

ABSTRACT

Raden Arya Buddhi Nugraha (00000008994)

EMPLOYEE PERCEPTIONS OF WORKPLACE THEFT BEHAVIOR: A STUDY AMONG HOTEL EMPLOYEES IN HOTEL XYZ MANGGA BESAR

(xiv + 100 pages: 7 pictures, 22 tables; 1 attachment)

Employee theft is costly to any business, especially to hotel industry. This research is to study the perception of hotel employees on the impact of the individual and organizational factors contributing to workplace theft behavior in Hotel XYZ and to study the mediating effect of intention to steal and the moderating effect of internal control systems. The results proved that individual and organizational factors do influence workplace theft behavior. This research is using the Quota Sampling as the sampling method and distributed 30 questionnaires for pilot test. The collected data then is tested for its reliability and validity before the creation of Structural Equation Model to analyze the hypothesis in the actual. Out of 46 indicators tested, 42 were valid and continue to the distribution of 50 questionnaires for the actual data to employees in Hotel XYZ located in Mangga Besar, Jakarta. Actual questionnaire were returned 43 and processed with SmartPLS. From the data gathered, we could draw a conclusion saying that out of eleven hypothesis, six is accepted and another four is rejected. Individual factors accepted Opportunity to have a positive relationship towards intention to steal and rejected Need and Personal Characteristics. Organizational Factors accepted Justice and Coworker Theft and Punishment to have a positive relationship towards Intention to Steal and rejected Compensation and Ethical Work Climate. It is also established that internal control systems moderate the relationship between the intention to steal and workplace theft behavior. This research can be used by the managerial and human resources professionals in Hotel XYZ itself as well as other hotels to understand and fulfill the individual and organizational factors of employees in involving thieves and try to create a fair working environment to avoid future thieves.

Reference : 32 (1991 – 2017)

Key Word : Individual Factor, Organizational Factor, Need, Opportunity, Personal Characteristics, Compensation, Justice, Ethical Work Climate, Coworker Theft and Punishment, Intention to Steal, Internal Control System, Workplace Theft Behavior.