

# The Factors Influencing Unethical Actions by the Employees

By

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for the Degree of Master in Management  
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## DECLARATION

I hereby declare that the case study is based on my original work except for quotations and citations that have been duly acknowledged. I also declare it has not been previously or concurrently submitted for any other degree at Universiti Tun Abdul Razak (UNIRAZAK) or other institution.



Signature :

Name :

Date :

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Abstract of the research project paper submitted to the Senate of Universiti Tun Abdul Razak in partial fulfilment of the requirements for the Master in Management (MIM).

## **The Factors Influencing Unethical Actions by the Employees**

**By**

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**February 2022**

Employees are the people who are responsible in completing tasks to ensure that the organization continues to grow and making great progress. Therefore, unethical employees should be able to influence the progress of an organization. This study was conducted to identify the factors influencing unethical actions by the employees around the Office at the National Security Council (NSC) of Malaysia. The study design was a survey using a questionnaire. This instrument was exposed to a sample of 100 respondents who were around the office. This set of questionnaires consists of 31 questions that have been constructed and modified from previous researchers. The study involved 100 respondents in which the study was a survey using a quantitative approach. A reliability test was conducted and the Cronbach Alpha value for this instrument was 0.80 indicating the item was good and acceptable. A Likert scale was used in this study. Data were analysed using IBM Statistical Package for Social Science (SPSS) computer software to obtain frequency, mean, percentage, and standard deviation values. The results of the data analysis showed no difference between individual factors and environmental factors in the workplace.

## CHAPTER 1

### INTRODUCTION

#### 1.0 INTRODUCTION

An employee is an individual who was hired by an employer to do a specific job. They are important asset to the organization. Employee is hired by the employer after an application and interview process results in his or her selection as an employee. This selection occurs after the applicant is found by the employer to be the most qualified of their applicants to do the job for which they are hiring. They contributed the energy, give commitment and ideas to the organisation.

However, in this era, every organisation is needed to be focused and be the top one organisation with other organisation. Employee who is more productive will be more attractive to the organisation. This will be the opportunity to that employee to get more incentive and that employee will be happy. This will cause that employee never want to change to the other organisation (Maimunah Aminuddin, 2003).

The employee who has the unethical at the workplace is the result when they got the pressure and the bad environment from the employer. This will cause the employee feel uncomfortable. They also will act aggressive and do the bad things towards the good things (Harvey, 2005).

Employee should have the good attitude and ethical at the workplace. Ethical means everything that give benefit to the employer and employee. Ethical things that employee should apply in their work place are respect the other and sometimes listen to the other opinion if it is the good things for the successful organization. Furthermore, arrived at work early and do the task without missed the datelined also ethical at the workplace.

Ethical means some of the action either it is good or bad attitude and also right or wrong things. it also the action that are need to do or not (Beauchamp & Bowie, 1983). In other definition, ethical are principle of moral that is to determine the action of someone which is bad or good attitude. Definition of moral is attitude, kindness, and action of individual which determine their ethical (Harun Yahya, 2007). Ethical at the workplace give the positive effects to the employee and also employer. Employee with

the good ethical usually have the good achievement in their work (Sabitha and Mahmood Nazar, 2005)

Unethical definition is the action that took the bad behaviour of the employee and lastly the organisation got the bad effect. This unethical action will be bad image to the organisation and need to avoid it's before the other employee follow that action (Sulaiman, 2005). Some of the unethical things that compulsory needs to avoid are given and take the corruption, cheating, do the other work or duty during office hours, stealing and proud on the other person job (Zahara,2009).

## **1.1 BACKGROUND OF RESEARCH**

Neither organizations nor industrial sectors often target high productivity, quality encouraging, and excellent work performance. This is the productivity from the employee which is ethical in their works. Workers are considered as main key to the effectiveness of an organization. Kyriacou and Sutcliffe (1978), explained emotion is very importance when doing the duty. When the emotion is on the worried part, employee will be able to get mental illness, feel frustrated, and the work will get them more pressured. Accordingly, if the employee is confronted with various crises and internal conflicts, then job performance will decline and so on affect the performance of an organization or industry. This is in line with the country's goal of becoming an industrial nation by 2050. But this dream will never come true if the employee is not used the ethical in their works.

In this research, Unethical employee is the main obstacles to the organisation to go further. This is because the problems will appear to the organisation and the image and successful of organisation will not achieved. The employee who is used to unethical action usually had some factors. There are two factor that will be in this research. These factors are individual factors and external factors that is the environment factors.



## 1.2 PROBLEM STATEMENT

This research is doing to identify the factor that influence the unethical action by the employee. Organisation will be affected because of the unethical employees. They will make up the problem while do their works. In this research, the factor influencing unethical action by the employees will be find out.

There are two parts of the unethical factor. They are individual factor and external factor. The individual factor is personal traits, work load, education and religion belief. The employee emotion factor also can be part of unethical factor. This factor sometimes changes due to the work load or other personal problems. But this factor will not be measured in this research.

The individual factor consists of internal factors that include the workload by the employee at one time. In addition, employers who do not understand employees also contribute to the factor of the occurrence of unethical employee problems. Furthermore, individual that have personal problem such as not have enough money or grudge towards the organisation also take this bad action to release their problem.

Individual internal factors are factors that influence a person's intention to unethical action (Noraida, Zaidi, & Noor Ashikin, 2013). The internal factors discussed in this study are more focused on one's attitude. Attitude is a person's feelings or perception of something whether they like or dislike something (Maizatul Haizan & Wan Idros, 2014).

In general, attitudes contain three components, namely beliefs, feelings and behaviours (Quinn, 2007). Attitudes come along with feelings and in turn create behaviour (Quinn, 2007, Ajzen and Fishbein, 1980). Past studies such as the study by Rabl & Kuhlmann (2008) and Zaharahanum (2014) state that attitude can influence the desire to do unethical things. This opinion is in line with the results of Powpaka (2002) study that attitude also has a very strong effect on the intention to do that bad thing. The other factor that will measured in this research is external factor. This factor has three main factors that is work pressure, bad environment and work system.

### **1.3 RESEARCH OBJECTIVE**

There are objectives for this research. Some of them are to:

1. Identify the individual factors that influencing unethical action by employee.
2. Identify the external factor of unethical action to the organization.
3. Identify the effect of unethical action by employee.

### **1.4 RESEARCH QUESTIONS**

This research is to find the answer for the research question. There are:

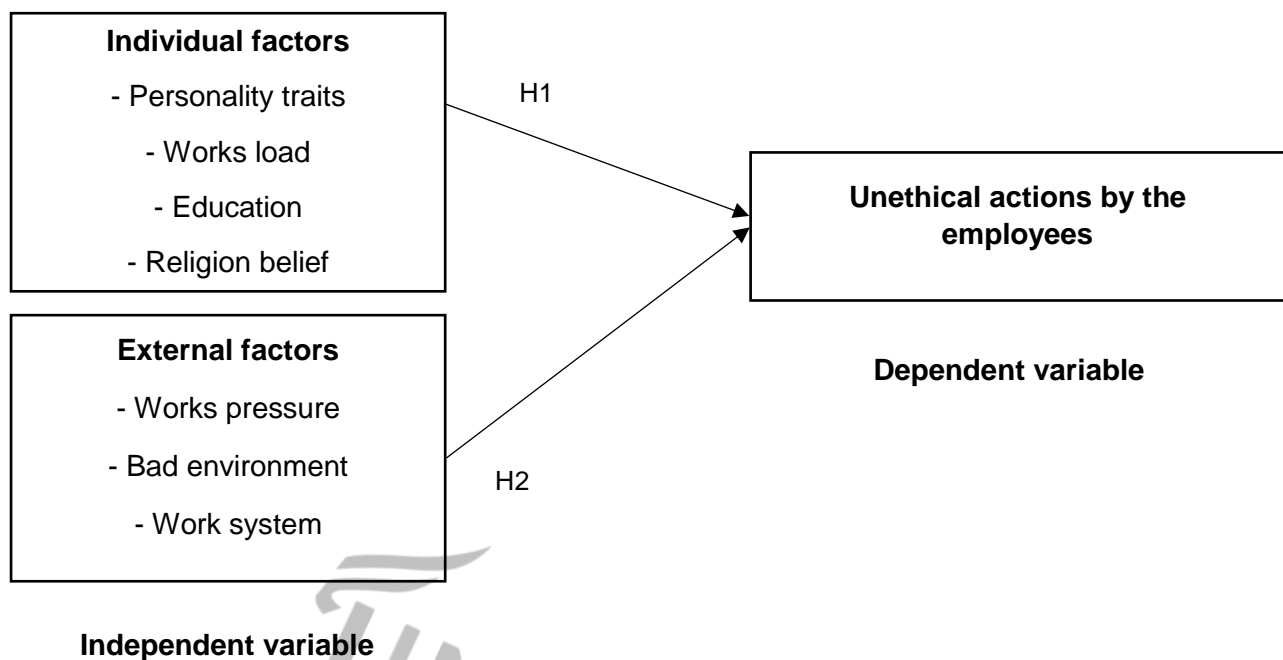
1. What is the individual factor of unethical action by the employee?
2. What is the external factor of unethical action to the organization?
3. What is the effect of unethical action by employee?

### **1.5 SIGNIFICANCE OF RESEARCH**

Unethical employees are bringing the bad effect and to the organization. This is due to several factors that require in this problem. Among the factors involved in this problem are individual factors such as personality traits, workload, education, and religious beliefs. While the internal Factors is work stress, bad environment and work system.

### **1.6 CONCEPTUAL FRAMEWORKS**

A theoretical framework is practically and commonly used by educational researchers to refer to a structure for guiding, supporting or enclosing their research studies based on a theory or more. In the context of this study, unethical action by the employee will give the effect to themselves and also organisation.



