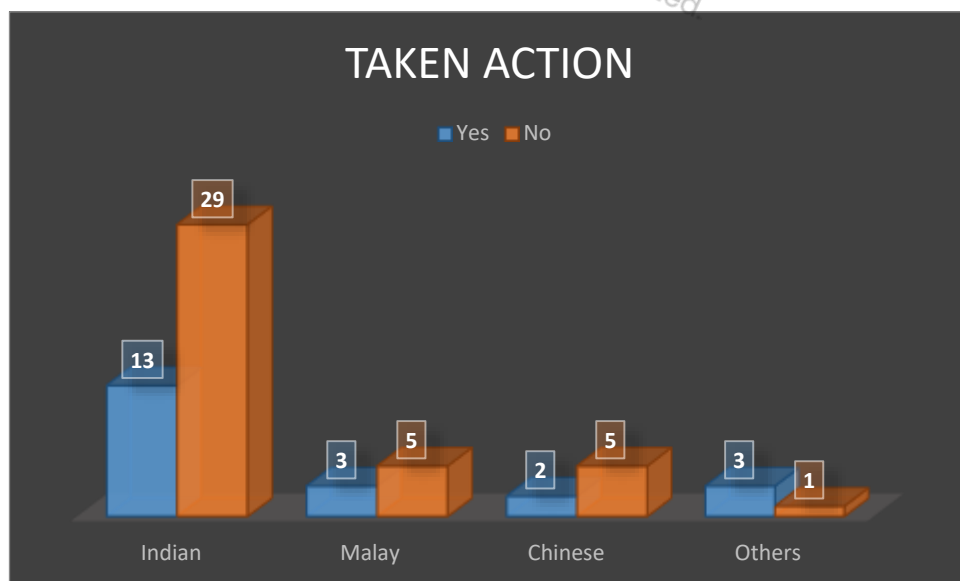


Figure 12: Individuals who had taken action

When those who had taken action were asked about the type of action made by them, (n=14) said that they had reported the incident to their Manager or Human Resource Department. (n=15) had said that they had confronted the bully, (n=9) answered that they had spoken to their colleagues and gathered support to file a complaint and (n=11) admitted that they eventually made complaints even when no one had supported them. From here, it can be concluded that one way or another the (n=21) respondents had reacted to the discrimination and made move to solve the matter.

These shows that, even though the number of individuals that had taken action is small, all of them were courage to tackle the problem despite not knowing what might be the end result. It is truly fascinating that majority (n=15) had decided to confront the bully on the spot even when there is a slight chances for them to be accused of misunderstanding which even worsen the awkwardness of the situation. The respondents' choices of action is depicted in following graph.

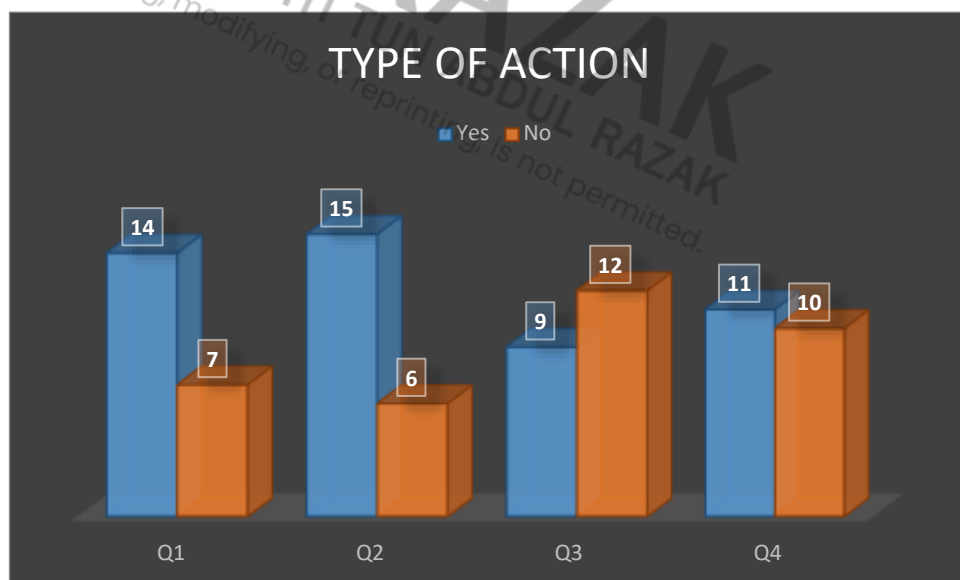


Figure 13: Action taken by respondents

Moving from the above, the questionnaire did include questions to measure the reactions of the others when such action taken. Highest number of respondents (n=16) had picked the option where it was stated that when they took an action, they

were supported by their colleagues and it had encouraged more individuals to come forward to file the incidents that had occurred to them. Even when (n=12) had stated that their perpetrator was questioned and necessary actions were taken, the same amount of individuals (n=12) had stated that they were side-lined and accused by their colleagues that they being overly dramatic or labelled as someone who could not tolerate small incidents/jokes. The least number of individuals (n=8) had said that when they made a complaint, their case was rejected and they were requested to let go the matter. Figure 14 shows the choices made by the respondents.

