



**UNIVERSITI PUTRA MALAYSIA**

***RISK FACTORS OF WORKPLACE VIOLENCE AMONG OFFICERS IN  
THE DEPARTMENT OF IMMIGRATION MALAYSIA***

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DEPARTMENT OF IMMIGRATION MALAYSIA**



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May God shower the above cited personalities with success and honour in their life. Thank you.

## ABSTRACT

### RISK FACTORS OF WORKPLACE VIOLENCE AMONG OFFICERS IN THE DEPARTMENT OF IMMIGRATION MALAYSIA

NUR SURIANA ZAINAL

**Introduction:** Nowadays workplace violence becomes an important safety issue in the workplace. It may give major threats to workers that negatively affect the overall capacity of organizations in workplace. **Objective:** This study aims to determine the risk factors of workplace violence among officers in the Department of Immigration Malaysia. **Method:** This is a cross-sectional study, which included officers of Immigration Department Malaysia that selected by using convenient sampling in Putrajaya, Selangor, Kuala Lumpur and KLIA. Study locations were selected by using purposive sampling method. Data was gathered by using self-administered questionnaire; comprised of four parts that include socio-demographic & work characteristics, organizational support, emotional management and workplace violence. **Results:** A total of 283 immigration officers completed the survey with response rate of 95%. The prevalence of reported WPV was 23.0%. Of the 83 cases, 54 had experienced verbal abuse (70.6%), followed by bullying/mobbing (5.3%), physical violence (3.9%), and sexual harassment (1.8%). The perpetrators were mostly among general public (58.8%) and their colleagues (45.9%). **Conclusion:** This study reveals that workplace violence as an important issue for officers in Department of Immigration Malaysia. Hence, further assessment should be carried out to reduce the identified risk factors and to find ways of solving this issue.

**Keywords:** workplace violence, organizational support, emotional management

## ABSTRAK

### FAKTOR RISIKO KEGANASAN TEMPAT KERJA DALAM KALANGAN PEGAWAI DI JABATAN IMIGRESEN MALAYSIA

NUR SURIANA ZAINAL

**Pengenalan:** Pada masa kini, keganasan di tempat kerja menjadi isu keselamatan penting yang boleh memberi ancaman besar kepada pekerja dan memberi kesan negatif terhadap keupayaan keseluruhan organisasi di tempat kerja. **Objektif:** Kajian ini bertujuan untuk menentukan faktor risiko keganasan tempat kerja dalam kalangan pegawai di Jabatan Imigresen Malaysia. **Metodologi:** Ini adalah kajian rentas keratan, melibatkan pegawai Jabatan Imigresen Malaysia yang dipilih menggunakan kaedah persampelan yang mudah di Putrajaya, Selangor, Kuala Lumpur dan KLIA. Lokasi kajian telah dipilih dengan menggunakan kaedah pensampelan purposive. Data dikumpul dengan menggunakan borang soal selidik; terdiri daripada empat bahagian yang merangkumi sosio-demografi & ciri-ciri pekerjaan, sokongan organisasi, pengurusan emosi dan keganasan tempat kerja. **Keputusan:** Keseluruhannya, seramai 283 pegawai imigresen telah terlibat dalam kajian ini, dengan kadar tindak balas sebanyak 95%. Kelaziman WPV yang dilaporkan adalah 23.0%. Daripada 83 kes, 54 mengalami penderaan lisan (70.6%), diikuti dengan buli (5.3%), keganasan fizikal (3.9%), dan gangguan seksual (1.8%). Pelaku keganasan kebanyakannya adalah daripada kalangan orang awam (58.8%) dan rakan sekerja mereka (45.9%). **Konklusi:** Kajian ini mendedahkan bahawa keganasan tempat kerja merupakan satu isu penting terhadap pegawai di Jabatan Imigresen Malaysia. Justeru itu, penilaian lanjut perlu dilakukan untuk mengurangkan faktor risiko yang dikenalpasti dan mencari cara menyelesaikan isu ini.

**Kata kunci:** keganasan tempat kerja, sokongan organisasi, pengurusan emosi

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## **LIST OF ABBREVIATIONS**

<b>WHO</b>	<b>World Health Organization</b>
<b>NIOSH</b>	<b>National Institute for Occupational Safety and Health</b>
<b>ILO</b>	<b>International Labour Organization</b>
<b>OSHA</b>	<b>Occupational Safety and Health Administration</b>
<b>BLS</b>	<b>Bureau of Labour Statistics</b>
<b>WPV</b>	<b>Workplace Violence</b>
<b>PSI</b>	<b>Public Services International</b>

## **CHAPTER 1**

### **Introduction**

#### **1.1 Research Background**

Most people think workplace violence (WPV) merely refers to physical assault. However, workplace violence has a much more broad definition to emphasize its meaning as in real situations these behaviors often overlap and make attempt to categorize its different forms of violence very difficult. World Health Organization (WHO, 2002) defines workplace violence as “incidents where staff are abused, threatened or assaulted in circumstances related to their work, including commuting to and from work, involving an explicit or implicit challenge to their safety, well-being or health”. Besides, according to U.S Department of Labor (2002), workplace violence is “any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide. It can affect and involve employees, clients, customers and visitors”.

Basically, workplace violence can be categorized into physical violence and psychological violence. Physical violence results in physical, sexual or psychological harm. It includes beating, kicking, slapping, stabbing, shooting, pushing, biting and pinching, whereas psychological violence involve intentional use of power, including threat of physical force, against another person or group, that can result in harm to physical, mental, spiritual, moral or social development. It includes verbal abuse, bullying/mobbing, and sexual harassment (ILO/ICN/WHO/PSI 2003).

National Institute for Occupational Safety and Health has categorized workplace violence into four levels to define the threat types and its perpetrators (UIIPRC, 2001). First, criminal-intent type; the perpetrator has no legitimate relationship to the business or its employee, and is usually committing a crime in conjunction with the violence. Second, customer / client; the perpetrator has a legitimate relationship with the business and becomes violent while being served by the business. For this recent study, general public is client for Department of Immigration Malaysia. Third, worker-on-worker; the perpetrator is an employee or past employee of the business who attacks or threatens another employee(s) or past employee(s) in the workplace. Fourth, personal relationship; the perpetrator usually does not have a relationship with the business but has a personal relationship with the intended victim.

In Malaysia, Guidance on the Prevention of Stress and Violence at Work (DOSH, 2001) has been prepared as a result of a collaborative effort between the Department Programme Safety and Health Malaysia and the United Nation Development Programme that offer an integrated workplace response to the problems of violence and stress, as well as introduce an innovative approach whereby workers' health, safety and well-being become integral parts of the economic sustainability and organizational development of enterprises. Employers, employees and the respective organizations are encourage to use this guidance, implement and continually refine their actions and programmes to eliminate and control the problems of stress and violence at work. Most of workplace violence studies conducted have focused in healthcare setting between doctors and nurses. It cannot be denied that workers in healthcare setting are occupations at greatest risk of workplace violence as many studies have provided many evidences of its prevalence. However, studies related to workplace violence should not merely focused in healthcare setting as there are many other occupations at risk to workplace violence that might represents a routine hazard.

Furthermore, workplace violence may result in negative organizational outcomes such as low employees morale, increased employee turnover and a reduction in trust between management and employees (DHHS/NIOSH 2002). Workplace violence also gives major threats to societies and enterprises. Their cost in terms of disruption, bad image, absenteeism, turns over, accidents at work, burnout and compensation are increasingly becoming apparent. Most important, these threats negatively affect the overall capacity of organizations to perform and be competitive. The problem affects

practically all sectors and all categories of workers. Eliminating the above threats in is therefore a priority target for entrepreneurs, managers, employees and policy makers. Several empirical studies have shown that many victims of workplace psychological violence suffer from post-traumatic stress disorder (PTSD) (Caldwell 1992, Mikkelsen & Einarsen 2002, Hansen et al. 2006, Bigony et al. 2009). The effects of workplace violence can include physical injuries, temporary or permanent physical disability and psychological trauma (Pai & Lee 2010).

No occupation can be said to be entirely immune from some form of workplace violence, it is widely acknowledged that workers performing certain tasks are at special risk. For this recent study, the respondents were among officers in Department of Immigration Malaysia, which is under the Ministry of Home Affairs. Based on job descriptions provided from Official Portal of Immigration Department of Malaysia, the officers are responsible for issuing of passports and travel documents to Malaysian Citizens and Permanent Residents, issuing of visas, passes and permits to Foreign Nationals entering Malaysia and managing the movement of people at authorized entry and exit points, and enforcing the Immigration Act 1959/63, Immigration Regulations 1963, Passport Act 1966, Anti-Trafficking in Persons and Anti-Smuggling of Migrants Act 2007 (Amendment 2010).

Apart from that, interventions focused on improving organizational factors may help to reduce violence cases towards employees (Arnetz, Hamblin, & Arnetz, 2018). Nielson et al. (2012) proposed that workplace aggression was primarily caused by factors related to deficiencies in work design and organizations. Organizational support refers to general belief held by an employee that the organization values his or her continued membership and is generally concerned about his or her well-being (Eisenberger et al., 1986). Little attention has been directed towards understanding the place of organizational support in assisting individuals to adapt or respond to stressful or hostile workplace environments that may reduce the likelihood of workplace violence. At the same time, it is also important to have emotional intelligence in balancing one's work-life because it enables one's to timely and appropriately responding feelings through empathic actions (Rani & Yadapadithaya, 2018). Emotional management means people can accept responsibilities, set goals, be patient in accepting critical comments, and managing stressful situations (Mohapel, 2015). In the context of WPV, emotional management is crucially important in establishing a sustained perception of harmonious work environment which in turn, can make sense in handling WPV. Past research has found emotional intelligence enhances attachment in the form of job satisfaction and performance (Law et al., 2004).

## **1.2 Problem Statement**

Nowadays, workplace violence becomes an alarming phenomenon worldwide that continues to become an ongoing issue that affecting the field of occupational health and everyday life of workplaces around the world especially. There is no doubt that it is not a new issue but until today, it still becoming a major global problem as approximately 2 million employees reported experiencing workplace violence in each year (BLS, 2006). According to the U.S. Bureau of Labor Statistics, WPV has major impacts on the workplace, accounting for about 9% of workplace fatalities in 2015, and the National Safety Council reported in 2016, 17% of workplace deaths were results of violence. In Malaysia, previous study in 2009 revealed that 3.7% of staff nurses in the Universiti Kebangsaan Malaysia Medical Centre had experienced workplace violence (Ruth et al., 2009). However, based on latest study in 2018, the findings are relatively higher as 97 out of 136 healthcare workers (71.3%) in Hospital Kuala Lumpur experienced workplace violence (Zainal et al., 2018). All these statistics clearly showed that workplace violence problems are becoming more grisly and this cause more innocent bystanders being affected.