## 1.7 RESEARCH IMPORTANCE

Here are some of the importance of the research. They are:

### 1.7.1 Employer

This research is important to the employer to get additional knowledge to make sure their employees have the good ethical. It is also helping the organisation give the knowledge and training to the employee about the ethical at the workplace.

### 1.7.2 Employee

This research is important to the employee to make sure they are sensitive to this unethical action. This is also as a guideline for them to identify the factor of this unhealthy issue.

### 1.7.3 Institution

The institution will take this as opportunity to give the best and early learning to the students before the exposed to the real industry.

#### **1.7.4 Students**

This research will give the awareness of factors for unethical action. They have to learn how to prevent and avoid from affected of these issue

#### **1.7.5 Researcher**

For the researches, they will face the real process that is before, during and after the research.

### **1.8 SCOPE OF RESEARCH**

This research is to identify the factors influencing unethical action by the employees. This is including two main factor that is individual and environment factors. This research is run at the Malaysian National Security Council Agency. This agency is chosen because the researcher is one of the officers in the agency.

### **1.9 DEFINITION OF TERMS**

#### **1.9.1 Employee**

An employee is an individual who was hired by an employer to do a specific job. The employee is hired by the employer after an application and interview process results in his or her selection as an employee. This selection occurs after the applicant is found by the employer to be the most qualified of their applicants to do the job for which they are hiring.

#### **1.9.2 Ethical**

Ethics refers to well-founded standards of right and wrong that prescribe what humans ought to do, usually in terms of rights, obligations, benefits to society, fairness, or specific virtues.

#### **1.9.3 Unethical**

Unethical is the action that give the bad. It also where the ethical is been not followed. Sometimes it related to the law. The punishment and summon is provided to the offender.

## **1.10 RESEARCH LIMIT**

1. This research is provided only for the Malaysian National Security Council Agency employee.
2. This research is made during pandemic, and it is difficult to get the information or do observation through questionnaire based on pandemic difficulty.

## **1.11 CONCLUSION**

In this part, it's included the overall of the topic that will prepare. This is the main idea for the research such as the location, objective of this research, and why this research should be done. this is because, the good ethical is important for the employee to make sure that the organisation or employer give the trust and the organisation will be more successful. While the unethical employer will be the bad impression to the other organisation and the employee maybe got fired or not get the incentive from the organisation.

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## **CHAPTER 2**

### **LITERATURE REVIEW**

#### **2.0 INTRODUCTION**

Employees are an important asset to an organisation. Positive employees will give benefit to the organisation to be more advanced with other organizations. Nevertheless, employee attitudes depend on the organisation that focuses the welfare and comfort of employees. Organizations that are more concerned about employees such as being aware of employee matters, considerate, and non-profit will be more reassuring to employees to remain in an organization. In fact, ethical employees will be able to be born when employees feel happy and not burdened with daily tasks in the office. Unethical employees are employees who need to be eliminated in an organisation. Employees with this attitude will bring disadvantages to the organization give a huge impact on the individual's self.

In this chapter, the researcher will elaborate on the factors that lead to unethical action by employees. The researcher will be more detail on the factors that lead to these unethical employees. These factors are divided into two, which is individual factors and external factors. Individual factors are determined by human behaviour and external factors is determining by it surrounding (Suhardi, 2016). Similarly, seen from the perspective of moral behaviour where according to Azizi (2000), the factors that influence the formation of morality can be divided into two, that is external environmental factors and individual factors itself.

#### **2.1 FACTOR OF UNETHICAL EMPLOYEE**

Unethical employees are a problem that needs to be curbed in an organization. These employees can have a detrimental effect on the image of the organisation where trust for the organisation will be lost and it will be difficult to the organization to go further. The state of the organization will also be shaky and will give negative impact to other employees.

For example, an employee is found to be corrupt, and to resolve the case, the Malaysian Anti-Corruption Commission (SPRM) will investigate. For that, employees who are not involved will also feel the bad effects when they are also been questioned

and cause their daily job be disrupted. This will cause other employees feel stressed and will give the effect of company productivity.

The factors involved in this study are individual factors and external factors. Among the individual factors are personal traits, work load, education and religion belief. In addition, external factors also contribute to this problem. There are work pressure, bad environment and work system. Factors influencing ethical practices need to be identified in order to reduce unethical behaviours (Gou, 2013).

## **2.2 INDIVIDUAL FACTOR**

Everyone has the responsibility in anything they doing. In this case, Individual factors are factors that influence a person to become unethical employee (Noraida, Zaidi, & Noor Ashikin, 2013). The individual factors discussed in this study are more focused on personal traits, work load, education and religion belief. The workload is one of the factors that brings the unethical action at workplace or in organisation (Stouten, Baillien, Broeck, Camps, Witte & Euwema, 2010).

### **2.2.1 Personality traits**

Personal traits are the factor to consider when selecting employees. Employees who do not have good personalities such as well-mannered, attractive-looking, have a positive image and attractive interpersonal relationships, should not be hired as employees. Personality has been considered as an important factor in the personality related studies specifically for predicting the job performance. It is a behaviour which differentiates one person from another (Beer & Brooks, 2011) and provides acumen whether a person will do some specific job, in comparison to others (Sackett, 2002).

Employees who do not have good personal qualities will act carelessly in completing assigned tasks and are not trustworthy. In addition, the employee will abuse the power available for personal gain. With reference to research on personality, some scholars captured that personality is the effective tool that predicts job performance (Ozer & Benet-Martinez, 2006; Schulman, 2011). The technique is mostly adopted at the time of personnel selection procedure (Barrick & Mount 2000).

The good personality traits will prevent the employees from do something that brings them to the negative action. The negative action at workplace occurs when an employee intentionally engages in actions that violate organizational norms and rules such as engaging in theft, working slowly, entering work late or returning early (Kidwell & Martin, 2005). This action will probably will affect organizational performance (Hussain, Christian & Ellis, 2014) and the organisation will face the financial implications (Muafi, 2011). In turn, it can lead to economic, psychological and sociological implications (Greenberg, 2010). In addition, personality traits such as self-esteem (Ferris, Brown, Lian & Keeping, 2009), self-efficacy (Nelson, Poms, & Wolf, 2012) can also reduce unethical action at the workplace.

### **2.2.2 Work load**

Work load is what an employee had to face as a result of job demands that do not match the ability, capability and time given to complete a task, and challenge the employee's ability to do the job. in other means, workload refers to the amount of work responsibilities that need to be performed in a given period, and it is beyond the employee's ability to do so. Van Jaarsveld et al., (2010) found that workload leads to higher unethical employee at the workplace. This is because employees who already have excessive workload will take long breaks to continue another works (Van Jaarsveld et al., 2010).

This work load problem leading to the occurrence of co-worker bullying (Stouten et al. 2010). Employees who felt their workload increased have retaliated against the action by bullying junior colleagues to do their jobs. Bullying is one of the unethical attitudes in the workplace because it can affect the well-being of the organization as a whole (Fox & Spector 2005). Employees who experience an increase in workload will respond by violating organisation norms that will give the big impact to the organisation outcomes (Darrat, Amyx and Bennett, 2010).

With this work load, employees will be experienced negative emotions such as frustration and disruption due to work-related stress were more likely to exhibit unethical attitude in their workplace (Omar et al., 2011). According to Spector and Fox (2005), this unethical action occurs due to employee reactions to work stress and other factors that can cause negative emotions. Work stress is a major factor leading to the



formation of this unethical action by the employee (Golparvar, 2016; Silva & Ranasinghe, 2017).

### **2.2.3 Education**

Education is one of the big agendas that can affect the quality and civilization of an individual. Education also as a preparation for battling with the immediate experiences of life, a preparation by which to qualify each immediate moment with relevant ideas and appropriate actions (Alfred North Whitehead, *The Aims of Education*, 1929). Individual will be considered backward if there is no education. Individuals who are knowledgeable and put the knowledge as a way of life will find it easier to make the right decision (Wan Hassan 2007). The main reason of education is to develop human beings based on nature and produce self-harmony. This harmony of nature will develop life and uphold the principles of justice and truth (Sidek Baba, 2010). Education also educates people to think rationally, independently and well. It also will be able to solve problems effectively (Abdul Fatah Hassan, 2003). In addition, education will act as socialisation for individuals in society. Quality education can also form a healthy mind and can protect the individual to act without reasonable.

According to Lennon (2001), the effect of education on depression can be seen when work environments and conditions such as work freedom, work stress, responsibilities, workplace disruption, physical stress, as well as routine work are added. Wolfe and Haveman (2002) reported that the level of education can affect the psychological well-being of an employee's work. Individuals with a high level of education and a job status appropriate to their education have the opportunity to engage as a determinant of direction, control, and work planner (Coleman, 1990). Therefore, individuals with a good level of education are more likely to be selected to work especially in full-time assignments compared to those with a low level of education.

### **2.2.4 Religion belief**

Religion is a system of beliefs and practices related to how the individual responds and interprets to something in their live whether it is good or bad things (Johnstone, 1973). The religious level of an individual is the extent to which a person feels their belief in religion (Wagner and Sanders, 2001).

Religious factors can build positive behaviour among the employee. This is because religion plays an important role in build human attitudes and behaviour (Arnould, Price & Zikhan 2004) and also build moral behaviour (Vitell, Bing, Davison, Ammeter, Garner & Novicevic, 2009). Individuals who have strength in religious spirituality will establish good attitude and prevent a person from committing evil (Brown, Garden, Zimmerman, & Phillips, 2001). Studies have also shown that religious factors can reduce unethical action among the employees. (Giordano, Prosek, Daly, Holm, Ramsey, Abernathy & Sender, 2015). Previous studies have also proven that religion is a factor that can reduce work stress (Kutcher, Bragger, Srednicki & Masco, 2010). Religion also can provide a source of social and spiritual support, hope, belief, a sense of being valued, and sources of formation in behaviour (Taylor et al., 2004). It has been proven that religious factors can provide support and spiritual strength for individual to face problem mentally, physically and psychologically. In addition, religion factors help in reduce unethical action in the workplace.