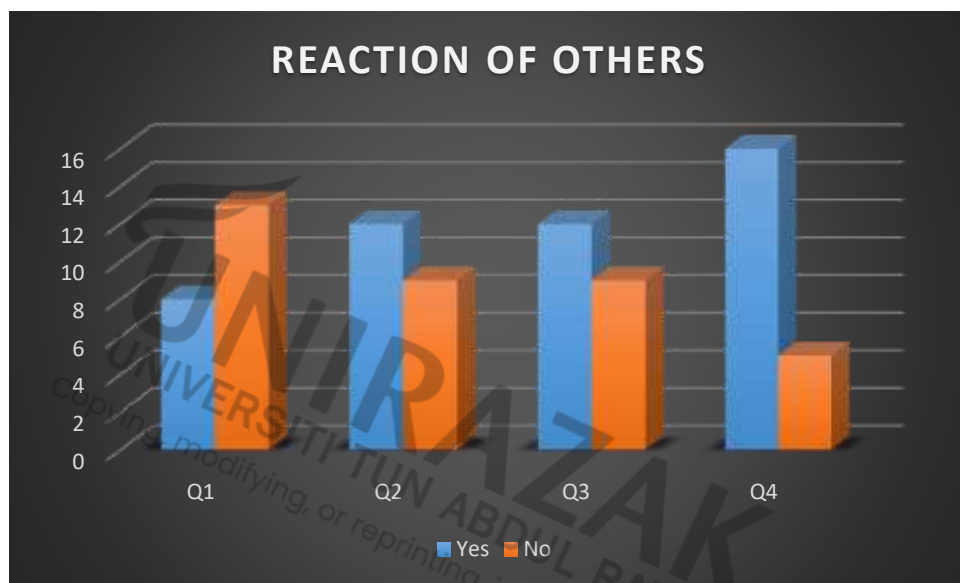


Figure 14: Action taken by respondents

Analysing the above mentioned factors, in Section 11, the surveyees were asked for reasons for them not complaining about the situation. Among the six (6) given questions, Question No.5, which stated that they knew no action will be taken because the perpetrator was higher authority or major race in the management had gain major vote (n=35) from (n=40). Secondly people admitted that they feared the unwanted consequences as being isolated, accused or being fired from the job, (n=29).

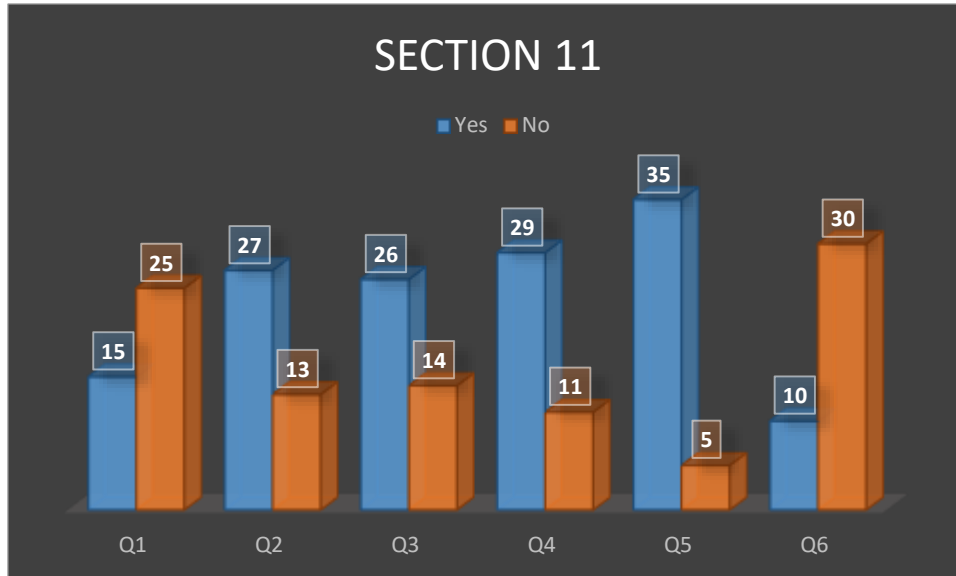


Figure 15: Reasons for not taking action

4.14.2 Data Analysis of Respondents who had not faced Racial Discrimination

As revealed earlier, the questionnaire was consist of parts which were answered by respondents as per their choices of answers for specific questions. Being studied earlier, it is known that (n=60) respondents had stated that they did not faced any type of racial discrimination in their working life. These pool of people were asked different types of questions according to their experiences.

In spite the fact that the pollees' did not have any personal experiences, they were asked what if questions, in order to gain their insight or reaction to such (racial discrimination) situation. The respondents were asked five (5) questions which required them to think of a reaction or move they would make in the unpleasant moment. The first question asked if they think that racial discrimination are occurring in their workplace although they did not have any first-hand experience. (n=28) had said yes and (n=32) had said no.