This phenomenon should now begin to change and improve as workplace violence emerges as an issue of priority and concern in everyday life of workplaces and all sectors that related to occupational health. While evidence is still limited and fragmented, and often anecdotal, sufficient evidence is appearing to reveal the

importance of the phenomenon of workplace violence in all countries, both developing and industrialized (Chappell & Di Martino, 2006). Malaysia should come out with more specific published data regarding workplace violence in every single sectors of employment not merely in healthcare setting. Growing attention should be given to those sectors where workers are exposed to multiple different forms of violence, including physical, psychological, and all forms of harassment, bullying and mobbing (Chappell & Di Martino, 2006). Evidence and data available are still limited and fragmented, and often in Malaysia, the term workplace violence might sound like something new to many of us, however in different part of the world, particularly in Europe and USA, it has been perceived as an important safety issue in the workplace, which need to be thoughtfully addressed (Shamsudin & Abdul Rahman, 2006).

Besides, in the worldwide, there is no even one single study about risk factors of workplace violence among officers in Department of Immigration. In fact, if we refer to their job descriptions, they might be exposed to certain circumstances and situations that increase risk of workplace violence while performing their task and duty. These “situations at risk” include those associated with working alone, working with the public, working with valuables, working with people in distress, working in an environment increasingly open to violence, working in conditions of special vulnerability, working in military and paramilitary organizations, and working in zones of conflict (Chappell & Di Martino, 2006). Generally, all those situations might be experienced by immigration officers in their everyday lives at work. So, this clearly showed that a study on

workplace violence among immigration officers should be conducted to obtain its prevalence of workplace violence.

Moreover, the costs of workplace violence are borne by the victim, the employing organization and society as a whole. It is only in recent times that experts have started quantifying the multiple and massive costs of such violence. On an individual level, the cost of personal suffering and pain resulting from violence at work is hard to quantify (WHO, 2004). They usually lead to lack of motivation, loss of confidence, reduced self-esteem, depression, anger, anxiety and irritability. A 1993 Finnish study on psychological harassment at work indicated that 59 percent of victims viewed the situation as “unjust”, 47 per cent had thought of leaving their job, and 37 per cent suffered from depression (Vartia, 1993).

### **1.3 Study Justification**

There are many reasons to undertake research on workplace violence, but a main priority is to obtain clear understanding of the problem and issue in different contexts so that appropriate responses can be developed and evaluated. Most of workplace violence studies conducted have focused in healthcare setting between doctors and nurses. Yes, it cannot be denied that workers in healthcare setting are occupations at greatest risk of workplace violence as many studies have provided many evidences of its prevalence. However, studies related workplace violence should not merely focused in healthcare setting as there are many other occupation at risk to workplace violence that might represents a routine hazard. No occupation can be said to be entirely immune from some form of workplace violence, it is widely acknowledged that workers performing certain tasks are at special risk. It is now widely acknowledged that the magnitude of exposure to violence at work depends not only on a person's occupation, but also upon the circumstances or situations under which that person is performing a specific task or duty (Chappell & Di Martino, 2006).

Therefore, first and foremost, this study gathered data on prevalence of workplace violence among officers in Department of Immigration Malaysia. As there is no workplace violence study conducted in Department of Immigration setting, it is required to explore more into detail about the risk factors contributed to the occurrence of workplace violence among the immigration officers. National level estimates of violence at work mask variation in risk among workers with different occupational characteristics. Previous research has shown that not all workers share the same risk of violence at work (Mayhew et al., 1989, Jones et al., 1997, Budd, 1999 and 2001). Therefore, by conducting this study, data regarding the prevalence and risk factors associated with workplace violence in different occupation will be managed to be produced. This comparison will be able to identify the strength and weakness of work characteristics for each occupation in influencing the prevalence of violence.

Most studies suggest that the impact of workplace violence, both physical and psychological, is felt by countless millions of workers around the globe, with some occupations and settings experiencing significantly higher rates of violence because of situational factors over which they often have little control (Chappell & Di Martino, 2006). So, it is hoped that this study will become a first step in providing useful data to prioritize risk factors that contribute to workplace violence. These data are valuable for stakeholders in determining the most efficient method to minimize such hazardous violence in the workplace.

#### **1.4 Conceptual Framework**

Figure 1.1 shows the conceptual framework of this study that highlights the independent variables and the dependent variable. The study was conducted among officers in Department of Immigration Malaysia in Putrajaya, Kuala Lumpur and Selangor. The associated risk factors that can contribute to the occurrence of workplace violence are socio-demographic factors, job characteristics, organizational support and emotional management which considered as the independent variables, while the dependent variable of this study is workplace violence.

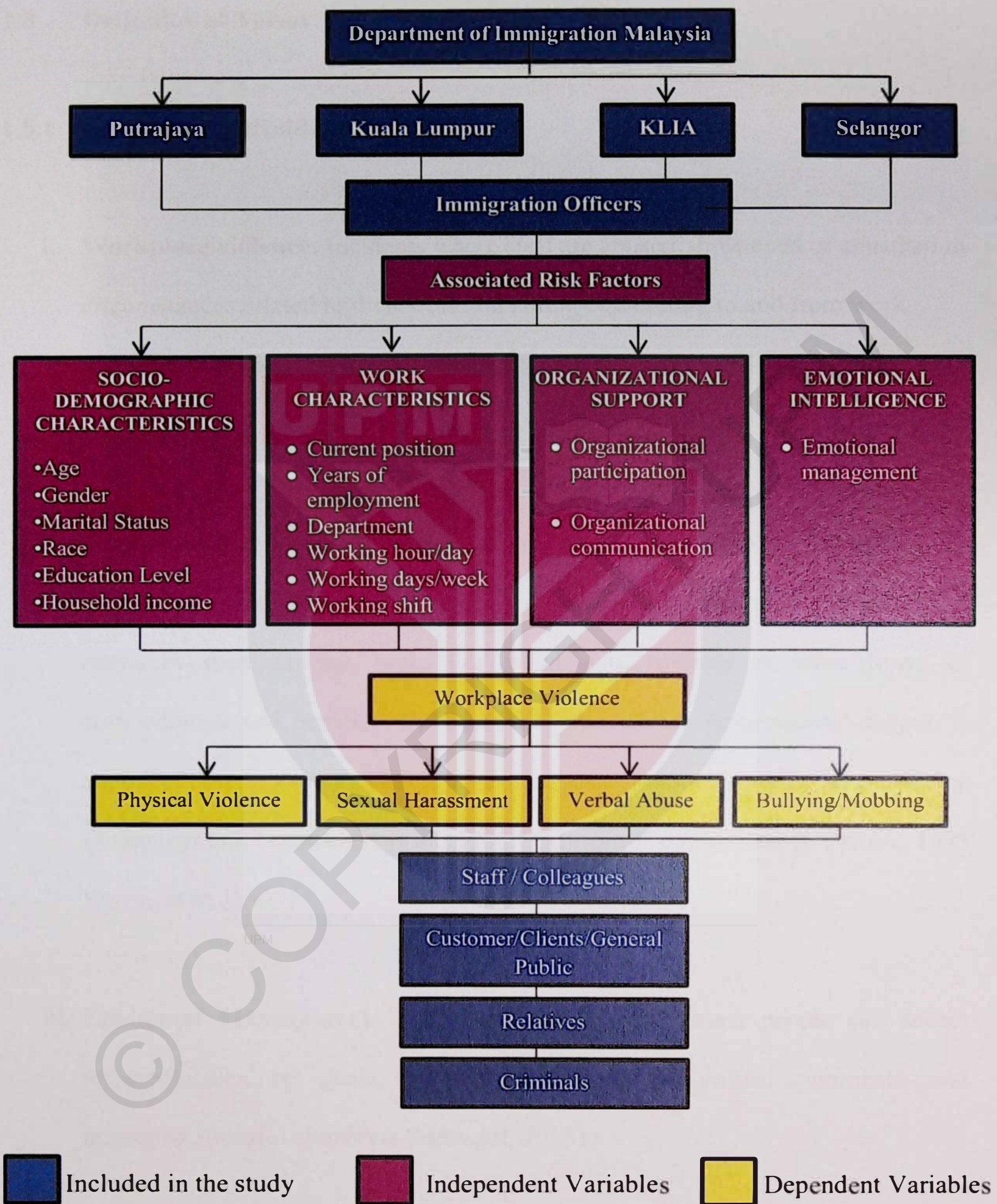


Figure 1.1: Conceptual Framework

## **1.5 Definition of Terms**

### **1.5.1 Conceptual Definition**

- i. Workplace violence:** Incidents where staff are abused, threatened or assaulted in circumstances related to their work, including commuting to and from work, involving an explicit or implicit challenge to their safety, well-being or health (WHO, 2002).
- ii. Organizational support:** Organizational support is a global belief that the organization recognizes and values employee contribution as reflected in tangible resources such as pay, rank, job enrichment, rewards or other forms of compensation and benefits. The second component of organizational support is the belief that the organization is concerned about the socio-emotional well-being of employees. (Eisenberger et al., 1986; Levinson, 1965; Sinclair & Tetrick, 1995; Wayne et al., 1997)
- iii. Emotional Management:** Emotional management means people can accept responsibilities, set goals, be patient in accepting critical comments, and managing stressful situations (Mohapel, 2015).
- iv. Officers in Department of Immigration:** Officers in Department of Immigration are those employees that are working under Department of Immigration aged of 18 to 58 years old.

### **1.5.2 Operational Definition**

- i. Workplace violence:** Physical workplace violence, psychological workplace violence, verbal abuse, bullying/ mobbing, and sexual harassment experienced by workers that were assessed by using Workplace Violence in the Health Sector Country Case Study-Questionnaire adapted from ILO/ICN/WHO/PSI (2003).
- ii. Organizational Support:** Organizational support factors are quantitatively assessed by using the 8-item Survey of Perceived Organizational Support.
- iii. Emotional Management:** Emotional management factors are quantitatively assessed by using the Quick Emotional Intelligence Self-Assessment.
- iv. Officers in Department of Immigration:** Officers in Department of Immigration in context of this study are respondents that are selected by using convenient sampling with criteria of Malaysians, working under Department of Immigration Putrajaya, Kuala Lumpur, KLIA and Selangor, aged of 18 to 58 years old and have been working there for at least one year.

## **1.6 Research Questions**

- i. What are the distributions of (a) socio-demographic factors (b) work characteristics (c) organizational support factors (d) emotional management factors at work among officers in Department of Immigration Malaysia?**
- ii. What is the prevalence of workplace violence among officers in Department of Immigration Malaysia?**
- iii. Which type of workplace violence that is most experienced by officers in Department of Immigration Malaysia?**
- iv. Who is the most common perpetrator of workplace violence to officers in Department of Immigration Malaysia?**
- v. What are the associations between (a) socio-demographic factors (b) work characteristics (c) organizational support (d) emotional management at work with workplace violence among officers in Department of Immigration Malaysia?**

## **1.7 Objective**

### **1.7.1 General Objective**

To determine risk factors of workplace violence among officers in Department of Immigration Malaysia.