Religion has always played an important role in the formation of knowledge systems, beliefs, value systems and social normative systems (Swimberghe, Flurry & Parker, 2011). Religion plays an important role in shaping the direction of a better person. The pure values in a person will indirectly be applied in daily life, including in the workplace. For example, as a Muslim, they believe that work is a trust that cannot be done carelessly. Thus, the individual will voluntarily limit the tendency to do the bad things. In addition, an individual's level of religiosity will affect an individual's propensity to justify immoral actions within the organization. Thus, the religion will act as a source that influencing one's ethical considerations to commit unethical action or vice versa.

### **2.3 EXTERNAL FACTOR**

External factors are the other factor that give the effect on unethical employee action. These factors are the impulses that exist around that cause either a person to act to start something and continue all forms of positive or negative actions. Statement by Karunanithy (2010), who stated that there are two factors that influence unethical action. The first is an internal factor and the second is an external factor. There are three factor that consist in this factor. They are work pressure, bad environment and work system.

### **2.3.1 Work pressure**

Stress is an important phenomenon and is often associated with job performance, health and level of productivity of individuals or employees (Rohany & Fatimah, 2006). Stress can affect the productivity as well as the quality of employees otherwise handled well and effectively. Thus, work stress can have an impact negatively to the health of the employee and hence the well-being of the individual himself.

The impact of work stress faced by employees on the organization or industry as well is great. The stress experienced by employees can result in many effects negative towards an organization or industry. Employees facing stress high will be less work motivation, often pour work, refuse to cooperate, refuse tolerant, difficult to adapt, have a negative attitude, are always on sick leave and others that end up resulting in declining performance.

Next, organizations or industries will experience decreased productivity as well as large losses. Bernama Online in its report dated the 8th. November 2011 also reported almost half of Malaysian workers work more than 8 hours a day and bring home work on a regular basis to be completed in the evening. Such a situation can be causing a person to be under stress and certainly many negative implications occurs when a person is unable to control the stress of the next job affect to job satisfaction.

### **2.3.2 Bad environment**

According to the U.S. Chamber of Commerce, the best workplaces are characterized by transparency, kindness, inclusion and playfulness. Employees should have the freedom to express themselves and share ideas, opinions or critiques. Furthermore, they should know what's going on in the organization at any given time. While an unhealthy working environment is one that is characterized by ineffective or negative communication, unprofessional or dishonest behaviours, punitive practices or policies and/or strained relationships between employees and office leadership. Examples of this could be a work culture where employees micromanage or undermine one another, take credit for one another's work, gossip or speak negatively about one another or retaliate against employees who confront workplace challenges. This type of environment can lead to low employee morale, high employee turnover, declines in productivity and/or work quality and even physical symptoms associated with going to work.

In addition, the leader also has the importance in build up the good environment. Leader who practices the good leadership can give the good perspective to the other employee and finally the employee will react with the same attitude as the leader (Sulaiman, 2005).

### **2.3.3 Work system**

Work systems are one of the factors that contribute to unethical employees. An unsystematic work system allows employees to perform assigned work carelessly. Work may be delayed and will cause work related to the work to be interrupted (Beauchamp, 2001). Unethical employees will violate the work system established by the organization. Unsystematic work systems can also cause employees to against each of those work systems.

## **2.4 HYPOTHESIS DEVELOPMENT**

Ho: There is no difference between individual factor and external factor toward the unethical action by the employees.

Ha: There are difference between individual factor and external factor toward the unethical action by the employees.

## **2.5 CONCLUSION**

As a result of the literature review that has been done, the researcher can conclude that this study can be made by making it a reference to help the organization to identify the factors against unethical employees. Organizations can also make improvements and provide training to employees to prevent employees from having unethical attitudes in the workplace. Theoretical descriptions and information related to these factors have been discussed more clearly and can help researchers in developing this study.

## CHAPTER 3

### RESEARCH METHODOLOGY

#### 3.0 INTRODUCTION

In this chapter the study methodology is discussed including the research design, research location, population and sample, research instrument, operational framework, pilot study, validity and reliability of the instrument. In addition, in this chapter also clarifies about the methods of data analysis, study assumptions and expectations of research. A summary of the chapters is also included at the end of this chapter.

#### 3.1 RESEARCH DESIGN

Research design is a structure or approach used to see the relationship between all the variables studied in research. The design of this study is as a guide to assist researchers in the process of collecting and analysing the findings of the study. This study is a descriptive study in the form of a survey. In this method, survey method is used to obtain data. This survey method will be performed on a part of the population randomly selected to represent the research population. The researcher chose to use the quantitative method of Azman (2014) where this research will use a questionnaire. The purpose of the questionnaire was to examine the factors influencing unethical actions by the employees. Researchers will distribute questionnaires to get primary data. This survey was chosen because it is suitable with the objectives and questions of this research. Observational surveys will also be used in this research to obtain additional information related to factors influencing unethical actions by the employees.

#### 3.2 RESEARCH LOCATION

The research location involved in this study is around the Malaysian National Security Council Agency office. This is located at Putrajaya. It is suitable to obtain data to determine the factors influencing unethical actions by the employees. The selection of Malaysian National Security Council Agency was chosen because the sample meets

the aspects that have been outlined by the researcher. In addition, the population is suitable in accordance with the aim and objectives of the research.

### **3.3 POPULATION AND SAMPLING PROCEDURE**

The population is target group that can help and allow the researcher to collect research findings. The sample is the respondents or a small group of the target population of the research. The selected sample must follow standards set by the researcher to ensure that the research is successful.

The determination of the research sample should have three processes that involve the method to determine the population, sample size and selection of the required research sample only. The population in this study involved the staff or employee at Malaysian National Security Council Agency office. Sample size was determined using sample size table by (Krejcie & Morgan, 1970). The sample of this study was 100 people.

### **3.4 RESEARCH INSTRUMENT**

Research instruments are used to collect and obtain research information and data. Therefore, a survey questionnaire will be used in this research. Questionnaires were also selected because the data obtained were more consistent than other methods. The framework of this questionnaire is built based on the research questions that have been stated by the researcher in Chapter 1. Based on the research questions, the information received is more accurate and specific.

A questionnaire will be developed to find out the factors influencing unethical actions by the employees. Majid (2000) stated that the questionnaire instrument is the easiest and fastest method to obtain information for research. The questionnaire is divided into 2 parts, that are parts A, and B.

#### **i) Part A**

Part A is data for demographics that contains the background of the respondents as well as basic information. This demographic data consists of gender, age, race, and length of service.

ii) Part B

Part B is evaluation the factors influencing unethical actions by the employees.

In this section, the items collected through questionnaires are the data related to the factors influencing unethical actions by the employees. In the questionnaire, the scale used is based on table 1. This scale is easier for respondents to provide feedback for the questionnaire in this section.

Table 1: Four-Point Likert Measurement (Hera, 2016)

Variable	Ordinal Scale
Strongly Disagree (SD)	1
Disagree (D)	2
Agree (A)	3
Strongly Agree (SA)	4

### 3.5 INSTRUMENT VALIDITY AND RELIABILITY

Validity is used for evaluation in measurement where validity states the problem whether the measurement performed can measure what is need to be measured. It is very necessary to know the accuracy of the instrument. As a result of this data, the researcher can make accurate conclusions about what to measure. In this study, the researcher has chosen to obtain internal validation from skilled experts. Experts will review the questionnaire and see whether the questionnaire to be used can achieve the objectives of the study or not. Validity is also used for the purpose of improving the questionnaire items so that the data obtained are more accurate and achieve the objectives and questions of the study.

Reliability is a concept that focuses on the accuracy and stability of the questionnaire. Reliability also important in measuring the questionnaire after being done repeatedly for different periods. This process needs to repeat to find out whether this measure gives the same answer when it tested at the same population or sample (Azman, 2014).