Albeit, top number of individuals (n=51) had said that they would definitely report to higher authority when and if they witnessed any racial discrimination action. Secondly,

(n=49) had admitted that they would encourage the victim by talking with them to make a complaint. Next, (n=43) said that they would confront the perpetrator, (n=31) said would make a complaint even if the victim refuses to do so.

These shows that despite the possibility that the (n=60) have no personal experience of racial discrimination, majority of them are still willing to take necessary measurement to curb the situation. These proves that, the data received in Section 3: Awareness is true that the participants are sensible and acquainted with the term of racial discrimination. The awareness that this type of unwanted incidents should be suppressed is well shown from the collected data.

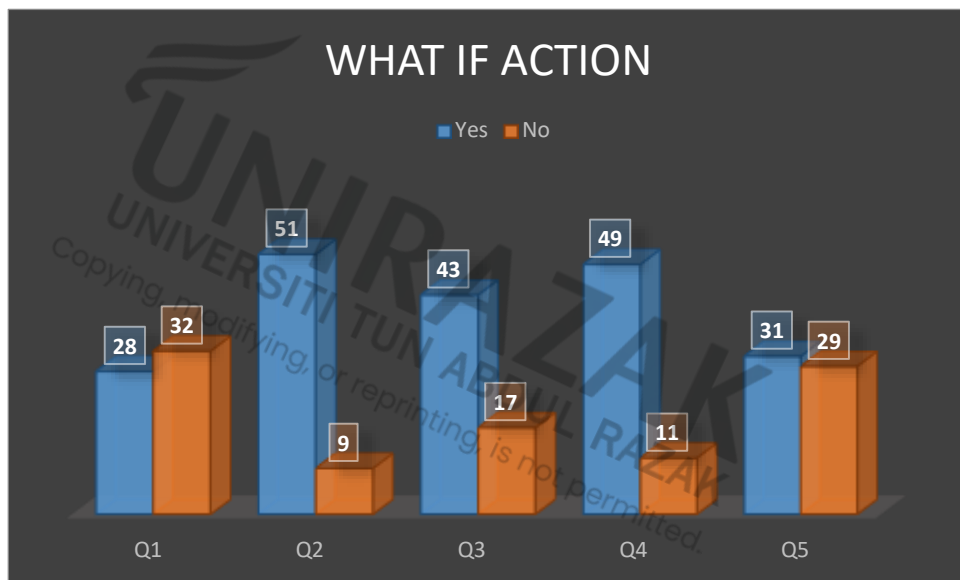


Figure 16: What if action

In the questionnaire the respondents were also asked about what would be other's reaction if a complaint or any measurement taken by them to confront the racial discrimination situation. In Question 1, where it was asked that "When you take an action such as making complaint, confront the perpetrator, talk to victim: Do you think, there will be any further action from those whom you had the talk/made complaint?" highest number of respondents (n=42) had said yes. Also they thought that they will be supported by others and they will be someone who will come forward to file a

complaint regarding the incident that had happened to them; (n=38) had chosen option yes for this Question No. 4.

For the Question 3, where it was asked if they think they will be isolated/side-lined by others, especially by those from **DIFFERENT RACE** for making such complaints, the respondents were divided equally by choosing the option yes and no at 50% rate. Where as when they asked same situation in Question 2, but being isolated by **SAME RACE** people, higher percentage of individual (n=34) had opted for option no. The least number of people (n=18) picked option yes for Question No.5, when they were asked if they will be accused and asked to leave the company if they made a complaint or taken any other necessary measurement. The following graphs interpret the given information.

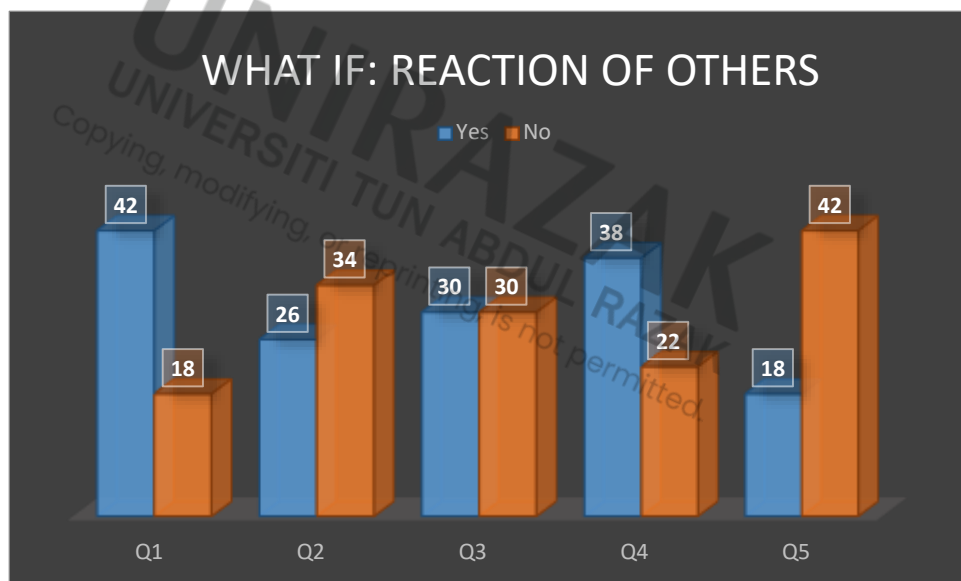


Figure 17: What if: Reaction by Others

4.14.3 Data Analysis of Respondents' Motivation Level

The main objective of this study is to find out the impacts of racial discrimination employees' self-motivation level. In order to find the connection in between the two variables, Section 13 was created with ten (10) of questions which help to testify the hypotheses. Despite the personal experiences, whether the respondent had been

racially abused or not, all were requested to answer every question in this section so that there will be no biased opinion/answers among the respondents. The detailed analysis of each questions are as follows:

4.14.3.1: Question 1

Q: When/if you are racially discriminated, what do you think will happen?