### **1.7.2 Specific Objective**

- a) To determine the distribution of (a) socio-demographic factors (b) work characteristics (c) organizational support factor (d) emotional management factors at work among officers in Department of Immigration Malaysia.
- b) To determine the prevalence of workplace violence among officers in Department of Immigration Malaysia.
- c) To determine type of workplace violence that is most experienced by officers in Department of Immigration Malaysia.
- d) To determine most common perpetrators of workplace violence to officers in Department of Immigration Malaysia.
- e) To determine the association between (a) socio-demographic factors (b) work characteristics (c) organizational support (d) emotional management at work with workplace violence among officers in Department of Immigration Malaysia.

## **1.8 Hypothesis**

- a) **There is significant association between (a) socio-demographic factors (b) work characteristics (c) organizational support (d) emotional management at work with workplace violence among officers in Department of Immigration Malaysia.**



## **CHAPTER 2**

### **LITERATURE REVIEW**

#### **2.1 Overview of Workplace Violence**

Workplace violence or occupational violence is defined by World Health Organization as "incidents where staff are abused, threatened or assaulted in circumstances related to their work, including commuting to and from work, involving an explicit or implicit challenge to their safety, well-being or health".

Basically, workplace violence can be categorized into physical violence and psychological violence that should be clearly defined with appropriate terms to ensure specificity of understanding and avoid overlap of its meaning. Some of the most frequently used terms relating to workplace violence are presented as following (ILO/ICN/WHO/PSI 2003).

<b>Types of Violence</b>	<b>Definition</b>	<b>Concept</b>	<b>Definition</b>
<b>Physical Violence</b>	Use of physical force that results in physical, sexual or psychological harm.	<b>Assault</b>	Intentional behavior that harms another person physically, including sexual assault.
<b>Psychological Violence</b>	Intentional use of power, including threat of physical force, against another person or group, that can result in harm to physical, mental, spiritual, moral or social development.	<b>Abuse</b>	Behaviour that humiliates, degrades or otherwise indicates a lack of respect for the dignity and worth of an individual.
		<b>Bullying/ Mobbing</b>	Repeated and over time offensive behaviour through vindictive, cruel or malicious attempts to humiliate or undermine an individual or groups of employees
		<b>Sexual Harassment</b>	Any unwanted, unreciprocated and unwelcome behaviour of a sexual nature that is offensive to the person involved, and causes that person to feel threatened, humiliated or embarrassed.

Table 2.1: Summary of definitions of workplace violence

Apart from that, within those definition of workplace violence, it can be distinguished into internal and external workplace violence. Internal workplace violence is that which takes place between workers, including managers and supervisors. Whereas, external workplace violence is that which takes place between workers (and managers and supervisors) and any other person present at the workplace (ILO, 2004).

## **2.2 Prevalence of Workplace Violence**

There is no doubt that workplace violence is a serious global problem as approximately 2 million employees reported having been victims of workplace violence in each year (BLS, 2006). According to the U.S. Bureau of Labor Statistics, WPV has major impacts on the workplace, accounting for about 9% of workplace fatalities in 2015, and the National Safety Council reported in 2016, 17% of workplace deaths were results of violence. Additionally, in recent year, 48% of human resource's professionals in California said there has been an incident of WPV at their organization (Society of Human Resource Management, 2019). This phenomenon should now begin to change and improve as workplace violence emerges an occupational health issue of priority and concern in all sectors of workplace. However, evidence and data available are still limited and fragmented, and often in Malaysia, the term workplace violence might sound like something new to many of us, however in different part of the world, particularly in Europe and USA, it has been perceived as an important safety issue in the workplace, which need to be thoughtfully addressed (Shamsudin & Abdul Rahman, 2006). Thus, this study highlighted that Malaysia should come out with more specific published data regarding workplace violence in every single sectors of employment, not merely in healthcare setting.

A cross-sectional study was performed at Queen Mary Hospital over a 1-year period from April 2003 to April 2004 among nurses with total of participant (N = 420), (response rate, 25%) and the female to male nurse ratio was 34:3. Findings in this study suggest that a large proportion nurses which is 320 out of 420 nurses (76%) experienced

violence in the working environment over the 12-month period. The prevalence of any kind of violence was 75% and 88% for female and male nurses, respectively with no significant difference between the two groups (Chi squared test,  $P=0.084$ ). Subjects were allowed to identify more than one type of workplace violence. The most prevalent violence was verbal abuse (73%), followed by bullying, physical abuse, and sexual harassment. Patients and their relatives were the main perpetrators in all cases. Other major perpetrators included nursing colleagues, seniors, managers, and doctors. Although workplace violence is generally confined to verbal abuse, physical abuse and sexual harassment are not uncommon. Recognition of the severity of the problem is essential, and further investigation of the impact of such violence can benefit the whole profession (Kwok et al., 2006).

Meanwhile, other study among U.S Workforce shown findings of 41.4% of respondents that representing nearly 47 million U.S workers reported having experienced psychological violence at work. These workers represent nearly a third of all workers reporting exposure to psychological violence at work during those past 12 months. Turning to the four specific physical aggressive behaviours examined in the survey, assault with an object was the most common, being reported by 4.2% of respondents. Being pushed, grabbed or slapped in anger was reported by 3.9% of the respondents; being kicked, hit or bitten was reported by 3% and being attacked with a knife, gun or other weapon was reported by 0.7% (Schat et. al., 2001).

In order to determine the prevalence of workplace violence, the questionnaire was adapted from the “Workplace Violence in the Health Sector Country Case Studies Research Instruments Survey Questionnaire” developed in 2003 by the International Labour Office (ILO), International Council of Nurses (ICN), World Health Organization (WHO) and Public Services International (PSI) joint program. It consists of several parts including workplace violence, physical workplace violence, psychosocial workplace violence that comprised of 3 parts, which are verbal abuse, bullying / mobbing and sexual harassment (ILO/ICN/WHO/PSI, 2003). There are several previous studies that used the similar questionnaire to examine workplaces violence. For example, a study conducted by Cheung et al. (2017) that assess workplace violence toward physicians and nurses and its correlates in Macau which also used the which covered 5 domains which were physical assault, verbal abuse, bullying, sexual harassment, and racial harassment.

### **2.3 Officers in Department of Immigration Malaysia**

Workplace violence can strike anywhere, and no one is immune. Some workers, however, are at increased risk. Among them are workers who exchange money with the public; deliver passengers, goods, or services; or work alone or in small groups, during late night or early morning hours, in high-crime areas, or in community settings and homes where they have extensive contact with the public (U.S. Department of Labor, 2002).

Based on job's descriptions of immigration officers, they might be exposed to certain circumstances and situations that increase risk of workplace violence while performing their task and duty. These "situations at risk" include those associated with working alone, working with the public, working with valuables, working with people in distress, working in an environment increasingly open to violence, working in conditions of special vulnerability, working in military and paramilitary organizations, and working in zones of conflict (Chappell & Di Martino, 2006).

#### **2.4 Risk Factor of WPV: Organizational Support**

Work-life balance is not only the responsibility of the employees, but also of the employers. Organizations also must take care of their employees by helping them maintaining a healthy balance between their personal and professional life (Kumarasamy, Pangil, & Isa, 2015). In other words, organizational must provide the needed support for the employees to maintain work-life balance. Organizational support is important in maintaining a good work-life balance. Organizations that did not understand the importance of work-life balance might abuse their employees' hard work and effort. On the other hand, organizations that care about the well-being of their employees would show support by implementing program and policies that emphasize on work-life balance (McCarthy, Cleveland, Hunter, Darcy, & Grady, 2013).

Kumarasamy, Pangil, & Isa (2015) found that emotional intelligence, job engagement and organizational support positively related with work life balance and technology advancement and work overload are negatively related with work life balance. Work-life balance is very important among employee and employers in organizations. The absence of work-life balance has been linked to many negative consequences that could be detrimental to employee performance (Hobson, Delunas, & Kesic, 2001). Perceived organizational support was measured using the 8 items from Eisenberger, Cummings, Armeli, and Lynch, (1997.) The original scale was developed to measure employee perceptions of how much support there is in an organization (Casper & Buffardi, 2004).

## **2.5 Risk Factor of WPV: Emotional Management**

One factor that has been discussed to have an effect on work-life balance is an individual's emotional intelligence (Goleman, 2001). According to Thorndike (1920), having emotional intelligence means the ability to understand and manage people and to act wisely in human relations. In agreement, Mayer and Salovey (1997) indicated that emotional intelligence is "the ability to perceive emotions, to access and generate emotions so as to assist thoughts, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth".

It is important to have emotional intelligence in balancing one's work-life because it enables one's thinking and actions deal with anything with a measure of balance, maturity and also retain a positive viewpoint almost all the time. In general, employees who possess emotional intelligence would be able to monitor their own emotions, and thus also effectively manage feeling and emotions of others (Mayer & Salovey, 1997).

## **CHAPTER 3**

### **METHODOLOGY**

#### **3.1 Study Design**

A cross-sectional study design was used to determine the risk factors associated with workplace violence among officers in Department of Immigration Malaysia. This study was conducted within the time frame of 5 months from January 2019 till April 2019.

#### **3.2 Study Location**

Study location for this study was at Department of Immigration Malaysia, located in Putrajaya, Selangor, Kuala Lumpur and KLIA.

### 3.3 Sampling Procedure



Figure 3.1: Flowchart of Research Procedure

### **3.3.1 Sample Population**

Respondents for this study were recruited from the officers that recently work at Department of Immigration Malaysia by using convenient sampling.

### **3.3.2 Sampling Method**

#### **a. Department of Immigration Malaysia in Putrajaya, Kuala Lumpur, KLIA and Selangor**

Purposive sampling method was used in the selection of study location. The approval from Department of Immigration Malaysia has been provided before this study being conducted.

From previous study, exposure towards workplace violence was significantly associated with anxiety, stress and depression. Study revealed a significant inverse relationship between perceived organizational support and job stress, this implies that an increase in perceived organizational support will lead to a decrease in the level of job stress and vice versa. Erkutlu and Chafra (2006) highlighted that stress is one of the factors that can impede employees' performance at work. As according to the result from National Health and Morbidity Survey (NHMS) 2017, it showed that prevalence of depression and stress by state was high in Putrajaya, Selangor and Wilayah Persekutuan. That was the reason why those locations were selected.

## **b. Respondents**

Respondents of this study which are the immigration officers were selected by using convenient sampling. This study involved both male and female immigration officers aged between 18 to 58 years old and had at least one year of working experience at Department of Immigration Malaysia.

First, the name list of all immigration officers was obtained from department administrative based on their respective departments and locations. From the name list obtained, a total of 283 respondents who fulfilled the inclusion and exclusion criteria were selected by convenient sampling.

### **3.3.3 Sampling Frame**

The sampling frame of the respondents for this study is the name list obtained from the management of Department of Immigration Malaysia. The name list consist all the names of workers who are recently working in Department of Immigration Malaysia in Putrajaya, Selangor, KLIA and Kuala Lumpur.