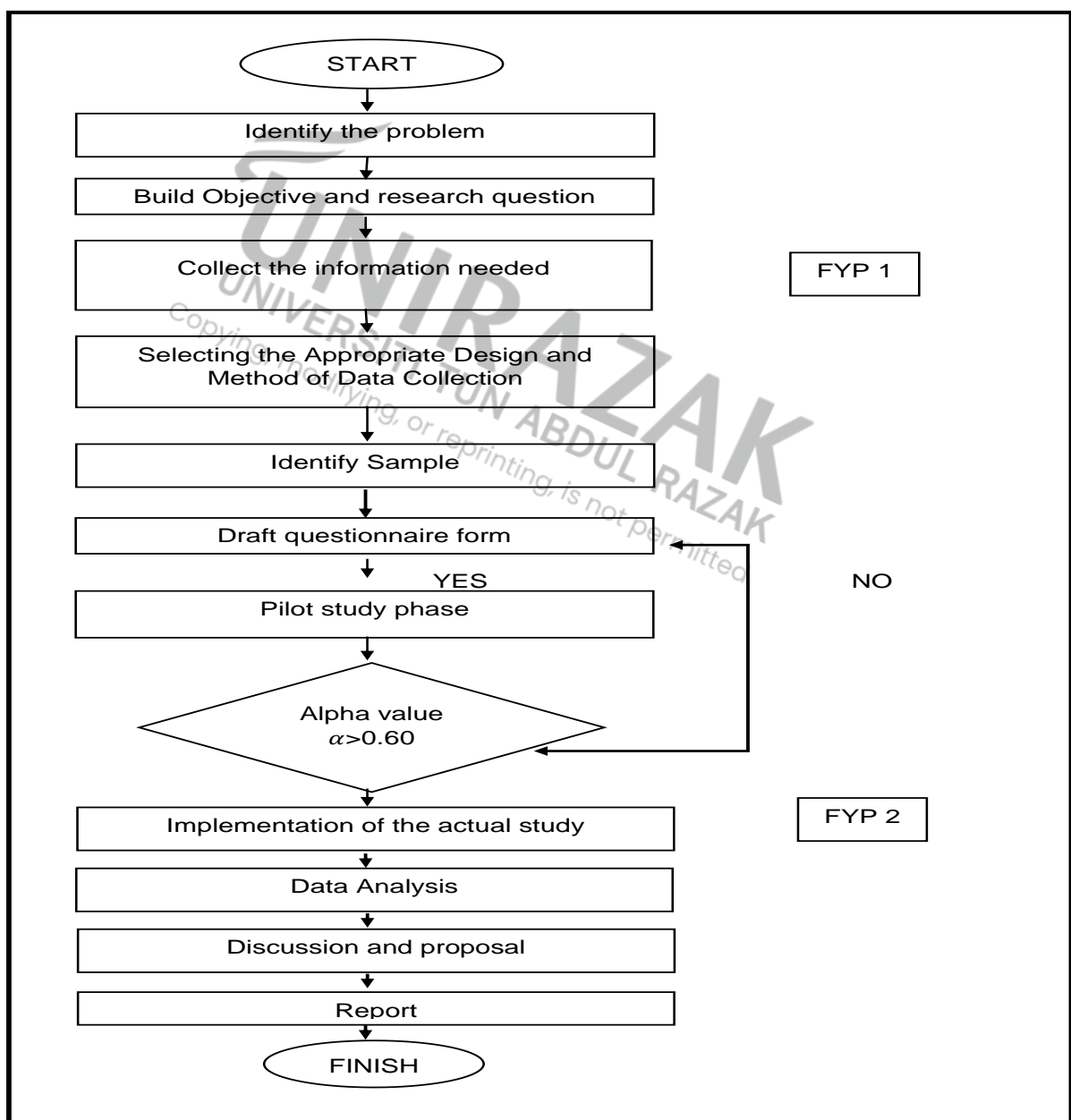
### 3.6 OPERATIONAL FRAMEWORK

The operational framework is a process that shows the stages for implementing this study. The framework also shows the research process from the beginning of the



problem being determined until obtaining the required data. This framework is made so that every step of the work in producing this research can be done smoothly and perfectly. If the researcher encounters problems while conducting the study, this flow chart can be a reference material. This framework is also an initial plan that serves to predict how and what obstacles may happen throughout the process of conducting research on the factors influencing unethical actions by the employees. The operational framework for this study can be seen based on Figure 1.

Figure 1: Operational Framework





### 3.7 PILOT STUDY

This pilot study was conducted on staff at Malaysian National Security Council Agency office. This sample is staff of the office who influencing the unethical action. Staff from this office were also selected to be sampled to obtain reliability values based on the items of the questionnaire constructed. Only high reliability values will be accepted through survey questions. This method is used to obtain high reliability, validity of the study as well as to correct any weaknesses on the questionnaire items.

### 3.8 DATA ANALYSIS TECHNIQUE

#### 3.8.1 Descriptive Variable

In this study, the researcher has chosen to use descriptive statistical analysis to answer the research questions that have been stated as in Table 2 below.

Table 2: Data Analysis Method

Objective	Research question	Approach	Analysis
1. Identify the individual factors that influencing unethical actions by employees.	1. What is the individual factors of unethical actions by the employees?	Quantitative - Questionnaire	Descriptive Likert scale Interpretation Min
2. Identify the external factor of unethical actions to the organization.	2. What is the external factor of unethical actions to the organization?	Quantitative - Questionnaire	Descriptive Likert scale Interpretation Min
3. Identify the effect of unethical actions by employees.	3. What is the effect of unethical actions by employees?	Quantitative - Questionnaire	Descriptive Likert scale Interpretation Min

### **3.9 EXPECTED RESEARCH FINDINGS**

In this study, the researcher assumes that:

1. Honesty and sincerity of the respondents while answering the questionnaire.
2. Respondents understood the research conducted and could answer the distributed questionnaire reasonably.

### **3.10 CONCLUSION**

In conclusion, chapter three is a chapter that shows the process that needs to be done to ensure the success of this research. Problems are likely to occur when the researcher conducts this research. However, improvements will be made to this research to obtain good research results.



## CHAPTER 4

### FINDING AND DISCUSSION

#### 4.0 INTRODUCTION

In this chapter will describe related to the findings and analysis of the study in detail.

#### 4.1 DEMOGRAPHY OF RESPONDENTS

This section focuses on the demographics of respondents among National Security Council (NSC) staff.

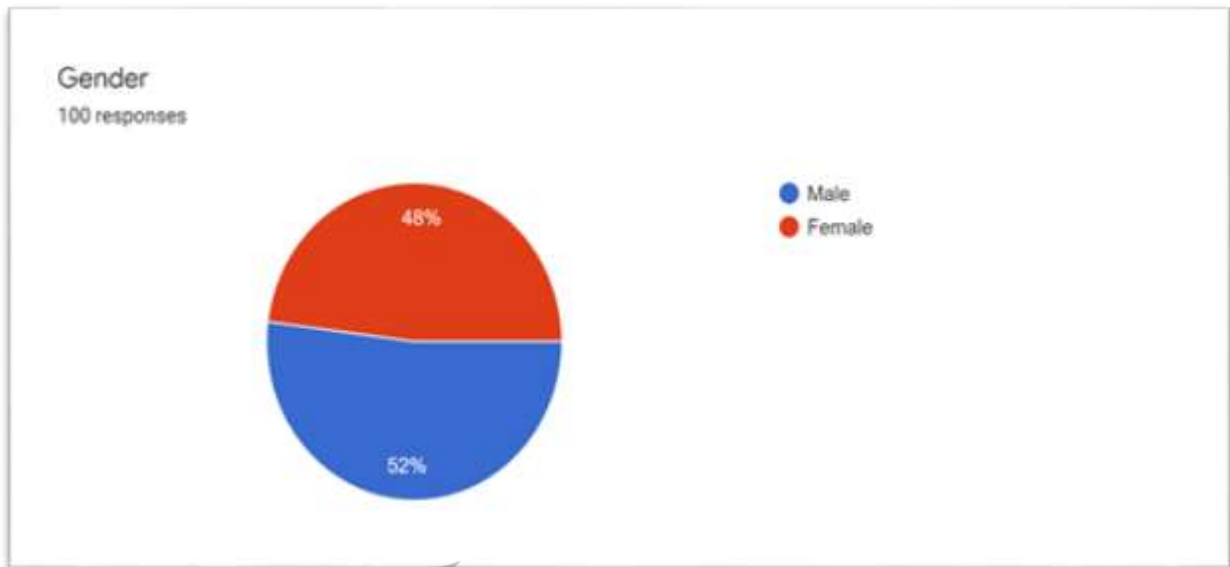
Table 3: Demographics of respondents

Demographics	Frequency	Percentage
Gender: Male Female	52 48	52% 48%
Age: Under 21 22 - 31 years 32 - 36 years 37 years above	15 63 16 6	15% 63% 16% 6%
Race: Malay China India Others	77 13 10 0	77% 13% 10% 0%
Length of service: 1 - 2 years 3 - 5 years 6 - 9 years 10 years and above	37 40 17 6	37% 40% 17% 6%

(Source: Field study)

#### 4.1.1 Demographics (Gender)

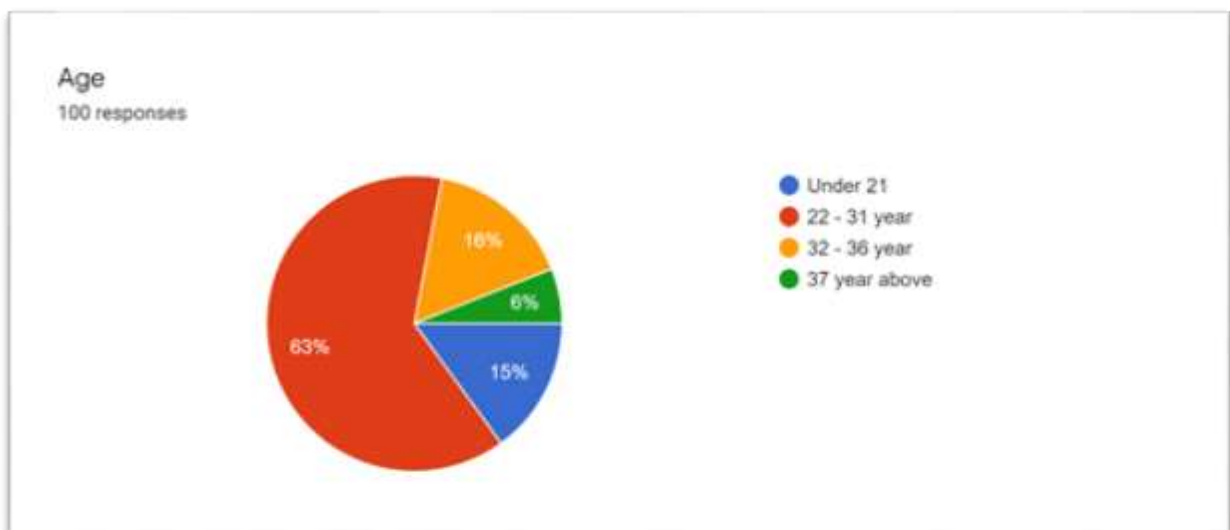
Pie chart 1: Gender



Based on Pie Chart above shows the gender of the respondents in the study. The total number of respondents is 100 employees of the National Security Council staff. For males, the percentage is 52% which is 52. For females, the percentage is 48% which is 48 respondents. The gender difference between males and females is not that much among NSC employees.