For the above mentioned query, 50% (n=61) of the participants had chosen option where it was stated that their motivation level would be reduced, no desire to work and will start to look for new job. 33% (n=40) of respondents said that their motivation level would be higher as they would strive harder to prove themselves and try to break the stereotype. Balance 17% (n=20) said that racial discrimination has nothing to do with their motivation level.

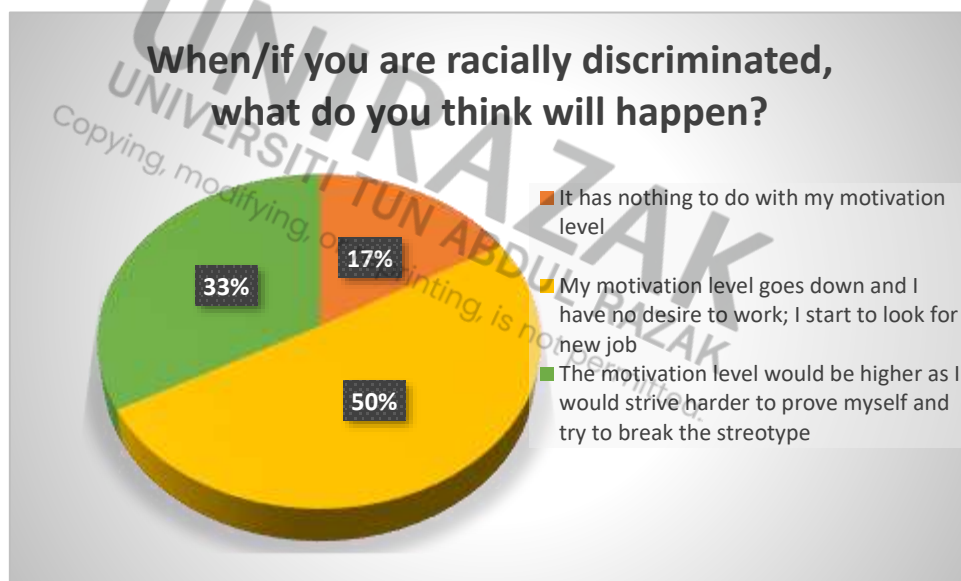


Figure 18: Question 1

4.14.3.2: Question 2

Q: When/if you are racially discriminated, what is/would be your action?

For Question 2, 52% (n=63) of surveyees had said that they would look for another job and would resign at current workplace since nothing could be done. 29% (n=35) believe that they will be more motivated to break the prejudiced opinion by working

harder than before. Lastly, 19% (n=23) respondents opined that they would stay in the same job and continue doing the same routine since they believe that every other place would have the same type of situation.



Figure 19: Question 2

4.14.3.3: Question 3

Q: When/if I am racially discriminated, my creativity and innovation level goes up
45% (n=55) had expressed that their creativity and innovation level would go up when they are being racially discriminated at their work place. Whereas the balance 55% (n=66) had denied the statement by choosing option no.



Figure 20: Question 3

4.14.3.4: Question 4

Q: When/if I am racially discriminated, my creativity and innovation level goes down

When people are racially discriminated at work, 53% (n=64) say their creativity and innovation levels drop. Whereas the remaining 47% (n=57) chose option yes to deny the statement.