### **3.3.4 Sampling Unit**

The respondents were selected as the sampling unit. Below are the selection criteria:

**a) Inclusion criteria:**

1. Malaysian
2. Aged of 18 to 58 years old (allowable working age)
3. Have been working for at least one year.

**b) Exclusion criteria:**

1. Have been medically diagnosed with mental health problem such as depression.

### 3.4 Sample Size

The sample size was determined by using the following formula from Lemeshow, Klar & Lawanga, 1990.

$$n = \frac{Z^2_{1-\alpha/2} P (1 - P)}{d^2}$$

Where,

n	= Sample size
$Z^2_{1-\alpha/2}$	= Standard errors associated with confidence interval
P	= Prevalence of estimated proportion
$d^2$	= Desired precision

According to The National Crime Victimization Survey, the percentage of prevalence of workplace violence for workers in sectors of law enforcement was 18.9% (Harrel, 2019). The sample size is calculated as below. At 95% of confidence interval which has 1.96 of standard errors and 5% of desired precision, the sample size is calculated as below,

$$n = \frac{(1.96)^2 (0.189) (1 - 0.189)}{0.05^2}$$

$$n = 235.5 \text{ workers}$$

$$n = 236 \text{ workers}$$

Another 20% of the sample size is added in case of any likelihood of refusal by respondents.

$$\frac{20}{100} \times 236 = 47$$

Therefore, the total sample size required for this study is 283 respondents.



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## **3.5 Study Instrumentation**

### **3.5.1 Questionnaire**

A self-administered questionnaire in Malay version was used in this study to collect data which comprised of four (4) parts including:

#### **Part A: Socio-demographic and work characteristics**

Socio-demographic & work characteristics elicited information of socio-demographic characteristics of respondents including: age, gender, marital status, race, highest educational level and household income. In terms of work characteristics, year of employment, average working hours per day, average working days per week, participation in shift work and interaction with public were determined.

#### **Part B: Organizational Support**

Organizational support is quantitatively assessed by using the 8-item Survey of Perceived Organizational Support (Eisenberger, Cummings, Armeli, and Lynch, 1997). It consisted of 8 items aimed at assessing employee perceptions of how much support there is in an organization (e.g. "The organization would ignore any complaint from me"). A 7-point Likert scale was used to measure the responses, ranging from 0 ("strongly disagree") to 6 ("strongly agree").

### **Part C: Emotional Management**

Emotional management was measured by using a subscale adapted from the Quick Emotional Intelligence Self-Assessment (Mohapel, 2015). It contains 10 items aimed at capturing ability to be aware of, understand and manage emotions (e.g. “I can accept critical comments from others without becoming angry”). A 5-point Likert scale was used to measure the responses, ranging from 0 (“never”) to 4 (“always”).

### **Part D: Workplace Violence (WPV)**

Workplace violence was assessed by questions adapted from the “Workplace Violence in the Health Sector Country Case Studies Research Instruments Survey Questionnaire” developed in 2003 by the International Labour Office (ILO), International Council of Nurses (ICN), World Health Organization (WHO) and Public Services International (PSI) joint program. It consists of several parts including workplace violence, physical workplace violence, psychosocial workplace violence (verbal abuse, bullying / mobbing & sexual harassment) (ILO/ICN/WHO/PSI, 2003). Most of the questions provide multiple choice answers which may be quickly answered by ticking boxes.

### **3.6 Procedure of Data Collection**

At first, a walkthrough survey was conducted at Department of Immigration Malaysia in Putrajaya, Selangor, KLIA and Kuala Lumpur before data collection in order to collect information about the number of workers, work design and the working environment. After that, a short briefing was conducted to explain about the research and a consent form was given to every respondents. Then, a set of self-administered questionnaire were distributed to each of the respondents selected. A period of one week was given to the respondents in order for them to complete the questionnaire. On the next week, all answered questionnaires were collected and a token was given to each of the respondents that participated. All the data collected remain private and confidential.

### **3.7 Data Analysis**

All data collected was analyzed by using descriptive analysis and Chi-square test from IBM SPSS Statistic Version 22. Prior to further statistical analyzing the data, the raw data obtained were checked for completeness and normality test was applied to all continuous data. Descriptive statistics were carried out to determine the distribution of socio-demographic and work characteristic, organizational support and emotional management factors among respondents. The result from normality testing showed that all variables including age, household income, years of employment, average working hours per day and average working days per week were not normally distributed. Thus, median is used to describe central tendency of the data, instead of mean. Frequency and percentage were calculated for each type of WPV. Then, Chi-square tests were run to

analyze the associations between socio-demographic & work characteristics of respondents, and organizational and emotional management factors with WPV. Significance level was set to be at  $p < 0.05$ .

Num.	Objectives	Statistical Analysis
1.	To determine the distribution of (a) socio-demographic factors (b) work characteristics (c) organizational support factor (d) emotional management factors at work among the officers in Department of Immigration Malaysia.	Descriptive Analysis
2.	To determine the prevalence of workplace violence among officers in Department of Immigration Malaysia.	Descriptive Analysis
3.	To determine type of workplace violence that is most experienced by officers in Department of Immigration Malaysia.	Descriptive Analysis
4.	To determine most common perpetrators of workplace violence to officers in Department of Immigration Malaysia.	Descriptive Analysis
5.	To determine the association between (a) socio-demographic factors (b) work characteristics (c) organizational support factor (d) emotional management factors at work with workplace violence among officers in Department of Immigration Malaysia.	Chi-square test

Table 3.1: Statistical analysis

### **3.8 Quality Control**

The reliability and consistency of the questionnaire were validated by conducting pre-testing of questionnaire and content validity prior data collection. The questionnaires were distributed to 10% of the total number of respondents and the Cronbach's Alpha value calculated was 0.842 which is the questions had a good internal consistency. This is to identify questions that do not make sense to participants, or problems with the questionnaire that might lead to biased answer. Apart from that, it is also to ensure the understanding and comprehensiveness of the questions before it being asked to actual respondents.

### **3.9 Ethical Consideration**

Ethical approval for this study was granted by Ethics Committee for Research Involving Human Subjects (JKEUPM-2018-362) and written consents have been obtained from all the respondents prior the study. All information about the respondents is confidential.

## **CHAPTER 4**

### **RESULTS**

This study was conducted at the Department of Immigration Malaysia that aimed to determine the prevalence of workplace violence and its associated risk factors among the officers in Department of Immigration Malaysia. The respondents were selected from Department of Immigration Malaysia in Kuala Lumpur, Putrajaya, Selangor and KLIA. In total, 300 set of questionnaires booklets have been distributed, however 283 questionnaires were completely answered and returned by the respondents which represented 95% of response rate. All data was analysed by using descriptive analysis and chi-square test from IBM SPSS Version 22.

#### **4.1 Distribution of socio-demographic factors, work characteristics, organizational support factors and emotional management factors among respondents**

Analyses began with the distribution of socio-demographic characteristics among respondents as shown in Table 4.1. The majority of those responded in this study were female (64.0%), aged 31-40 years old (56.2%), married (76.0%), Malay (89.0%) and SPM leavers (45.9%). The result from normality testing showed that all socio-demographic variables were not normally distributed. Thus, median is used to describe central tendency of the data, instead of mean. The median for household income of the respondents was RM3000, which ranged from RM 1,300 – RM 30,000.

**Table 4.1: Distribution of socio-demographic characteristics among respondents  
(N=283)**

Variables	Socio-demographic characteristics		
	f (%)	Median	Min - Max
<b>Age</b>			
≤ 30	76 (26.9)		
31 – 40	159 (56.2)	35.0	19- 67
41 – 50	32 (11.3)		
51 -60	16 (5.7)		
<b>Sex</b>			
Male	102 (36.0)		
Female	181 (64.0)	-	-
<b>Marital Status</b>			
Single	60 (21.2)		
Married	215 (76.0)	-	-
Divorced	8 (2.8)		
<b>Race</b>			
Malay	252 (89.0)		
Chinese	10 (3.5)		
Indian	6 (2.1)	-	-
Others	15 (5.3)		

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**Education Level**

<b>SPM</b>	<b>130 (45.9)</b>
<b>Diploma</b>	<b>114 (40.3)</b>
<b>Degree</b>	<b>27 (9.5)</b>
<b>Master</b>	<b>12 (4.2)</b>
<b>PhD</b>	<b>0 (0.0)</b>

**Household Income**

<b>Below RM3000</b>	<b>155 (54.8)</b>	
<b>RM 3000 – RM8000</b>	<b>114 (40.3)</b>	<b>3000 1300 - 30000</b>
<b>Above 8000</b>	<b>14 (4.9)</b>	

---

Meanwhile, data in Table 4.2 shows distribution of work characteristics among respondents. The median for years of employment of the 283 respondents was 10 years which ranged from 1 to 39 years. For working hours per day and working days per week, the median value were 9.0 hours and 5.0 days respectively. Most of them are not working in shift (97.5%) as well as do not working at time between 7p.m and 7a.m (84.5%).

**Table 4.2: Distribution of work characteristics among respondents (N=283)**

<b>Variables</b>	<b>f (%)</b>	<b>Median</b>	<b>Min - Max</b>
<b>Years of employment</b>			
< 10 years	142 (50.2)	10.0	1 – 39
> 10 years	141 (49.8)		
<b>Working hours/day</b>	-	9.0	8 – 18
<b>Working days/week</b>	-	5.0	5 – 7
<b>Working Shift</b>			
Yes	7 (2.5)	-	-
No	276 (97.5)	-	-
<b>Working at 7pm – 7am</b>			
Yes	44 (15.5)	-	-
No	239 (84.5)	-	-

Table 4.3 illustrates the distribution for risk factors of workplace violence which includes organizational support and emotional management. Organizational support refers to general belief held by an employee that the organisation values his or her continued membership and is generally concerned about his or her well-being. Whereas, emotional management is ability to be aware of, understand and manage emotions. Based on the findings, organizational support has mean score of 36.5 which is high and this factor was dichotomized by median cut-off points to determine scores obtained whether low or high. Majority of the respondents reported high organizational support (95.4%) which means their organization values their contribution and cares about their well-being as well as fulfil socioemotional needs of the employees. Besides, emotional management has a mean score of 29.2 and 92.9% of the respondents have high emotional management ability.

**Table 4.3: Distribution of organizational support and emotional management factors among respondents (N=283)**

Domains	Risk Factors			
	f (%)	Mean ( $\pm$ SD)	Median	Min – Max
<b>Organizational support</b>				
Low	13 (4.6)	36.5 ( $\pm$ 6.5)	34.0	18 – 56
High	270 (95.4)			
<b>Emotional Management</b>				
Low	20 (7.1)	29.2 ( $\pm$ 6.2)	29.0	13 - 40
High	263 (92.9)			

#### 4.2 Prevalence of workplace violence among respondents.

Overall, 23.0% of the respondents have experienced to at least one of the four types of the workplace violence with total of 85 cases; verbal abuse has the highest prevalence (19.1%), followed by bullying/mobbing (5.3%), physical violence (3.9%) and the least common which is sexual harassment (1.8%).