#### 4.1.2 Demographics (Age)

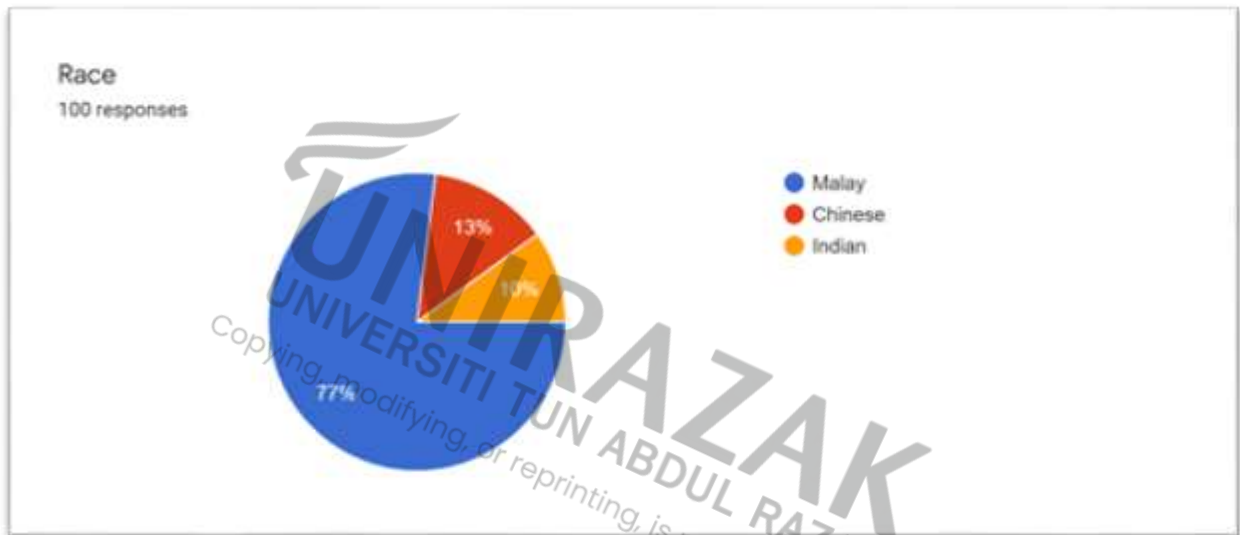
Pie 2: Age



Based on Pie Chart 2 above shows the age of the respondents. In the age category of 21 years and below, 15% of the respondents were which is equivalent to 15 persons. Meanwhile, in the age category of 22 to 31 years, there were 63% equivalent to 63 persons. In the age category of 32 to 36 years, there were 16% representing 16 persons and in the age category of 37 years and above, there were 6% representing a total of 6 respondents. This shows that the majority of the employees of National Security Council are between 22 and 31 years old.

#### 4.1.3 Demographics (Race)

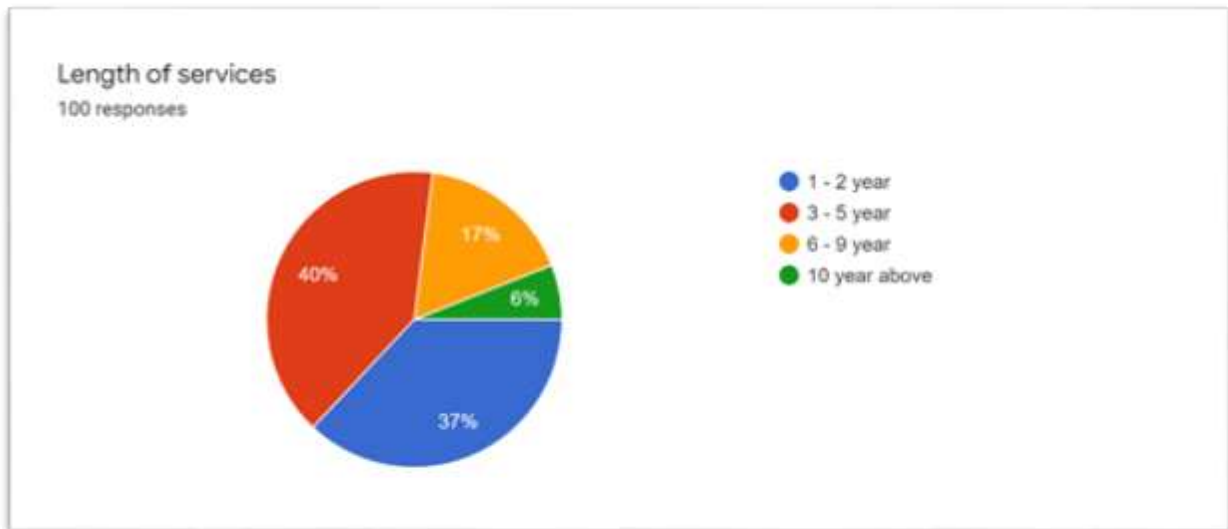
Pie chart 3: Nation



From on Pie Chart 3, the race of the respondents is evident. Malay race recorded a high of 77 which is equivalent to 77 nations, followed by Chinese with 13% which is equivalent to 13 people. Indian race is the least represented at 10% (10 respondents). The majority of the NSC staff are Malays.

#### 4.1.4 Demographics (Length of service)

Pie chart 4: Service period



Pie chart 4 above shows the length of service of NSC employee. If the length of service is 1 to 2 years, the total is 37% which is equivalent to 37 people. While, the length of services of 3 to 5 years recorded 40% which is 40 people. With a length of service of 6 to 9 years, the total was 17% which corresponds to 17 people and with the length of service of 10 years or more, 6% which corresponds to 6 respondents.

#### 4.2 RELIABILITY AND VALIDITY ANALYSIS

Reliability refers to the extent to which a scale produces consistent results, when the measurement is repeated several times. Reliability analysis is an analysis used to determine whether an item or variable is relevant and appropriate. Reliability analysis is determined by finding a proportion of systematic variation in a scale. This can be done by determining the ratio between the score scores obtained from different scales. So, if the relevance is high in the reliability analysis, then the selected items are consistent and reliable. In this research, Alpha Cronbach test is used to determine the reliability of the selected items. In the following, the degree of reliability of the items will be measured.

Validity comes from the word validity which means the extent to which the accuracy and accuracy of a measuring instrument in carrying out its size function (Azwar 1986). In addition, validity is a measure that shows that the variable being

measured is really the variable that the researcher wants to study (Cooper and Schindler, in Zulganef, 2006). Meanwhile, according to Sugiharto and Sitinjak (2006), validity relates to a variable measuring what should be measured. Validity in research states the degree of accuracy of research measuring instruments to the actual content being measured. Validity test is a test used to show the extent to which the measuring instrument used in a measure is what is being measured. A questionnaire is said to be valid if the questions on the questionnaire are able to reveal something that will be measured by the questionnaire.

Table 4: Reliability measurements

Reliability Level	Cronbach's alpha value
Very high	> 0.90
High	0.80 - 0.89
Moderate	0.60 - 0.79
Low	0.59 - 0.40
Very low	0.00 - 0.39

(Source: Field study)

Table 5: Reliability test results

Variable	Number of items	Cronbach's alpha	Level of reliability
Personality traits	7	0.665	Moderate
Works load	4	0.905	Very High
Education	3	0.669	Moderate
Religious beliefs	4	0.678	Moderate
Work pressure	4	0.799	High
Environment	6	0.856	High
Work system	3	0.792	Moderate
Total	31	0.805	High

(Source: SPSS)

Table 5 shows the results of the reliability tests for each instrument. A Cronbach's alpha value close to 1 indicates a high level of reliability. For the first instrument i.e., personality traits, the Cronbach's alpha value is 0.665, indicating that the selected items have moderate strength. The items presented were appropriate and relevant for use in the study. The Cronbach's alpha value for works load is 0.905, this indicates that the level of reliability for each item is very high. While for Education shows a Cronbach's Alpha value of 0.669 and the level of reliability is moderate.

Next is a religious belief instrument with a value of 0.678. Works pressure has a Cronbach's alpha value of 0.799 and shows a high level of reliability. Environment has a Cronbach Alpha value of 0.856. The reliability of each item in the environment is high and useful. Finally, the work system recorded a Cronbach's alpha value of 0.792, indicating that the items of the work system have moderate level. The reliability test for each instrument recorded a value of 0.805. The reliability for all items is high and the items are suitable and can be used in the study.

#### 4.2.1 Validity

Question	R-square	R table	Status
1	0.284	0.195	Valid
2	0.401	0.195	Valid
3	0.312	0.195	Valid
4	0.374	0.195	Valid
5	0.364	0.195	Valid
6	0.363	0.195	Valid
7	0.237	0.195	Valid
8	0.133	0.195	Valid
9	0.284	0.195	Valid
10	0.301	0.195	Valid
11	0.441	0.195	Valid
12	0.474	0.195	Valid
13	0.369	0.195	Valid
14	0.458	0.195	Valid
15	0.411	0.195	Valid
16	0.514	0.195	Valid
17	0.543	0.195	Valid
18	0.406	0.195	Valid
19	0.128	0.195	Valid
20	0.196	0.195	Valid
21	0.264	0.195	Valid
22	0.223	0.195	Valid
23	0.499	0.195	Valid



24	0.600	0.195	Valid
25	0.551	0.195	Valid
26	0.553	0.195	Valid
27	0.438	0.195	Valid
28	0.494	0.195	Valid
29	0.499	0.195	Valid
30	0.550	0.195	Valid
31	0.608	0.195	Valid

R table = 0.05 > N – 2 = 100 – 2 = 98, Look at Table of Critical Values: Pearson Correlation, so the r table is 0.195. If the estimated value of r is more than the value of r table, this indicates that the item used is valid. Therefore, the questions used are valid and accurate.