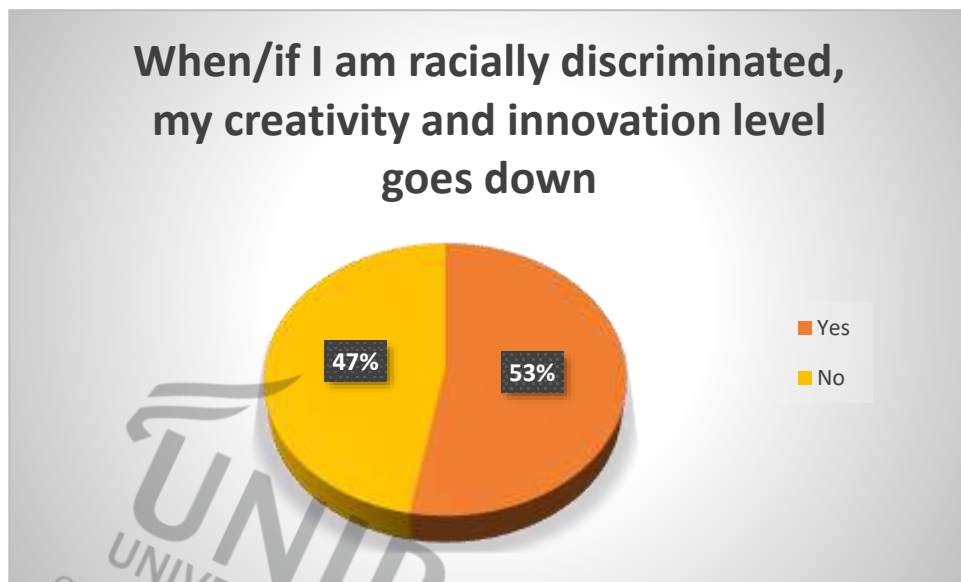


Figure 21: Question 4

4.14.3.5: Question 5

Q: When I am racially discriminated at work place, I frequently take leave to avoid being discriminated

67% (n=81) said they would frequently miss work to avoid an unfavourable work environment if they are being racially discriminated. Whereas the remaining 33% (n=40) refuted the assertion by selecting option yes.

When I am racially discriminated at work place, I frequently take leave to avoid being discriminated

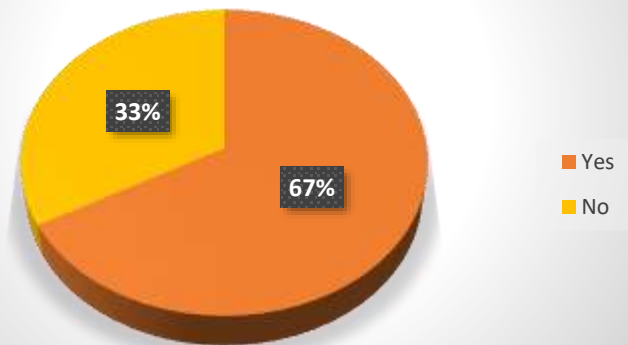


Figure 22: Question 5

4.14.3.6: Question 6

Q: When I am racially discriminated at work place, I regularly comes to work to prove myself

Thirty-three percent (n=40) said they would frequently go to work to establish themselves, even if they were being racially discriminated at work. While the equilibrium is maintained, by selecting option no, 67% (n=81) of respondents opposed the claim.

When I am racially discriminated at work place, I regularly comes to work to prove myself

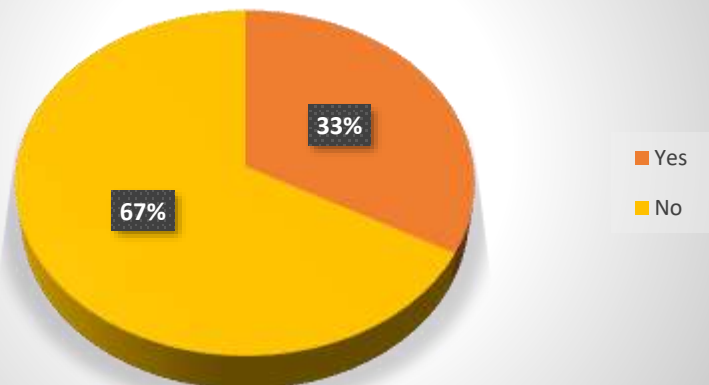


Figure 23: Question 6

4.14.3.7: Question 7

Q: When I am racially discriminated at work place, I stay in the same job and work harder to break the stereotype

When confronted with racial discrimination at work, 38% (n=46) said they would stay in their current position and strive harder to break the stereotype. While the remaining 62% (n=75) of people chose option no to reject the quote.

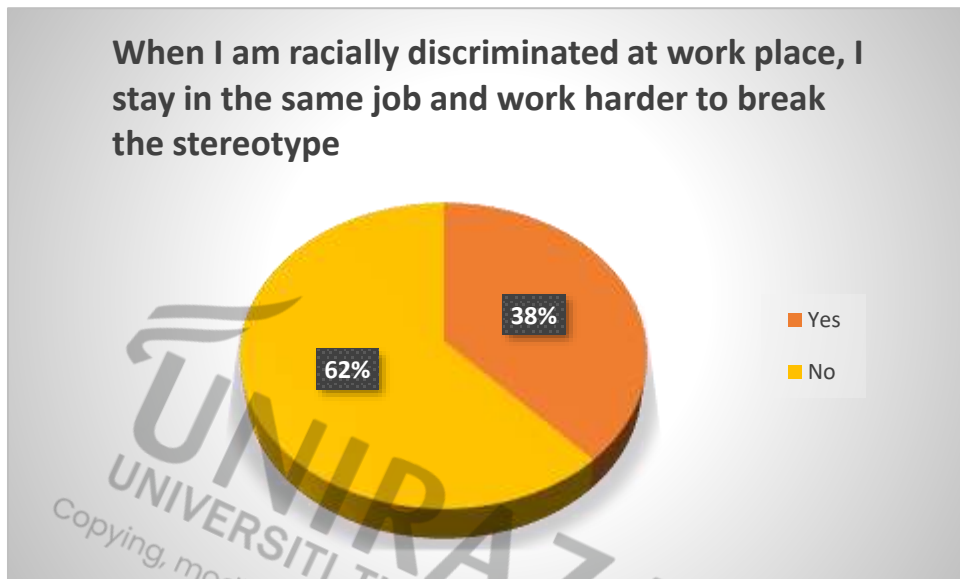


Figure 24: Question 7

4.14.3.8: Question 8

Q: When I am racially discriminated at work place, I start look for another job or resign

When they were being racially discriminated at work, 53 percent (n=64) indicated they would start looking for a new employment. While the balance is maintained, 47 percent (n=57) of individuals rejected the premise by picking option no.