**Table 4.4 Distribution of WPV among respondents (N = 283)**

Types of WPV	Yes	No
	f (%)	f (%)
<b>Workplace violence</b>	<b>65 (23.0)</b>	<b>219 (77.0)</b>
Physical violence	11 (3.9)	272 (96.1)
Verbal abuse	54 (19.1)	229 (80.9)
Bullying / mobbing	15 (5.3)	268 (94.7)
Sexual harassment	5 (1.8)	278 (98.2)

\*Respondents could choose more than one type of workplace violence.

Table 4.5 illustrates interaction of the respondents with the colleagues and general public. Based on the findings, 75.3 % of the respondents answered that they have interaction with general public during their work and only about 7.4% of them have routine direct physical contact with the general public. About more than half of the respondents reported that the frequency of their interaction with general public is at all the time (50.5%). Most of the respondents are more frequently work with their colleagues (70.0%) instead of the general public (30.0%). Majority of them are usually working indoor (91.9%) and number of colleagues present in the same setting is usually less than 10 officers (64.3%).

**Table 4.5 Respondents' interaction with perpetrators at work (N = 283).**

<b>Variables</b>	<b>f (%)</b>
<b>Interaction with general public</b>	
Yes	213 (75.3)
No	70 (24.7)
<b>Routine direct physical contact with general public</b>	
Yes	21 (7.4)
No	262 (92.6)
<b>Persons most frequent work with</b>	
Colleagues	198 (70.0)
General Public	85 (30.0)

**Sex that you most frequently work with**

Male	165 (58.3)
Female	118 (41.7)

**How frequent you interact with general public**

Never	13 (4.6)
Sometimes	126 (44.5)
All the time	143 (50.5)

**Spend most of the time working at**

Indoor	260 (91.9)
Outdoor	23 (8.1)

**Number of colleagues present in the same setting**

< 10	182 (64.3)
> 10	101 (35.7)

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### 4.3 Type of workplace violence that is most experienced by the respondents.

Overall, verbal abuse (63.5%) was the most common type of workplace violence reported and most of the victims experienced it with frequency of “sometimes” (14.1%). Same goes to bullying / mobbing, more than half of the victims experienced it at frequency of sometimes. For, physical violence, most of them has only experienced it once in the past 12-months.

**Table 4.6 Distribution of WPV among respondents (N = 283)**

Variables	Physical Violence	Verbal Abuse	Bullying / mobbing	Sexual harassment
	f (%)	f (%)	f (%)	f (%)
<b>12-months prevalence</b>	11 (12.9)	54 (63.5)	15 (17.6)	5 (5.9)
<b>Frequency of WPV incident</b>				
Once	6 (2.1)	10 (3.5)	3 (1.1)	2 (0.7)
Sometimes	5 (1.8)	40 (14.1)	9 (3.2)	2 (0.7)
All the time	0	6 (2.5)	3 (1.1)	1 (0.4)

#### 4.4 Most common perpetrators of workplace violence among the respondents

Table 4.7 shows distribution for perpetrators for each type of the workplace violence experienced by the respondents. The most common perpetrators for verbal abuse is general public (14.5%), as well as physical violence, general public (1.8%) is the most common perpetrator. However, the situation different for bullying / mobbing and sexual harassment, which is the source of the violence within workplace is mostly come from their colleagues.

**Table 4.7 Distribution of perpetrators of workplace violence (N = 283)**

N = 283				
Variables	Physical Violence f (%)	Verbal Abuse f (%)	Sexual harassment f (%)	Bullying / mobbing f (%)
<b>12-months prevalence</b>	11 (12.9)	54 (63.5)	15 (17.6)	5 (5.9)
<b>The perpetrator</b>				
Colleagues	3 (1.1)	18 (6.4)	14 (4.9)	4 (1.4)
General Public / Clients	5 (1.8)	41 (14.5)	3 (1.1)	1 (0.4)
Relatives	1 (0.4)	0	0	0
Criminals	1 (0.4)	0	0	0

\* Respondents could choose more than one perpetrator.

#### **4.5 Association between socio-demographic factors, work characteristics, organizational support factor and emotional management factors with workplace violence.**

Further statistical analysis which was chi-square test was performed to determine association between socio-demographic characteristics, work characteristics, organizational support and emotional management with workplace violence and the phi-value indicated the strength for each association between independent variables and dependent variable.

**Table 4.8 Association between socio-demographic factors with workplace violence among respondents (N = 283).**

Risk factors	WPV		X <sup>2</sup>	p – value
	Yes f (%)	No f (%)		
<b>Age</b>				
≤ 35 years old	42(26.3)	118 (73.8)	2.780	0.095
> 35 years old	22 (17.9)	101 (82.1)		
<b>Gender</b>				
Male	25 (24.5)	77 (75.5)	0.327	0.567
Female	39 (21.5)	142 (78.5)		
<b>Marital Status</b>				
Single	15 (22.1)	53 (77.9)	0.042	0.838
Married	50 (23.3)	165 (76.7)		
<b>Race</b>				
Malay	59 (23.4)	193 (76.6)	0.837	0.360
Non – Malay	5 (16.1)	26 (83.9)		
<b>Highest Education Level</b>				
≤ SPM	24 (18.5)	106 (81.5)	2.760	0.097
≥ Diploma	9 (26.8)	30 (73.2)		
<b>Household Income</b>				
≤ RM 3000	36 (23.2)	119 (76.8)	0.073	0.626
> RM 3000	28 (21.9)	100 (78.1)		

\*Significant when p-value < 0.05, X2 = Chi-square test

Table 4.9 demonstrates the prevalence of workplace violence according to work characteristics among respondents. Based on the results, presence of interaction of respondents with general public is significantly associated with workplace violence ( $p=0.003$ ). Besides, frequency of interaction between respondents and general public also have significant association with WPV ( $p=0.006$ ). Other work characteristic variables such as years of employment years of employment ( $p=0.801$ ), working hours/day ( $p=0.558$ ), working days/week ( $p=0.836$ ) and working at non-office hours ( $p=0.709$ ), were also not significantly associated with WPV.

**Table 4.9 Association between work characteristics with WPV (N = 283).**

Risk factors	WPV		X <sup>2</sup>	p – value
	Yes f (%)	No f (%)		
<b>Years of employment</b>				
≤ 10 years	33 (23.2)	109 (76.8)	0.064	0.801
> 10 years	31 (22.0)	110 (78.0)		
<b>Working hours/day</b>				
≤ 9 hours/day	54 (22.0)	191 (78.0)	0.344	0.558
> 9 hours/day	10 (26.3)	28 (73.7)		
<b>Working days/week</b>				
≤ 5days/week	57(22.4)	197 (77.6)	0.043	0.836
> 5 days/week	7 (24.1)	22 (75.9)		
<b>Working Shift</b>				
Yes	0 (0.0)	7 (100.0)	2.098	0.148
No	64 (23.2)	212 (76.8)		

<b>Working at 7pm – 7am</b>				
Yes	9 (20.5)	35 (79.5)	0.139	0.709
No	55 (23.0)	184 (77.0)		
<b>Interaction with public</b>				
Yes	58 (27.2)	155 (72.8)	8.884	0.003*
No	7 (16.1)	63 (53.9)		
<b>Routine direct physical contact with general public</b>				
Yes	6 (28.6)	15 (71.4)	0.006	0.807
No	53 (26.1)	150 (73.9)		
<b>Persons most frequent work</b>				
Colleagues	29 (20.4)	113 (79.6)	10.250	0.006*
General Public	14 (48.3)	15 (51.7)		
<b>Gender of public that most frequently work with</b>				
Male	28 (28.3)	71 (71.7)	0.756	0.685
Female	14 (27.5)	37 (72.5)		
<b>Frequency of interaction with general public</b>				
Never	2 (15.4)	11 (84.6)	11.600	0.003*
Sometimes	18 (14.3)	108 (85.7)		
All the time	45 (31.5)	98 (68.5)		
<b>Most of the time working at</b>				
Indoor	60 (23.1)	200 (76.9)	0.021	0.884
Outdoor	5 (21.7)	18 (78.3)		
<b>Num. of colleagues in same place</b>				
< 10	37 (20.3)	145 (79.7)	2.007	0.157
> 10	28 (27.7)	73 (72.3)		

\*Significant when p-value < 0.05,  $X^2$  = Chi-square test

Findings in Table 4.10 revealed that there is significant association between organization support with WPV ( $p=0.038$ ), while emotional management and workplace violence are not significantly associated with WPV ( $p=0.072$ ).

**Table 4.10 Association between organizational support and emotional management with workplace violence among respondents (N = 283).**

Risk factors	WPV		X <sup>2</sup>	p - value
	Yes f (%)	No f (%)		
<b>Organizational support</b>				
Low	6 (46.2)	7 (53.8)	4.314	0.038*
High	58 (21.5)	212 (78.5)		
<b>Emotional Management</b>				
Low	4 (20.0)	16 (80.0)	0.084	0.072
High	60 (22.8)	203 (77.2)		

\*Significant when  $p\text{-value} < 0.05$ , X<sup>2</sup> = Chi-square test

## **CHAPTER 5**

### **DISCUSSION**

#### **5.1 Distribution of socio-demographic factors, work characteristics, organizational support and emotional management among respondents.**

Based on descriptive analysis carried out, the findings showed that the median age of the 283 respondents was 35 years old which ranged from 19 to 67 years old. This range of age represents age group of allowable working age for government's employees. More than half of the respondents were between 31 and 40 years old (56.2%). The youngest age of the respondents is at 19 years old. This age factor can be related as the minimum academic requirement to become an immigration officer is having SPM and passed immigration course in Malaysia Immigration Academy (AIMM) several months and the findings showed 45.9% of them are SPM leavers.

This study found the disproportion of gender between respondents, which is most of them was female (64.0%) and other 36.0% was male. Likewise, the previous study on workplace violence in Hospital Kuala Lumpur also indicated that 73.5% of their respondents were female and other 26.5% was male (Zainal, Rasdi, Saliluddin, 2018). This previous study also stated that nowadays the number of female students in

academic institutions of higher learning Malaysia is high and it is estimated that the proportion of female employees is also likely to increase in future. Furthermore, most of the respondents were married (76.0%) and Malay (89.0%). In this study, median of the household income was RM3000 which ranged from RM1300 to RM30000. This is in line with information from Public Service Commission (PSC) as the basic income for government employees (Grade KP19) is RM1360. More than half of the respondents have income below RM3000 (54.8%). The basic wage structure in public sector is based largely on the requisite educational qualifications for entry into any particular scheme (WHO, 2013).

For work characteristics, the median of working hours per day among respondents was 9 hours which ranged from 8 hours to 18 hours per day. This finding can be confirmed by circular from Public Service Department of Malaysia which is government working duration is 9 hours for Monday to Thursday and 7 hours 30 minutes for Friday. Some of the respondents (15.5%) are working after office hours which are between 7p.m. and 7a.m. This usually involved those immigration officers in Department of Enforcement as they are on duty at authorized border of the country. Next, for working days per week, the findings indicated that the median value was 5 days which ranged from 5 days to 7 days per week; this was because some of them were working in shift on weekend (2.5%).