### 4.3 ANALYSIS OF FACTORS INFLUENCES UNETHICAL BEHAVIOUR

In this section will discuss related to the findings of the study through a questionnaire. The data obtained will be analyzed using SPSS software. The interpretation of the study is to use the following scores:

Table 6: Interpretation

Score	Interpretation
0 - 1.00	Very Low (VL)
1.01 - 2.00	Low (L)
2.01 - 3.00	High (H)
3.01– 4.00	Very high (VH)

#### 4.3.1 INDIVIDUAL FACTORS: Personality traits

With the help of descriptive analysis of the data obtained from the questionnaire, the extent to which behavioral factors influence the ethical attitudes of employees will be determined. Based on the use of Likert scale i.e., Strongly Disagree, Disagree, Agree and Strongly Agree. The findings of the study are as follows:

Table 7: Personality traits

No.	Item	1	2	3	4	Min	S.P	Interpretation
1	I enjoyed meeting with new people?	1 1	6 6	57 57	36 36	3.28	0.621	VH (%)
2	I love helping others?	-	4 4	46 46	50 50	3.46	0.576	VH (%)
3	I am willing to tell people when they are doing wrong?	-	3 3	49 49	48 48	3.45	0.557	VH (%)
4	I am simple about what I have achieved?	-	5 5	40 40	45 45	3.50	0.595	VH (%)
5	Ethical work culture is an important aspect?	-	4 4	47 47	49 49	3.45	0.575	VH (%)
6	Is politeness in the workplace important?	-	4 4	39 39	57 57	3.53	0.577	VH (%)
7	Coming early to work is one form of employee ethics?	3 3	9 9	42 42	46 46	3.31	0.761	VH (%)

Table 7 above shows the personality traits instruments of the respondent against unethical behavior. For the first item shows a mean value of 3.28 and the value of interpretation is very high. By using Likert scale that is Strongly Disagree (1), Disagree (2), Agree (3) and Strongly Agree (4) data and interpretations were obtained. The highest frequency is Agree with a total frequency of 57 (57%) and the lowest is Disagree with a total frequency of 1 (1%). This shows that majority of the respondents are enjoy to meet new people. For the second item that I love helping others, the highest frequency is “Strongly Agree” with a total frequency of 50 respondents (50%) and a very high interpretation value (3.46).

For the item I am willing to tell people when they are wrong recorded a mean of 3.45. Next, I am simple about what I have achieved recorded a mean value of 3.50. The next item, ethical work culture is an important aspect, showed a mean value of 3.45 and 3.53 for good manners at work is important. Finally, coming early to work is one of the ethical attitudes of employees recorded a mean value of 3.31. This indicates that all items in the behavior show high interpretive values. Individual behavior is a mirror to one's ethical attitude while working. When a person has good behavior, it definitely affects the work ethic.

#### 4.3.2 Works load

Using a descriptive analysis of the data obtained from the questionnaire, the extent to which works load factors affects employee ethics is examined. Based on the use of Likert scale i.e., Strongly Disagree, Disagree, Agree and Strongly Agree. The findings of the study are as follows:

Table 8: Works load

No.	Item	1	2	3	4	Min	S.P	Interpretation
1	If a superior instructs you to do task outside the scope, do you reluctant to do so?	23 23	46 46	22 22	9 9	2.17	0.888	H (%)
2	Being a professional in any situation is an important aspect?	-	11 11	45 45	44 44	3.33	0.576	VH (%)
3	Do you consider your workload reasonable?	-	6 6	48 48	46 46	3.40	0.603	VH (%)
4	Do you find the workload is evenly distributed among the team?	-	8 8	53 53	39 39	3.31	0.615	VH (%)

Table 8 above is an instrument for Works load to analysis the affects toward employee's ethics. For the first item, if the superior instructs you to do a task outside the scope of work, do you reluctant to do so. The highest frequency is Disagree with a total frequency of 46 (46%), while the lowest frequency is Strongly Agree with a total frequency of 9 people (9%). In the next item which is to be a professional in any situation is the important aspects. The highest frequency was Agree with a total frequency of 45 (45%) followed by Strongly Agree with a total frequency of 44 (44%). Only 11 (11%) of the respondents Disagreed.

For the item do you consider the workload to be reasonable showed a total of 48 (48%) Agree and 46 (46%) Strongly agree. This shows that all respondents agreed with item, do you think the workload to be reasonable. On the next question, do you find the workload is evenly distributed, the highest frequency value is Agree which 53 respondents (53%) followed by Strongly agree which is 39 (39%) respondents. The mean scores for all items are 2.17, 3.33, 3.40 and 3.31, indicating very high interpretive value. It can be concluded that workload has no effect on ethical.

#### 4.3.3 Education

Using a descriptive analysis of the data obtained from the questionnaire, the extent of education factors affects employee ethics. Based on the use of Likert scale i.e., Strongly Disagree, Disagree, Agree and Strongly Agree. The findings of the study are as follows:

Table 9: Education

No.	Item	1	2	3	4	Min	S.P	Interpretation
1	Does the level of education help a person to behave better?	2 2	6 6	46 46	46 46	3.36	0.621	VH (%)
2	Science in ethics can affect a person's attitude?	1 1	4 4	47 47	48 48	3.42	0.622	VH (%)

3	Education is an important aspect?	2	6	46	46	3.45	0.689	VH (%)
		2	6	46	46			

Table 9 above shows the educational instruments used to assess the influence on employee's ethic. For the first item, educational level that helps a person to behave better, the highest frequency was Agree and Strongly Agree with a total frequency of 46 (46%) while the lowest frequency was Strongly Disagree with a total frequency of 2 (2%). On the next item, science in ethics can affects a person's attitude. The highest frequency was Strongly Agree with a total frequency of 48 (48%) followed by Agree with a total frequency of 47 (47%). While a total of 1 and 4 respondents stated Strongly Disagree and Disagree. Based on the mean values for all items showed a high value of interpretation of 3.36, 3.42 and 3.36.

#### 4.3.3 Religious beliefs

By using descriptive analysis of the data obtained from the questionnaire to see the extent of students' perceptions of learning at KAFA. Based on the use of Likert scale that is Strongly Disagree, Disagree, Not Sure, Agree and Strongly Agree. The findings of the study are as follows:

Table 10: Religion beliefs

No.	Item	1	2	3	4	Min	S.P	Interpretation
1	Practicing a healthy lifestyle such as sleeping and waking up early as encouraged in every religion?	1	7	52	40	3.31	0.647	VH (%)
		1	7	52	40			
2	Can religion help a person be more positive?	5	12	45	36	3.16	0.825	VH (%)
		5	12	45	36			

3	Attending religious knowledge gatherings when you have more time?	6	14	44	38	3.10	0.841	VH (%)
		6	14	44	38			
4	Have a high interest in learning religion?	5	14	43	38	3.14	0.595	VH (%)
		5	14	43	38			

Table 10 above is an instrument for religious beliefs on employee ethics. For the first item which includes healthy lifestyle such as sleeping and waking up early as encourage in religion, the highest frequency is Agree with a total frequency of 52 (52%) while the lowest frequency is Strongly Disagree with a total frequency of 1 (1%) person. The next item is Religion can help a person to be more positive. The highest frequency was Agree with a total frequency of 45 (45%) followed by Strongly Agree with a total frequency of 38 (38%). While 5 and 12 respondents stated Strongly Disagree and Disagree.

When asked about participation in religious events during leisure time, 44 respondents Agree and 36 (36%) Strongly agree. This shows that all respondents agreed to attend religious events when they have time. Next, having a high interest in learning religion showed the highest number of frequencies was Agree which was 43 respondents (43%) followed by Strongly agree by 38 (38%). The mean values for all items are 3.31, 3.16, 3.10 and 3.40, this indicates a very high value of interpretation. Thus, it can be concluded that religious beliefs influence individual attitudes and be positive.

#### 4.4 EXTERNAL FACTORS

##### 4.4.1 Work pressure

Using a descriptive analysis of the data obtained from the questionnaire, the extent of work pressure factors affects employee ethics. Based on the use of Likert scale i.e Strongly Disagree, Disagree, Agree and Strongly Agree. The findings of the study are as follows:

Table 11: Work pressure

No.	Item	1	2	3	4	Min	S.P	Interpretation
1	A lot of work can influence my emotions?	20 20	17 17	43 43	20 20	2.63	1.022	H (%)
2	I have long working hours?	20 20	23 23	43 43	14 14	2.51	0.969	H (%)
3	I have too many tasks assigned to me?	15 15	27 27	43 43	15 15	2.58	0.923	H (%)
4	I don't have enough rest time at work?	14 14	28 28	43 43	15 15	2.59	0.911	H (%)

Table 11 above is an instrument for work stress on employee ethics. For the first item namely dumping at work can disturb emotions, it showed the highest frequency is Agree with a total frequency of 43 (43%) while the lowest frequency is Disagree with a total frequency of 17 people (17%). For the next item, I have long working hours. The highest frequency was Agree with a total frequency of 43 (43%) followed by Disagree with a total frequency of 23 (23%). While Strongly Disagree and Strongly Agree each recorded a total frequency of 15. For the item, I have too many tasks assigned to me, the highest frequency is Agree with 43 people (43%) and the lowest frequency is Strongly Disagree and Strongly Agree with 15 respondents (15%). On the question of whether, I don't have enough rest time at work, 43 (43%) persons Agreed and 28 (28%) Disagree. This indicates that some workers do not have enough rest time. The mean scores for all items were 2 and showed high value of interpretation. Although the interpretation value is high but some employees experience work stress. This affects morale when one is emotional and depressed.