When I am racially discriminated at work place, I start look for another job or resign

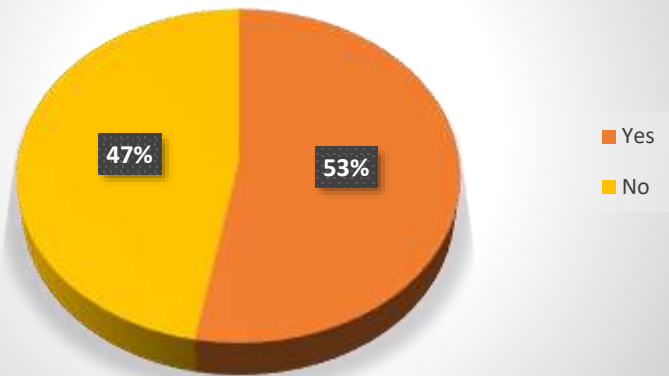


Figure 25: Question 8

4.14.3.9: Question 9

Q: When I am racially discriminated at work place, my mental health is not affected/ I do not feel down or pity, I take the situation as a challenge

For this query, 39% (n=47) of respondents claimed their mental health is unaffected, meaning they are not depressed or pity-filled, and they see the circumstance as a task to be overcome. Meanwhile, 61% of respondents (n=74) said they disagreed with the statement.

When I am racially discriminated at work place, My mental health is not affected/ I do not feel down or pity, I take the situation as a challenge

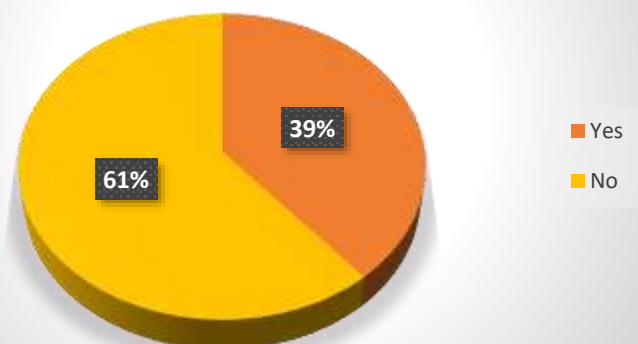


Figure 26: Question 9

4.14.3.10: Question 10

Q: When I am racially discriminated at work place, my mental health is affected i.e. depressed, unhappy or angry

In response to this question, 61 percent (n=74) of respondents stated that their mental health has been impacted, i.e. they feel depressed, unhappy, or angry. Meanwhile, 39 percent of respondents (n=47) disagreed with the offered assertion.

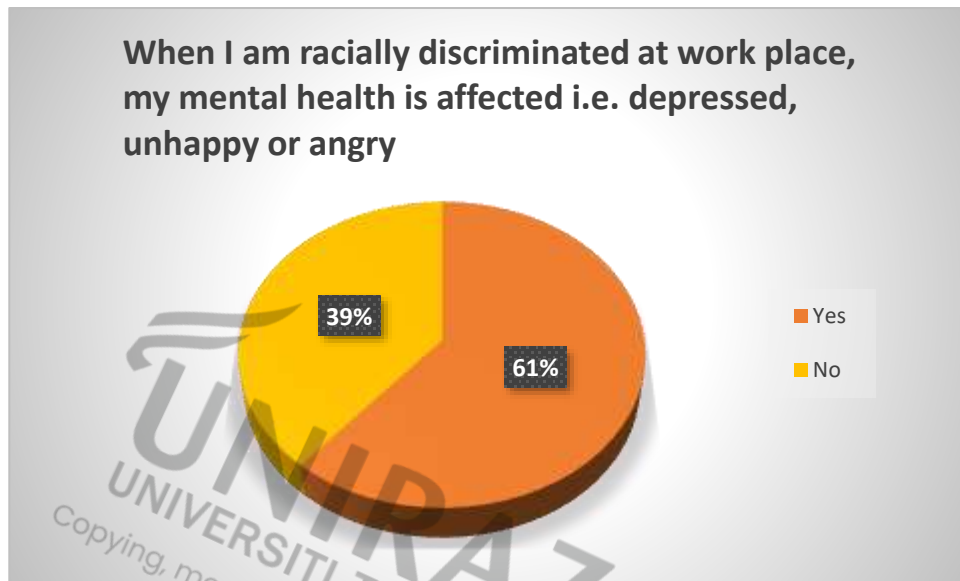


Figure 27: Question 10

4.15 Hypotheses Analysis

Referring to the framework which been shown earlier in Figure 5: Conceptual Framework, several hypotheses had been developed. Based on the analysis of the motivation levels of the employees and the consequences of it in previous topic, the analysis of the hypotheses are as follows:

H0: Racial Discrimination at Workplace Affects Employee's Motivation

H1: Racial Discrimination at Workplace Does Not Affects Employee's Motivation

It was hypothesized that racial discrimination at work place would affect employees' motivation level. It was also hypothesized that there would be no significance effect on employees' motivation level when and where one is being racially discriminated.

Question 1 in Section 13: Motivation Level, was designed to analyze this theory. Based on the received data, it is proven that the hypothesis H0 is true and H1 is null.

H2: Racial Discrimination at Workplace Affects Employee's Motivation

Positively

H2a: Racial Discrimination at workplace cause employees to work Harder to prove their credibility

H2b: Racial Discrimination at workplace cause employees to strive for Better to break the stereotypes

A hypothesis was made that racial discrimination in the workplace would have a positive impact on employee motivation. When racially discriminated against, the sub hypothesis claimed that one would either try harder to prove their credibility or that it would motivate employees to strive for better in order to break the perpetrator's prejudiced thought.

Hypothesis H2 and its subset hypotheses were proven invalid, based on the participants answers on Questions 3, 6, 7, and 9. In all these four (4) questions, the respondents had denied the positive statement by choosing option no.

H3: Racial Discrimination at Workplace Affects Employee's Motivation

Negatively

H3a: Racial Discrimination at workplace reduce creativity & innovation of an employee

H3b: Racial Discrimination at workplace causes employees to quit job

H3c: Racial Discrimination at workplace causes employees to be Absence from work

H3d: Racial Discrimination at workplace affects employees' mental Health

Next, it is projected that racial discrimination at work will have a negative impact on employees' motivation. The sub hypothesis suggested that discrimination will likely reduce employee creativity and innovation. Employees would abandon their jobs and start looking for new ones as a result of the immoral behaviour, according to the report. Apart from that, it was anticipated that prejudice would force workers to miss work in order to avoid the negativity, and that racial discrimination would have a negative impact on employees' mental health.

All of the assumption were supported by the respondents' affirmative answers to Questions 2,4,5,8, and 10, indicating that prejudice does have a negative impact on them.

4.16 Summary

The acquired data and their interpretations were addressed in depth in this chapter. The chapter discussed the respondents' experiences, worries, and actions, both their own and others'. Aside from that, the effects of racial discrimination on one's motivation level and the negative consequences were thoroughly examined.

CHAPTER 5

5.0 Conclusion

5.1 Introduction

The evidence presented in earlier chapters shows that Racial Discrimination at workplace do exist even in today's world. Also it has highlighted how adversely it's affecting the employees' motivation level and the associated downfalls of it. At the same time, it also showed how there are still some individuals who are not quite aware about what is categorized as racial discrimination and how employees are still hesitating to complain the immoral act.

5.2 Epilogue

In Malaysia, the topic of workplace discrimination — treating people unequally based on their race — is rarely discussed publicly. Discrimination is frequently manifested in more subtle ways, such as the tasks given to workers, their pay or perks, and how their performance is rated and rewarded.

It can even happen during the employment process, before a candidate starts working. Employers were more likely to choose candidates of a certain race, according to a pioneering study released in 2016, even though other candidates of a different race had significantly superior quality, experience, and appropriateness for the advertised open post.

Though the law places the burden on employees to prove discriminatory intent or impact, when hard evidence of unequal treatment exists, it is often buried in personnel records only the employer can access. And even making an accusation can come at a price: the staff might asked to let go the matter or even worse being sacked from their job.

Discrimination-induced chronic stress has been linked to mental and physical health issues, according to research. Even if increased awareness is leading to more workplace conversations about racism and other injustices, these interpersonal discussions alone will not be enough to address the underlying issues that keep inequity in place. The low rate at which employees report occurrences of discrimination is one of the frightening indications of these difficulties. Too many people don't feel comfortable at work and are afraid to speak up about it for fear of repercussions. In many companies, this vicious loop keeps systemic injustice profoundly entrenched.

In brief, individuals should be taught about racial discrimination, and they should be aware of how to overcome it or report it to the appropriate authorities. Companies should take the appropriate precautions to avoid a repeat of the situation in the near future. Not only that, but employers should work harder to ensure a fair and equal work environment for all employees, beginning with the hiring process.

5.3 Recommendation for Future Studies

In Section 14 when the respondents were asked what they think might be the reason for the racial discrimination and given option to be choose from in five (5) different questions, nearly 25% (n±30), which is quarter of the respondents had chosen a safer option which is “neutral”. Even the number seems small, it is alarming that there are individuals who are not sure about the reason or cause for racial discrimination and they might be those who are doing it intentionally or unintentionally.

As such, the future researcher could conduct a study where they analyse the factors contributing for the racial discrimination, ways to overcome the problem and suggestion to prevent it from happening at all. In depth study could be conducted on how racial discrimination is being initialized in one self for clear picture of the

underlying issues. The following Figure shows the interpretation of the above stated information.