## **5.2 Prevalence of workplace violence among officers in Department of Immigration Malaysia.**

This present study decisively contribute to the current literature by highlighting the prevalence of workplace violence in Department of Immigration Malaysia; 23.0% of the respondents experienced of at least one type of workplace violence during the past 12-months, in total there were 85 violence cases. Most importantly, the findings are relatively higher than percentage of workplace violence among government employees from law enforcement sector in 2011 (8.9%) (Harrel, 2011). Our findings of prevalence also were slightly increased with data obtained from the past decade in National Crime Victimization Survey which is the percentage of workplace violence among law enforcement officers was 9.1%. Thus, our results further support the idea that persons working in law enforcement occupations had high annual average rate of workplace violence among the government employees (Harrel, 2011). Thus, our study suggested possible reason why number of WPV among respondents are much higher because most of the immigration officers especially those in Department of Visa, Pass & Passport, as well as Department of Foreign Worker, Department of Enforcement and Department of Security & Passport Division, their tasks were mainly at counter and have to deal with hundreds of public in each single day. Respondents were asked about their experience of being abused within workplace in the previous 12-months.

Besides, workplace violence that is most experienced by the respondents is verbal abuse (63.5%) which is of the 283 respondents that complete the surveys, 54 replied 'yes' to the question, 'In the last 12 months, have you been a victim of verbal abuse in your workplace?'. . These results matched with those observed in previous study conducted by Jayaratne et al. (2004) that explored violence from clients in different social work setting (law enforcement, corrections, protective services) in USA, and found that verbal abuse was the most common form form of violence across all settings. Similar results have been reported by Macdonald and Sirolich (2005) in Canada who found that verbal abuse was most common experienced by social workers. This study highlighted the possible reason why verbal abuse is common; it might because disability of general public to cope and this affects their capacity to remain in control of their emotions, which may increase the employees' risk of being verbally abused. On the other hand, 3.9% of the respondents' experienced physical violence in this recent study, the findings were slightly increased with data obtained from the past decade in National Crime Victimization Survey conducted by Bureau of Justice Statistics (Duhart, 2001); which is the percentage of physical assaults among persons in law enforcement sector was 2.9%.

### **5.3 Most common perpetrators of workplace violence to officers in Department of Immigration Malaysia.**

This study was also set out to determine the source or perpetrator of the workplace violence within the previous 12-months. As for verbal abuse and physical violence, general public is the most common perpetrators of the workplace violence. Whereas, for bullying / mobbing and sexual harassment mostly come from their colleagues. It is apparent that general public was the main perpetrators in all cases which those are the primary people whom immigration officers interact every day. These results were congruent with previous findings that law enforcement employees were victimized by stranger more than any other occupation (Harrel, 2011).

Possible reason for this, it is because the fundamental cause of the violence between the respondents and general public in some cases might due to the public cannot bear to be patient as they have waited too long for their turn numbers to be called. Long queue in Department of Immigration Malaysia is normal there from 8.a.m to 5.p.m as there are too many people come for issuing passports, visa, passes or travel documents either Malaysian citizens, permanent residents or foreign visitors. We proposed the management should develop some idea to improve the system and service for the public and provision of improved security is also necessary in these high-risk areas as general public are also prominent to do physical violence. Seen from this perspective, the respondents are at risk of workplace violence as their business involves dealing with

large number of public and those who are under stress situation. Additionally, other perpetrators included criminals and relatives, which were seemed uncommon in this study. For criminal-intent workplace violence, the perpetrator has no legitimate relationship with the business and respondents. This criminal intent type is generally a robbery or trespassing incident that turns violent. Workplace violence by relatives is usually occurred when there is personal relationship issue between the employees and their family members that erupts at work. This recent research revealed only one case of workplace violence occurred from criminals (1.2%) and relatives (1.2%) in the past 12 months. On contrary with previous survey, average annual rate of robbery in government workplace for sector of law enforcement was 0.08% (Harrel, 2011).

Other perpetrators included relatives and criminals, which were seemed uncommon in this study. Workplace violence by relatives is usually occurred when there is personal relationship issue between the employees and their family members that erupts at work. As for criminal, the perpetrator has no legitimate relationship with the business and respondents. This criminal intent type is generally a robbery or trespassing incident that turns violent.

#### **5.4 Association between socio-demographic factors, work characteristics, organizational support factors and emotional management factors with workplace violence.**

Furthermore, one of the main objectives of this study is to determine the risk factors associated with the workplace violence in Department of Immigration Malaysia. Therefore, this study was hypothesized to have significant association between socio-demographic & work characteristics, organizational support and emotional management with WPV. To definitively prove this hypothesis, Chi-square test was performed to determine the association between the variables.

Based on the results, this study found no significant association between age of the respondents with workplace violence ( $p=0.095$ ). However, it shown respondents below 35 years old (65.6%) are prominent of experiencing the workplace violence compared to those above 35 years old (34.4%). This result further support idea of Upson, 2003, that threats at work were most likely to involve younger workers aged 25 to 39. This present study was also seemed to be consistent with finding data from National Crime Victimization Survey (NCVS) conducted by Bureau of Justice Statistics (Duhart, 2001) that the workers aged 20 – 34 years old experienced the highest rate of workplace violence compared to those aged between 12 to 19 and 35 to 49 years old. Younger age may be a reflection of lack of job experience, resulting in an employees' inability to identify or prevent potentially abusive situations (Lawoko et al. 2004, Kamchuchat et al. 2008). This finding indirectly corroborates Privitera et al.'s (2005) finding that job duration is a protective factor against violence.

In terms of workplace violence based on gender, this study showed female (60.9%) had slightly higher prevalence of workplace violence as compared to male (39.1%); however the chi-square test showed there is no significant association between gender of respondents with workplace violence ( $p=0.567$ ). This result further support idea of Kwok et al., 2006, which is gender is not significantly associated with WPV.

This study also reported single respondents reported higher prevalence of workplace violence as compared to those who are married and divorced, and yet the chi-square test proved that there is no significant association were found between marital status with workplace violence ( $p= 0.783$ ). This results consistent with previous study which stated that workplace violence is more common among unmarried workers and marital status have not shown significant association with WPV (Zainal, Rasdi, & Saliluddin 2018). In all, Chi-square test carried out from this study did not show any significant association between workplace violence with all socio-demographic variables such age ( $p=0.095$ ), gender ( $p=0.567$ ), marital status ( $p=0.838$ ), race ( $p=0.360$ ), highest educational level ( $p=0.941$ ) and household income ( $p=0.626$ ).

Moreover, based on the results obtained from Chi-square test, presence of interaction of respondents with general public is significantly associated with workplace violence ( $x^2=8.884$ ,  $p=0.003$ ). Frequency of interaction between respondents and general public is also have significant association with WPV ( $x^2=11.600$ ,  $p=0.006$ ). This showed those respondents that deal with general public are exposed to circumstances and

situations that increase risk of workplace violence while performing their task and duty. Chappell & Di Martino (2006) have mentioned that working with general public is one of the “situations at risk” that significantly associated with WPV. However, other variables for work characteristics that have no significant association with the workplace violence such as years of employment ( $p=0.801$ ), working hours/day ( $p=0.558$ ), working days/week ( $p=0.836$ ) and working at non-office hours ( $p=0.709$ ). This findings differ from previous study on workplace violence in Hospital Kuala Lumpur that reported years of employment was significantly associated with WPV which those who have less than 10 years of working experience have higher prevalence of workplace violence that indicates less experience workers incurred violence more often than more experienced workers. This present study showed percentage of respondents with years of employment less than 10 years and more than 10 years are not much difference which are 23.2% and 22.0% respectively with ( $\chi^2 = 0.064, p=0.801$ ).

Interestingly, regarding workplace violence based on organizational support, the findings supported the hypothesis, there is a significant association between organizational support and workplace violence ( $\chi^2 = 4.314, p=0.038$ ). This study revealed that respondents who feel they gained low organizational support (46.2%) are more prominently to experience workplace violence compared to those that feel they gained high organizational support. Perceived organizational support is defined as an impression of employees hold that an organization values them and cares about their well-being (Eisenberger, Fasolo, & Davis LaMastro, 1990). This demonstrates organizational supports and efforts play an important role to protect its employees from

exposure to violence by reducing conflict and incivility among staff, improving work process and work flow, and enhancing management encouragement of reporting any violent events (Arnetz et al., 2018). However, association between emotional management and workplace violence was found to be not significant, ( $\chi^2 = 0.084$ ,  $p = 0.072$ ).



## **CHAPTER 6**

### **CONCLUSION & RECOMMENDATIONS**

Overall, this study revealed that officers in Department of Immigration Malaysia are at a risk of verbal abuse and bullying / mobbing more than physical violence and sexual harassment. The most common perpetrators of verbal abuse and physical violence were general public, while colleagues are prominent perpetrators for bullying / mobbing and sexual harassment. This study suggest that, employees that frequently working with general public and having poor organizational support are main risk factors that significantly associated with an increased cases of workplace violence. Thus, increasing organizational support may reduce workplace violence. This study also confirms that workplace violence as an important issue for officers in Department of Immigration Malaysia, which require for more effective measures to overcome this issue.

Hence, it is recommended that further assessment should be carried out to reduce the identified risk factors and to find ways of solving this issue by conducting violence audit which is an assessment or diagnosis of the relevant hazards and situations at risk for work-related violence (DOSH, 2001). One of the best protections employers can offer their workers is to establish a zero-tolerance policy toward workplace violence. This policy should cover all workers, patients, clients, visitors, contractors, and anyone

else who may come in contact with company personnel. Organizational supports play an important role to protect its employees from exposure towards violence by reducing conflict and incivility among staff, improving work process and work flow, and enhancing management encouragement of reporting any violent events. As most of the violence cases were come from general public, we suggested the employer to provide speedy and efficient service and rostering more staff at peak periods of operation.

This study also has several limitations. One major limitation was the self-report design, which holds the possibility of recall bias. Respondents were asked about their experience of being abused within workplace in the previous 12-months, thus the estimated prevalence would subjected to recall bias as they might forget on what they have experienced previously. A second limitation was non-response bias, which may have resulted in an underestimation of respondents' exposure to workplace violence. This was likely because the survey was rather lengthy, as it took 5 minutes or longer for completing the questionnaires. Thus, some respondents may have failed to complete the survey or decided not to complete it because they felt it was too long. Another related limitation was the cross-sectional design, which is unable to determine causality. The cross-sectional nature of the study design precludes our ability to make statements of cause and effect regarding our findings (Pedhazur and Schmelkin, 1991), therefore the results must be interpreted with caution. Thus, follow-up research is needed.