#### 4.4.2 Bad Environment

Using a descriptive analysis of the data obtained from the questionnaire, the extent of bad environment factors affects employee ethics. Based on the use of Likert scale i.e.,

Strongly Disagree, Disagree, Agree and Strongly Agree. The findings of the study are as follows:

Table 12: Environment

No.	Item	1	2	3	4	Min	S.P	Interpretation
1	The workplace facilities provided can facilitate the work process	2 2	3 3	46 46	49 49	3.37	0.691	VH (%)
2	Workplace colleagues provide cooperation in performing tasks.	3 3	8 8	45 45	44 44	3.30	0.745	VH (%)
3	An organization are highly dedicated to diversity and inclusiveness?	2 2	10 10	41 41	47 47	3.33	0.739	VH (%)
4	I understand how my work style influences organizational goals	3 3	13 13	37 37	47 47	3.28	0.805	VH (%)
5	Do organizations operate in a responsible manner?	2 2	9 9	40 40	49 49	3.36	0.732	VH (%)
6	How does an organization work to have a positive impact on society?	-	11 11	44 44	45 45	3.34	0.670	VH (%)

Table 12 above shows the environmental instruments on work ethic. For the first item, it shows a mean of 3.37 and the value of interpretation is very high. The highest frequency is Strongly Agree with a total frequency of 49 (49%) followed by Agree with



a total frequency of 45 (45%) while the lowest total frequency is Strongly Disagree with 2 respondents (2%). This shows that the infrastructure in the workplace is very good. The item of workplace colleagues providing cooperation in performing tasks showed the highest frequency was Agree which 45 (45%) respondents followed by Strongly Agree by 44 respondents. While the lowest frequency is strongly disagreed with 3 (3%) respondents.

For the an organizational are highly dedicated to diversity and inclusiveness showed the highest frequency was Strongly Agree which 47 (47%) followed by Agree with a frequency 41 (41%) respondents. For the item, I understand how my work style influences organizational goals showed the highest total frequency was Strongly Agree by 47 (47%) while the lowest was Strongly Disagree recorded 3 (3%) respondents. The next item i.e., do organizations operate in a responsible manner showed the highest total frequency was Strongly Agree by 49 (49%) respondents followed by Agree by 40 (40%) respondents. This indicates that the majority of respondents think that organizations prioritize social welfare.

Finally, how does an organization work to have a positive impact on society recorded the highest number of frequencies was Strongly Agree by 45 (45%) respondents. While the second highest frequency is Agree by 44 (44%) respondents. The way the NSC operates has an impact on the community. If ethical values are inculcated in the staff, it is certain that the welfare of the community can be well taken care of in various way. The mean score for all items is 3.00 and above and showing high interpretation. NSC employees are very committed in providing the best service to the community and attach great importance to work ethics.

#### **4.4.3 Work system**

By using descriptive analysis of the data obtained from the questionnaire, the extent of work system factors affects employee ethics. Based on the use of Likert scale of Strongly Disagree, Disagree, Agree and Strongly Agree. The findings of the study are as follows:

Table 13: Work system

No.	Item	1	2	3	4	Min	S.P	Interpretation
1	Do you feel valued on your contribution?	1 1	10 10	42 42	47 47	3.35	0.702	VH (%)
2	Do you feel that company is taking adequate action to improve employee well-being?	4 4	9 9	49 49	41 41	3.21	0.769	VH (%)
3	Do you have the materials and equipment required to do the task?	- 10	10 10	42 42	48 48	3.38	0.663	VH (%)

Table 13 above shows the work system instruments used to assess the level of influence on work ethics. On the first item, do you feel appreciated for your contribution shows the highest frequency is Strongly Agree which 47 (47%) respondents followed by Agree with a total frequency of 42 (42%) respondents while the lowest frequency is Strongly Disagree with a total frequency 1 (1%) respondents. For the next item, do you feel that the organization is taking adequate to improve employee well-being. The highest frequency was Agree with a total frequency 49 (49%) followed by Strongly Agree with a total frequency 41(41%). Meanwhile, 4 and 9 respondents stated Strongly Disagree and Disagree. On the next item, do you have the materials and equipment require to do the tasks showed the highest frequency was Strongly Agree which 48 (48%) respondents followed by Agree 42 (42%) respondents. This indicates that majority of the employees are satisfied with the work system and tend to follow the given SOPs. Based on the mean scores for all items, very high interpretation scores of 3.35, 3.21 and 3.38 were obtained which shows that majority of the respondents are believe that the work system can influence a person's ethics.

## CHAPTER 5

### CONCLUSION

#### 5.0 CONCLUSION

The implications of ethics are very broad and cover all aspects of human life, including work. Work ethics refer to ethical practices and actions in accordance with the rules and norms in an organization. It usually includes actions and behaviours that are considered good for the organization and that give meaning to employees in their daily affairs. Work ethics also refers to an individual's attitude towards work as well as his or her commitment, responsibility and dedication to work. Therefore, this study is related to the factors that influence unethical behaviour.

The results of the study were obtained through a questionnaire that uses several instruments to identify factors that influence unethical behaviour. The first instrument i.e., behaviour has a high score. This indicates that majority of the employees are opinion that personality traits influence unethical behaviour. On the other hand, if the workload instrument shows a very high interpretation. Some employees believe that workload can influence a person's ethics or morale. In addition, education has a very high interpretation value for each item and it can be concluded that education has a significant relationship with ethics. For religious belief, the instruments show high interpretation, that is religious beliefs make a person more ethical.

Next, external factors such as work stress showed high interpretive value. A number of respondents were disturbed by work stress and indirectly influenced unethical. Bad environment indicates very high interpretation values for all items. Environment influences individual attitude. If the environment at work is not good, one tends to be unethical. The last instrument i.e., the work system recorded very high interpretive value for all the items. The work system indeed has something to do with one's ethics. If a work system is not functioning properly at the workplace, it definitely affects one's behaviour negatively.

Therefore, based on the findings and analysis conducted shows that individual factors and external factors have no difference. Both factors are significantly related to the ethics of an individual. Overall, the study found that each instrument has an

impact on ethics. A person's behaviour affects work ethics. In addition, works load tends to influence subsequent behaviour in the control area. Religious beliefs and education can influence individuals more ethically. Religious knowledge and knowledge of ethics teach one to be more ethical. Work stress, environment and work system can also affect a person ethics. Majority of the respondents agreed that work stress, environment and work system influence unethical.

Studies on the factors that influence unethical behaviour are very important to help organizations find solutions to problems that arise. In this study, focusing on two factors namely individual factors and external factors. Both factors have high f interpretive value and it can be concluded that behaviour, workload, education, religion, work stress, environment and work system influence ethical behaviour. However, the study could not prove with 100% certainly that the variables and instruments used can be helpful in this study.

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# APPENDICES

**TUNIRAZAK**  
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1. Descriptive statistics

		Statistics						
		q1	q2	q3	q4	q5	q6	q7
N	Valid	100	100	100	100	100	100	100
	Missing	0	0	0	0	0	0	0
Mean		3.28	3.46	3.45	3.50	3.45	3.53	3.31
Std. Deviation		.621	.576	.557	.595	.575	.577	.761

Work load

		Statistics				
		q2	q8	q9	q10	q11
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0
Mean		3.46	2.17	3.33	3.40	3.31
Std. Deviation		.576	.888	.667	.603	.615

Education

		Statistics		
		q12	q13	q14
N	Valid	100	100	100
	Missing	0	0	0
Mean		3.36	3.42	3.36
Std. Deviation		.689	.622	.689

Religion belief

		Statistics			
		q15	q16	q17	q18
N	Valid	100	100	100	100
	Missing	0	0	0	0
Mean		3.31	3.16	3.10	3.14
Std. Deviation		.647	.825	.859	.841

Work pressure

**Statistics**

		q19	q20	q21	q22
N	Valid	100	100	100	100
	Missing	0	0	0	0
Mean		2.63	2.51	2.58	2.59
Std. Deviation		1,022	.969	.923	.911

Environment

**Statistics**

		q23	q24	q25	q26	q27	q28
N	Valid	100	100	100	100	100	100
	Missing	0	0	0	0	0	0
Mean		3.37	3.30	3.33	3.28	3.36	3.34
Std. Deviation		.691	.745	.739	.805	.732	.670

Work system

**Statistics**

		q29	q30	q31
N	Valid	100	100	100
	Missing	0	0	0
Mean		3.35	3.21	3.38
Std. Deviation		.702	.769	.663

2. Frequency

**q1**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	6	6.0	6.0	7.0
Valid 3	57	57.0	57.0	64.0
4	36	36.0	36.0	100.0
Total	100	100.0	100.0	

**q2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	4	4.0	4.0	4.0
Valid 3	46	46.0	46.0	50.0
Valid 4	50	50.0	50.0	100.0
Total	100	100.0	100.0	

**q3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	3	3.0	3.0	3.0
Valid 3	49	49.0	49.0	52.0
Valid 4	48	48.0	48.0	100.0
Total	100	100.0	100.0	

**q4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	5	5.0	5.0	5.0
Valid 3	40	40.0	40.0	45.0
Valid 4	55	55.0	55.0	100.0
Total	100	100.0	100.0	