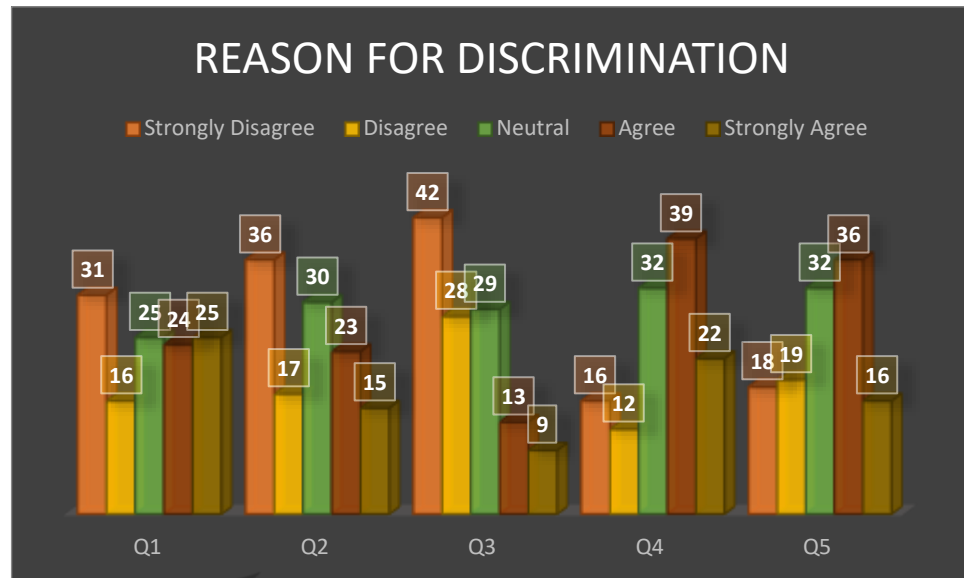


Figure 28: Reason for Discrimination

The other recommendations for future studies based on respondents answer for remaining questions in Section 14 – Q6-12 are as follows:

- i. The knowledge/awareness of Malaysians regarding laws in Malaysia associated with workplace discrimination
- ii. Whether Malaysia needs a much stricter/clear rule against Racial Discrimination in workplace
- iii. If companies should impose stricter rules or better protection towards those who been victimized by discrimination action within work environment or outside
- iv. Do employees/ Malaysians should be given opportunity to confront their perpetrator regardless the difference between ranks/position without being feared of accusation or being fired and their complaints should be heard upon
- v. Company management should embed Anti-Racism into their Values, Training and Actions
- vi. Malaysia/Company management should provide a unbiased-third party to investigate allegation regarding racial discriminations

5.4 Limitation of Research

While conducting the research, few limitation were identified as follows:

- i. Since the topic still perceived as taboo or sensitive many were not willing to participate and there are few who complained that they are uncomfortable of answering the questions.

Feeling1: When answer this survey I felt.....					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Comfortable because I could answer honestly about my concerns or opinions, which I do not/could not express in real life	46	38.0	38.0	38.0
	Comfortable because I could answer honestly about my concerns or opinions, which I do/would express in real life situation	63	52.1	52.1	90.1
	Uncomfortable to answer the questions as the topic is sensitive	12	9.9	9.9	100.0
	Total	121	100.0	100.0	

Table 58: When answer this survey I felt....

- ii. The number of participants for the survey is selected from a small area, thus it is hard to interpret that this pictures the whole situation all over the country
- iii. All the approached personnel had refused of being interviewed for the research purposes due to the topic
- iv. The topic is mainly focused on motivation level and other aspects of the racial discrimination is ignored thus limiting the full understanding of the real situation.

- v. Very few limited resources/studies had been conducted about the topic, especially in Malaysia, thus limiting the sources of references.
- vi. The education level of lower employees limits their ability on filling the distributed Google questionnaire

5.5 Summary

While some continue to emphasise how far we've come and how much has changed, it's just as vital, if not more, to continue to emphasise what hasn't changed, what has remained the same, as well as what still lies ahead. Because racism and racial inequality are still prevalent, businesses should take a critical look at the activities and training programmes they use to ensure equality, multiculturalism, and justice. We receive vital insights into how far we are from attaining equality, diversity, and fairness at work by listening to the voices of various ethnic employees.

Furthermore, having an equality and diversity policy in place, as well as promotional efforts, does not necessarily imply being good at race equality. It should also not be used to imply that racism has been eradicated. This can only be determined by achieving equality, listening to the voices of people who have experienced and observed racism, and assessing whether individuals who have suffered and/or witnessed racism believe the issue has been adequately addressed.

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APPROVAL PAGE

TITLE OF PROJECT PAPER: A CASE STUDY ON PERCEIVED RACIAL DISCRIMINATION AND EMPLOYEE SELF-MOTIVATION AMONG MANUFACTURING WORKERS IN KULIM

NAME OF AUTHOR : UMAMAGESWARY SUNDARA RAJU

The undersigned certify that the above candidate has fulfilled the conditions of the project paper prepared in partial fulfilment for the degree of Master of Business Administration.

SUPERVISOR

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Date : _____

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