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**APPENDIX I**

**ETHICAL APPROVAL LETTER**

**ETHICS COMMITTEE FOR RESEARCH INVOLVING HUMAN SUBJECTS  
(JKEUPM)  
UNIVERSITI PUTRA MALAYSIA**

<b>Research title</b>	: The Risk Factors Associated with Workplace Violence Among Workers in Department of Immigration in Putrajaya
<b>Study Site</b>	: Putrajaya
<b>JKEUPM Ref No.</b>	: JKEUPM-2018-362
<b>Researcher</b>	: Nur Suriana binti Zainal
<b>Supervisor</b>	: Dr. Imiza binti Rasdi

Documents received and reviewed with reference to the above study:

1. Ethics Application Form, Version 1 dated 29/10/2018
2. Respondent Information Sheet & Consent (English), Version 2 dated 6/12/2018
3. Proposal (English), Version 2 dated 27/12/2018
4. Questionnaires-Interviews (English), Version 1 dated 29/10/2018
5. Curriculum Vitae of:
  - a. Dr. Imiza binti Rasdi

The University Research Ethics Committee, Universiti Putra Malaysia (JKLUPM) operates in accordance to the ICH-GCP Guidelines.

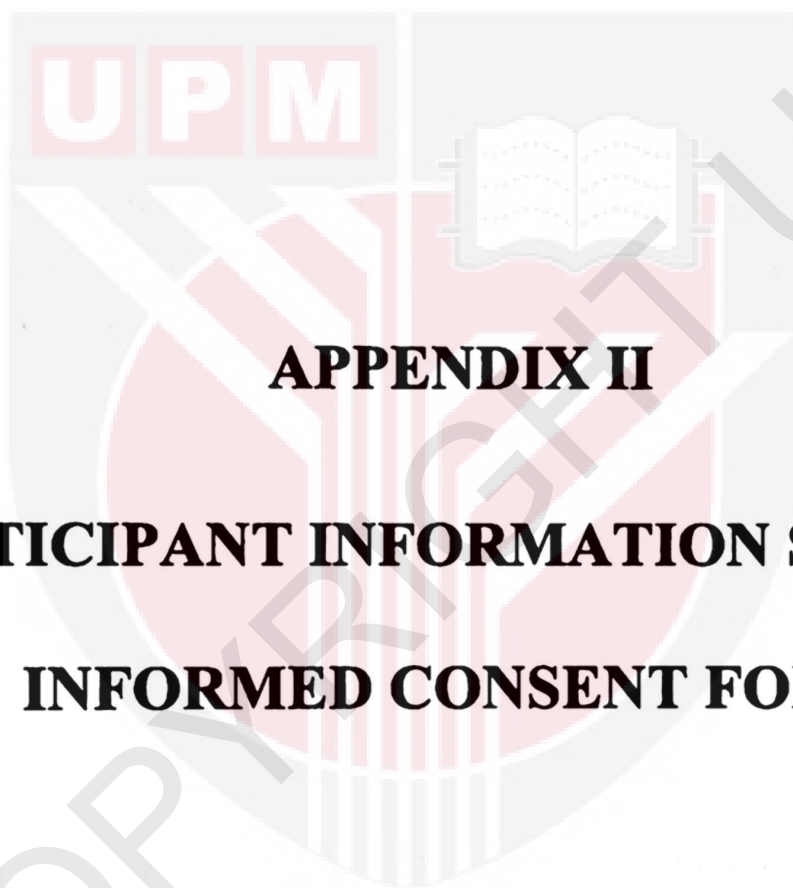
Decision by JKLUPM

- Approved
- Permission **MUST BE OBTAINED** from the respective hospital/ institutions before conducting the research
- Disapproved

Please note that the approval is **VALID UNTIL 2 JANUARY 2020**

Researchers should comply with the following

- I. Complete a Study Final Report upon study completion (Form 3.2).
- II. Ethical approval is required in the case of amendments/ changes to the study documents/ study sites/ study team
- III. Applicable for Clinical Trial Studies and Clinical Interventional Studies only; Progress Report has to be submitted to JKLUPM at every 6 months from the date of approval (Form 3.1). Report occurrences of all Serious Adverse Events (SAEs), Suspected Unexpected Serious Adverse



**APPENDIX II**

**PARTICIPANT INFORMATION SHEET &  
INFORMED CONSENT FORM**

## **PARTICIPANT INFORMATION SHEET & INFORMED CONSENT FORM**

*(for adult subjects and interventional studies)*

### **1. STUDY TITLE :**

Risk Factors of Workplace Violence among Officers in Department of Immigration Malaysia.

### **2. INTRODUCTION:**

Workplace violence becomes an alarming phenomenon worldwide that continues to become an ongoing issue that affecting the field of occupational health and everyday life of workplaces around the world as it may result in negative outcomes. Referring job descriptions of immigration workers, they might be exposed to certain circumstances and situations that increase risk of workplace violence while performing their task and duty. Thus, main objective of this study is to determine the prevalence of workplace violence and its associated psychosocial risk factors at work among immigration workers. This study has been approved by Ethics Committee for Research Involving Human Subjects (JKEUPM).

### **3. WHAT WILL YOU HAVE TO DO?**

You are invited to participate in a research study. Please take your time to read through and consider this information carefully before you decide if you are willing to participate. Ask the study staff if anything is unclear or if you like more information. After you are properly satisfied that you understand this study and that you wish to participate, you must sign this informed consent form.

You will be required to fill up a set of self-administered questionnaire that comprised of three parts which include socio-demographic factors and job characteristics, psychosocial factors and workplace violence.

Your participation in this study is voluntary. You do not have to be in this study if you do not want to. You may also refuse to answer any questions you do not want to answer. If you volunteer to be in this study, you may withdraw from it at any time. If you withdraw, any data collected from you up to your withdrawal will still be used for the study. Your refusal to participate or withdrawal will not affect any medical or health benefits to which you are otherwise entitled.

### **4. WHO SHOULD NOT PARTICIPATE IN THE STUDY?**

Medically diagnosed workers with mental health problem should not participate in the study. This information will be obtained from management department by referring to the workers' medical records.

**5. WHAT WILL BE THE BENEFITS OF THE STUDY:**

**(a) TO YOU AS THE SUBJECT?**

You will know if you have experienced any of workplace violence and realized the risk factors that can be contributed to the workplace violence after participation.

**(b) TO THE INVESTIGATOR?**

To provide the investigator with information to obtain prevalence of workplace violence and its associated risk factor among immigration workers.

**6. WHAT ARE THE POSSIBLE RISKS?**

This study will not imposed any risks as what you have to do are only to complete a set of questionnaire.

**7. WILL THE INFORMATION THAT YOU PROVIDE AND YOUR IDENTITY REMAIN CONFIDENTIAL?**

Your participation in this study will be anonymous and confidentiality of your identity and information will be protected.

All information obtained in this study will be kept and handled in a confidential manner, in accordance with applicable laws and/or regulations. When publishing or presenting the study results, your identity will not be revealed without your expressed consent.

**8. WHO SHOULD YOU CONTACT IF YOU HAVE ADDITIONAL QUESTIONS DURING THE COURSE OF THE RESEARCH?**

If you have any enquiry about this study, you can direct contact Ms Nur Suriana binti Zainal, 012-7029237 (or email to [annasuriana96@gmail.com](mailto:annasuriana96@gmail.com)) or the researcher's supervisor:

Dr. Iminza Rasdi,

Department of Environmental & Occupational Health,

Faculty of Medicine and Health Science,

Universiti Putra Malaysia.

Fax: 03-89462395

Tel: 03-89472643 / 0123153360

Email: [irniza@upm.edu.my](mailto:irniza@upm.edu.my)

## INFORMED CONSENT FORM

I ..... Identity Card No. ....  
address.....

.....hereby voluntarily agree to take part in the research stated above \*(clinical /drug trial/video recording/ focus group/interview-based/questionnaire-based).

I have been informed about the nature of the research in terms of methodology, possible adverse effects and complications (as written in the Respondent's Information Sheet). I understand that I have the right to withdraw from this research at any time without giving any reason whatsoever. I also understand that this study is confidential and all information provided with regard to my identity will remain private and confidential.

I\* wish / do not wish to know the results related to my participation in the research

I agree/do not agree that the images/photos/video recordings/voice recordings related to me be used in any form of publication or presentation (if applicable)

\* delete where necessary

Signature .....  
(Respondent)

Signature .....  
(Witness)

Date :.....

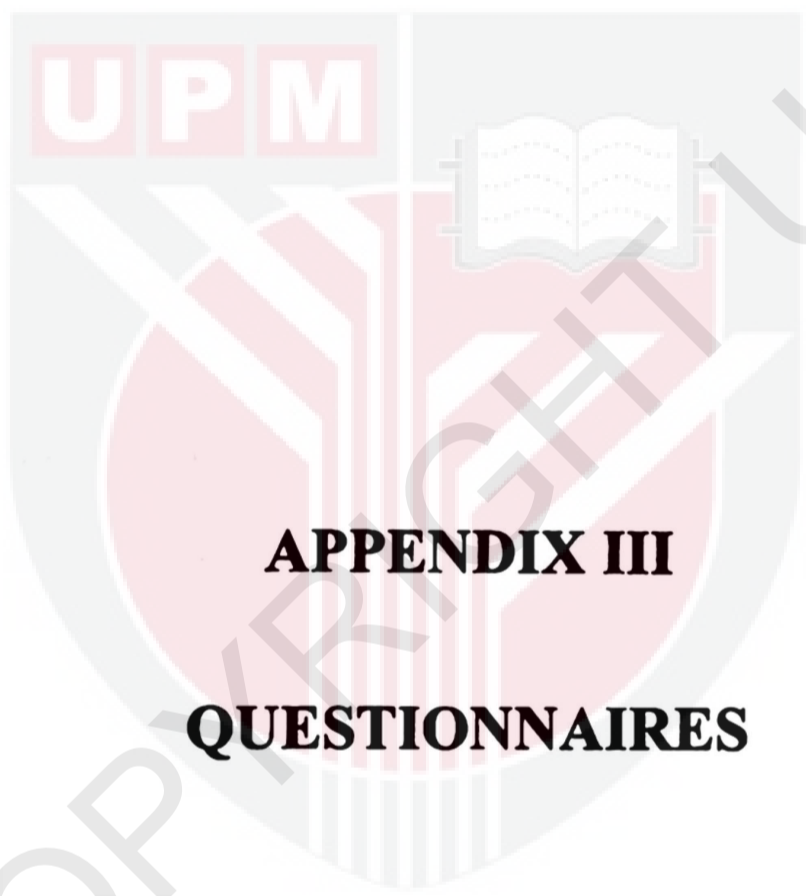
Name :.....

I/C No. :.....

I confirm that I have explained to the respondent the nature and purpose of the above-mentioned research.

Date .....

Signature .....  
(Researcher)



**APPENDIX III**  
**QUESTIONNAIRES**

Tarikh :

No. ID :



### BORANG SOAL SELIDIK

TAJUK KAJIAN	NAMA PENYELIDIK
<i>RISK FACTORS OF WORKPLACE VIOLENCE AMONG OFFICERS IN DEPARTMENT OF IMMIGRATION MALAYSIA</i>	NUR SURIANA BINTI ZAINAL

#### ARAHAN:

1. Borang soal selidik ini mengandungi **empat (4) bahagian**:

**Bahagian A:** Sosio-demografi & Ciri-ciri Pekerjaan

**Bahagian B:** Sokongan Organisasi

**Bahagian C:** Pengurusan Emosi

**Bahagian D:** Keganasan di Tempat Kerja

2. Dimaklumkan bahawa anda telah dipilih untuk menjadi salah seorang responden dalam penyelidikan ini.

3. Sila jawab semua soalan mengikut arahan yang telah diberikan.

4. Semua maklumat yang diperoleh daripada kajian ini adalah **sulit** dan digunakan hanya untuk tujuan kajian ini.

**TERIMA KASIH ATAS KERJASAMA ANDA**

**PERSETUJUAN**

Saya.....No Kad Pengenalan.....  
beralamat.....  
.....dengan ini bersetuju untuk mengambil bahagian secara sukarela  
dalam penyelidikan yang tersebut di atas \*(kajian klinikal/percubaan ubat-ubatan/rakaman  
video/kumpulan sasaran/temuduga/ soal selidik).

Saya telah diberi penjelasan secara menyeluruh mengenai penyelidikan ini dari segi metodologi,  
risiko dan komplikasi (seperti tertulis pada Helaian Penerangan Responden). Saya memahami  
bahawa saya berhak menarik diri dari penyelidikan ini pada bila-bila masa tanpa memberi  
sebarang alasan.Saya juga memahami bahawa sebarang maklumat yang berkaitan identiti saya  
akan dirahsiakan.

Saya\* berminat / tidak berminat untuk mengetahui keputusan kajian yang melibatkan saya.

I setuju / tidak bersetuju untuk imei/gambar/rakaman video/ rakaman suara digunakan dalam  
apa jua bentuk penerbitan atau pembentangan. (sekiranya berkaitan).

\*potong yang tidak berkenaan

Tandatangan ..... Tandatangan .....  
(Responden) (Saksi)

Tarikh : ..... Nama : .....

No. K/P:.....

Saya mengesahkan bahawa saya telah menerangkan kepada responden ini sifat dan tujuan  
penyelidikan yang tersebut di atas.

Tarikh .....

Tandatangan .....  
(Penyelidik)

## BORANG SOAL SELIDIK

### BAHAGIAN A: SOSIO-DEMOGRAFI & CIRI-CIRI PEKERJAAN

*Sila lengkapkan soalan berikut di ruang yang telah disediakan.*

1. Umur: \_\_\_\_\_ tahun
2. Jantina:  Lelaki  Perempuan
3. Status perkahwinan :  Bujang  Berkahwin  Bercerai
4. Bangsa:  Melayu  India  
 Cina  Lain-lain: \_\_\_\_\_
5. Pendidikan:  SPM  Ijazah  
 Sijil  Ijazah Sarjana  
 Diploma  PhD
6. Pendapatan kasar isi rumah (RM): \_\_\_\_\_
7. Adakah anda pernah didiagnosis secara klinikal dengan gangguan kesihatan mental (contoh: kemurungan)?  
 Ya  Tidak
8. Jumlah tahun bekerja (pekerjaan sekarang): \_\_\_\_\_ tahun
9. Jawatan : \_\_\_\_\_
10. Unit : \_\_\_\_\_
11. Purata jumlah jam bekerja dalam sehari : \_\_\_\_\_ jam
12. Purata jumlah hari bekerja dalam seminggu : \_\_\_\_\_ hari

13. Kerja syif:  Ya  Tidak

14. Adakah anda bekerja diantara waktu 6.p.m and 7.a.m?

Ya  Tidak

### BAHAGIAN B: SOKONGAN ORGANISASI

*Bulatkan jawapan yang paling sesuai mengenai tugas pekerjaan anda.*

Sangat Tidak Setuju	Sederhana Tidak Setuju	Agak Tidak Setuju	Neutral	Agak Setuju	Sederhana Setuju	Sangat Setuju
1	2	3	4	5	6	7

1.	Organisasi menghargai sumbangan saya kepada kesejahteraannya	1	2	3	4	5	6	7
2.	Organisasi gagal menghargai usaha tambahan daripada saya.	1	2	3	4	5	6	7
3.	Organisasi mengabaikan sebarang aduan daripada saya.	1	2	3	4	5	6	7
4.	Organisasi ini benar-benar mengambil berat tentang kesejahteraan saya sebagai pekerja.	1	2	3	4	5	6	7
5.	Walaupun saya melakukan pekerjaan dengan sehabis baik, organisasi gagal melihatnya.	1	2	3	4	5	6	7
6.	Organisasi mengambil berat tentang kepuasan saya di tempat kerja.	1	2	3	4	5	6	7
7.	Organisasi memberi terlalu sedikit perhatian terhadap saya.	1	2	3	4	5	6	7
8.	Organisasi ini bangga dengan pencapaian saya di tempat kerja.	1	2	3	4	5	6	7

## BAHAGIAN G: PENGURUSAN EMOSI

*Bulatkan jawapan yang paling sesuai berkaitan dengan pekerjaan anda.*

Tidak Pernah	Jarang	Kadang-kadang	Kerap	Selalu
0	1	2	3	4

1.	Saya rasa bertanggungjawab keatas setiap perbuatan saya.	0	1	2	3	4
2.	Saya merasakan ia mudah untuk mencapai sesuatu matlamat dan mendekati yang lain.	0	1	2	3	4
3.	Saya seorang yang mempunyai emosi yang seimbang	0	1	2	3	4
4.	Saya seorang yang sangat penyabar.	0	1	2	3	4
5.	Saya boleh menerima komen kritikal daripada orang lain tanpa menjadi marah.	0	1	2	3	4
6.	Saya boleh menstabilkan emosi saya agar tenang, walaupun dalam keadaan yang tertekan.	0	1	2	3	4
7.	Jika masalah tidak menjejaskan saya secara langsung, saya tidak membiarkannya mengganggu saya.	0	1	2	3	4
8.	Saya boleh menahan diri apabila saya merasa marah terhadap seseorang.	0	1	2	3	4
9.	Saya dapat mengawal dorongan untuk berlebihan dalam perkara yang boleh merosakkan kesejahteraan saya.	0	1	2	3	4
10.	Saya menghalakan tenaga saya kearah kerja kreatif atau hobi.	0	1	2	3	4

## BAHAGIAN D: KEGANASAN DI TEMPAT KERJA

Sila tandakan jawapan anda dan isikan ruang kosong untuk soalan di bawah.

**D1.** Adakah anda berinteraksi dengan orang awam semasa anda bekerja?

Ya

*Jika YA, jawab soalan D2-D4*

Tidak

*Jika TIDAK, langkau ke soalan D5*

**D2.** Adakah anda membuat sebarang sentuhan fizikal secara rutin dengan orang awam?

Ya

Tidak

**D3.** Orang yang paling kerap kerja bersama dengan anda (tandakan semua kotak yang sesuai):

Rakan  
Sekerja

Orang awam

**D4.** Jantina orang awam yang paling sering anda bekerjasama ialah:

*The sex of the general public you most frequently work with are:*

Lelaki

Perempuan

**D5.** Berapa kerapkah anda berinteraksi dengan orang awam?

Tidak  
pernah

Kadang -  
kadang

Selalu

**D6.** Di mana anda menghabiskan sebahagian besar masa kerja anda (lebih daripada 50%) dalam tugas utama anda?

Indoor

Outdoor

**D7.** Bilangan kakitangan bekerja bersama dengan anda selalunya:

\_\_\_\_\_ orang

**BAHAGIAN D.1: KEGANASAN DI TEMPAT KERJA SECARA FIZIKAL  
(PHYSICAL VIOLENCE)**

Keganasan fizikal merujuk kepada penggunaan kuasa fizikal terhadap orang atau kumpulan lain. (Contoh: dipukul, disepak, dicubit, digigit, ditolak)

**PV1.** Dalam masa 12 bulan, adakah anda pernah diserang secara fizikal di tempat kerja anda?

Ya

*Jika YA, teruskan ke soalan PV2.*

Tidak

*Jika TIDAK, langkau ke muka surat sebelah (Penderaan Lisan)*

**PV2.** Dalam masa 12 bulan ini, berapa kerap anda diserang secara fizikal?

Sekali

Selalu

Beberapa kali

**PV3.** Sila fikirkan kali terakhir anda diserang secara fizikal di tempat kerja. Siapa menyerang anda?

Rakan Sekerja

Saudara-mara

Orang Awam / Pelanggan

Penjenayah

**PV4.** Di mana kejadian ini berlaku?

Indoor

Outdoor

**BAHAGIAN D.2: KEGANASAN PSIKOLOGI DI TEMPAT KERJA  
(PSYCHOLOGICAL WORKPLACE VIOLENCE)**

**BAHAGIAN D.2.2  
PENDERAAN LISAN**

*Contoh: dijerit, dimaki, dikritik secara keterlaluan, disindir*

VA1. Dalam masa 12 bulan ini, adakah anda telah mengalami keganasan secara lisan di tempat kerja anda?

Ya

*Jika YA, jawab soalan berikut*

Tidak

*Jika TIDAK, langkau ke muka surat sebelah (BULI)*

VA2. Dalam tempoh 12 bulan yang lepas, berapa kerap anda diganasi secara lisan?

Sekali

Beberapa kali

Selalu

VA3. Sila fikirkan kali terakhir anda diganasi secara lisan di tempat kerja. Siapa yang menyerang anda?

Rakan Sekerja

Orang Awam /  
Pelanggan

Saudara-mara

Penjenayah

VA4. Di mana kejadian ini berlaku?

Indoor

Outdoor

BAHAGIAN D.2.2  
BULI

BM1. Dalam tempoh 12 bulan ini, adakah anda telah dibuli di tempat kerja anda?  
*In the last 12 months, have you been bullied/ mobbed in your workplace?*

Ya

Tidak

*Jika YA, jawab soalan berikut*

*Jika TIDAK, langkau ke muka surat sebelah -Gangguan Seksual*

BM2. Dalam tempoh 12 bulan yang lepas, berapa kerap anda dibuli?

Sekali

Beberapa kali

Selalu

BM3. Sila fikirkan kali terakhir anda dibuli di tempat kerja. Siapa yang membuli anda?

Rakan Sekerja

Orang Awam / Pelanggan

Saudara-mara

Penjenayah

BM4. Dimana kejadian ini berlaku?

Indoor

Outdoor

**BAHAGIAN D.2.3  
GANGGUAN SEKSUAL.**

SH1. Dalam tempoh 12 bulan yang lalu, pernahkah anda mengalami gangguan seksual di tempat kerja?

Ya

*Jika YA, jawab soalan berikut*

Tidak

*Jika TIDAK, soal selidik tamat.*

SH2. Dalam tempoh 12 bulan yang lalu, berapa kerapkah diganggu secara seksual?

Sekali

Beberapa kali

Selalu

SH3. Sila fikirkan kali terakhir anda mengalami gangguan seksual. Siapa yang mengganggu anda?

Rakan Sekerja

Orang Awam / Pelanggan

Saudara-mara

Penjenayah

SH4. Di manakah kejadian ini berlaku?

Di dalam

Di luar

**SOAL SELIDIK TAMAT**