**q5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	4	4.0	4.0	4.0
Valid 3	47	47.0	47.0	51.0
Valid 4	49	49.0	49.0	100.0
Total	100	100.0	100.0	

**q6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	4	4.0	4.0	4.0
Valid 3	39	39.0	39.0	43.0
Valid 4	57	57.0	57.0	100.0
Total	100	100.0	100.0	

**q7**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	3.0	3.0	3.0
Valid 2	9	9.0	9.0	12.0
Valid 3	42	42.0	42.0	54.0
Valid 4	46	46.0	46.0	100.0
Total	100	100.0	100.0	

**q8**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	23	23.0	23.0	23.0
Valid 2	46	46.0	46.0	69.0
Valid 3	22	22.0	22.0	91.0
Valid 4	9	9.0	9.0	100.0
Total	100	100.0	100.0	

**q9**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	11	11.0	11.0	11.0
Valid 3	45	45.0	45.0	56.0
Valid 4	44	44.0	44.0	100.0
Total	100	100.0	100.0	

**q10**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	6	6.0	6.0	6.0
3	48	48.0	48.0	54.0
4	46	46.0	46.0	100.0
Total	100	100.0	100.0	

**q11**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	8	8.0	8.0	8.0
3	53	53.0	53.0	61.0
4	39	39.0	39.0	100.0
Total	100	100.0	100.0	

**q12**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.0	2.0	2.0
2	6	6.0	6.0	8.0
3	46	46.0	46.0	54.0
4	46	46.0	46.0	100.0
Total	100	100.0	100.0	

**q13**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	4	4.0	4.0	5.0
3	47	47.0	47.0	52.0
4	48	48.0	48.0	100.0
Total	100	100.0	100.0	

**q14**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.0	2.0	2.0
2	6	6.0	6.0	8.0
Valid 3	46	46.0	46.0	54.0
4	46	46.0	46.0	100.0
Total	100	100.0	100.0	

**q15**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	7	7.0	7.0	8.0
Valid 3	52	52.0	52.0	60.0
4	40	40.0	40.0	100.0
Total	100	100.0	100.0	

**q16**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	5	5.0	5.0	5.0
2	12	12.0	12.0	17.0
Valid 3	45	45.0	45.0	62.0
4	38	38.0	38.0	100.0
Total	100	100.0	100.0	

**q17**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	6	6.0	6.0	6.0
2	14	14.0	14.0	20.0
Valid 3	44	44.0	44.0	64.0
4	36	36.0	36.0	100.0
Total	100	100.0	100.0	

**q18**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	5	5.0	5.0	5.0
2	14	14.0	14.0	19.0
Valid 3	43	43.0	43.0	62.0
4	38	38.0	38.0	100.0
Total	100	100.0	100.0	

**q19**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	20	20.0	20.0	20.0
2	17	17.0	17.0	37.0
Valid 3	43	43.0	43.0	80.0
4	20	20.0	20.0	100.0
Total	100	100.0	100.0	

**q20**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	20	20.0	20.0	20.0
2	23	23.0	23.0	43.0
Valid 3	43	43.0	43.0	86.0
4	14	14.0	14.0	100.0
Total	100	100.0	100.0	

**q21**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	15	15.0	15.0	15.0
2	27	27.0	27.0	42.0
Valid 3	43	43.0	43.0	85.0
4	15	15.0	15.0	100.0
Total	100	100.0	100.0	

**q22**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	14	14.0	14.0	14.0
2	28	28.0	28.0	42.0
Valid 3	43	43.0	43.0	85.0
4	15	15.0	15.0	100.0
Total	100	100.0	100.0	

**q23**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.0	2.0	2.0
2	6	6.0	6.0	8.0
Valid 3	45	45.0	45.0	53.0
4	47	47.0	47.0	100.0
Total	100	100.0	100.0	

**q24**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	3.0	3.0	3.0
2	8	8.0	8.0	11.0
Valid 3	45	45.0	45.0	56.0
4	44	44.0	44.0	100.0
Total	100	100.0	100.0	

**q25**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.0	2.0	2.0
2	10	10.0	10.0	12.0
Valid 3	41	41.0	41.0	53.0
4	47	47.0	47.0	100.0
Total	100	100.0	100.0	



**q26**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	3.0	3.0	3.0
2	13	13.0	13.0	16.0
Valid 3	37	37.0	37.0	53.0
4	47	47.0	47.0	100.0
Total	100	100.0	100.0	

**q27**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.0	2.0	2.0
2	9	9.0	9.0	11.0
Valid 3	40	40.0	40.0	51.0
4	49	49.0	49.0	100.0
Total	100	100.0	100.0	

**q28**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	11	11.0	11.0	11.0
3	44	44.0	44.0	55.0
Valid 4	45	45.0	45.0	100.0
Total	100	100.0	100.0	

**q29**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	10	10.0	10.0	11.0
Valid 3	42	42.0	42.0	53.0
4	47	47.0	47.0	100.0
Total	100	100.0	100.0	

**q30**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	4	4.0	4.0	4.0
2	9	9.0	9.0	13.0
Valid 3	49	49.0	49.0	62.0
4	38	38.0	38.0	100.0
Total	100	100.0	100.0	

**q31**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	10	10.0	10.0	10.0
Valid 3	42	42.0	42.0	52.0
4	48	48.0	48.0	100.0
Total	100	100.0	100.0	

**3. Reliability and validity**

(i) Behavior

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.665	.684	7

(ii) Work load

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.905	.801	4

(iii) Education

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.699	.691	3

(iv) Religion belief

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.678	.666	4

(v) Work pressure

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.799	.804	4

(vi) Environment

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.856	.855	6

(vii) Work system

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.792	.794	3

All of item

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.805	.805	31

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## QUESTIONNAIRE SURVEY

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### THE FACTORS INFLUENCING UNETHICAL ACTIONS BY THE EMPLOYEES

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This questionnaire is submitted to get feedback related to the preparation of the Final Year Project entitled **The Factors Influencing Unethical Actions by the Employees.**

This questionnaire contains two (2) parts that is

**Part A: Personal information**

**Part B: The Factors Influencing Unethical Actions by the Employees**

I hoped that Mr/Mrs can give feedback and suggestions based on the information and questions needed. All information provided is confidential and will be kept for the use of the researcher only. The cooperation given was appreciated. Thank you.

Researcher: Azrizal Bin Hamli, Master in Management (MIM), Universiti Tun Abdul Razak.

## PART A: DEMOGRAPHICS

INSTRUCTIONS: Please mark (/) according to personal information as stated below:

### 1. Gender

- a. Male                       b. Female

### 2. Age

- a. Under 21                       b. 22 - 26 year   
c. 27 - 31 year                       c. Up to 32 years

### 3. Race

- a. Malay                       b. Chinese   
c. Indian                       d. Other

### 4. Work experience

- a. 1 - 2 year   
b. 3 - 5 year   
c. 6 - 9 year   
d. 10 - 30 year

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**PART B: EVALUATION THE FACTORS INFLUENCING UNETHICAL ACTIONS BY THE EMPLOYEES.**

INSTRUCTIONS: Please mark (/) according to personal information as stated below:

Strongly disagree	Disagree	Agree	Strongly agree
1	2	3	4

	<b>INTERNAL FACTOR</b>	1	2	3	4
<b>NO.</b>	<b>PERSONALITY TRAITS</b>				
1	I enjoy meeting new people?				
2	I love helping others?				
3	I am willing to tell people if they are wrong?				
4	I am simple about what I have achieved?				
5	Ethical work culture is an important aspect?				
6	Is politeness in the workplace important?				
7	Coming early to work is one form of employee ethics?				
<b>NO.</b>	<b>WORKS LOAD</b>				
1	If a superior instructs you to do task outside the scope, do you reluctant to do so?				
2	Being a professional in any situation is an important aspect?				
3	Do you consider your workload reasonable?				
4	Do you find the workload is evenly distributed among the team?				
<b>NO.</b>	<b>EDUCATION</b>				
1	Does the level of education help a person to behave better?				
2	Science in ethics can affect a person's attitude?				
3	Education is an important aspect?				
<b>NO.</b>	<b>RELIGION BELIEF</b>				
1	Practicing a healthy lifestyle such as sleeping and waking up early as encouraged in every religion?				
2	Can religion help a person be more positive?				
3	Attending religious knowledge gatherings when you have more time?				
4	Have a high interest in studying religion?				

	<b>EXTERNAL FACTOR</b>				
<b>NO.</b>	<b>WORK PRESSURE</b>				
1	A lot of work can influence my emotions?				
2	I have long working hours?				
3	I have too many tasks assigned to me?				
4	I don't have enough rest time at work?				
<b>NO.</b>	<b>ENVIRONMENT</b>				
1	The workplace facilities provided can facilitate the work process.				
2	Workplace colleagues provide cooperation in performing tasks.				
3	An organization very dedicated to diversity and inclusiveness?				
4	I understand how my work style influences organizational goals?				
5	Do organizations operate in a socially responsible way?				
6	How does an organization work to have a positive impact on society?				
<b>NO.</b>	<b>WORK SYSTEM</b>				
1	Do you feel valued on your contribution?				
2	Do you feel that company is taking adequate action to improve employee well-being?				
3	Do you have the materials and equipment required to do the task?				



**APPROVAL PAGE**

TITLE OF PROJECT PAPER: THE FACTORS INFLUENCING UNETHICAL ACTIONS BY THE EMPLOYEES

NAME OF AUTHOR : AZRIZAL BIN HAML I

---

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

**SUPERVISOR**

Signature : \_\_\_\_\_

Name : \_\_\_\_\_

Date : \_\_\_\_\_

**ENDORSED BY**

\_\_\_\_\_

Dean

Graduate School of Business

Date:

