Discrimination in the Manufacturing Industries of Malaysia

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ABSTRACT

Discrimination in the workplace is a global phenomenon and although prohibited by laws and regulations, its existence still persists in Malaysia. Discrimination had been studied extensively in the West and few studies had been carried out in the context of Malaysia. However, there are limited studies on workplace discrimination focusing in Malaysia's manufacturing industries. Therefore, this research aims to narrow down the literature gap by analyzing the relationship between factors consist of age discrimination, gender discrimination, race discrimination and workplace discrimination in the context of Malaysia's manufacturing industries. The literature review is assisting the research in exploring the relevant literature to the topic. Quantitative research method and descriptive correlation design are applied in this study. Questionnaires were distributed online using non-probability convenient sampling method to complete the data collection. The collected data were analyzed using various tools and tests to ensure the reliability and validity of this research.

Key words: Workplace discrimination, Age discrimination, Gender discrimination, Race discrimination, Malaysia's manufacturing industries

CHAPTER 1: INTRODUCTION

1.0 OVERVIEW

This chapter is an introduction of the study on workplace discrimination in the manufacturing industries in Malaysia. Firstly, the background of the study is discussed and reasons for conducting this research are provided. Then, the problem statement which is the existing problems pertaining to the research topic is explained. Research objectives and research questions are also provided in this chapter. The significance of study which is the contribution of this study to the society and others is identified. In addition, the scope and limitations of the research and operation definitions is explained to provide clarity. Lastly, organization structure of remaining chapters is provided to serve as a general overview of this research.

1.1 BACKGROUND OF THE STUDY

The world's population structure is shifting towards an aging population with elderly aged 60 years and above projected to increase 3.26% per year from 901million in 2015 to 2.1billion by 2050 and could reach 3.2 billion in 2100 (Hamdan, Hassim and Puteh, 2018). Since year 2000, Malaysia's statistics of the elderly have grew 3.9% and is expected to increase to 8.7% in 2025 and continue to grow to 16.3% in 2050 (Ahmad, Harith and Ramely, 2016). A downturn in Total Fertility Rate (TFR) per woman aged 15-49 years which was 4.9 in 1970 to 1.9 in 2017 is observed in Malaysia (Department of Statistics, 2018). Lower birth rates along with increase in life expectancy would change Malaysia's population age structure with a reduction in young population and cause aging population and workforce in Malaysia which then lead to increasing importance and growing concern on age discrimination issues in the workplace (Alwee, Aminuddin, Hamid, Muhamad, Tok and Zakaria, 2018).

The labor policy of "divide and rule" during British colonial period (1786-1957) is one of the main cause of inequality between race in Malaysia today where Malay, Chinese and Indians were once separated by geographical location and economic activity which lead to larger and larger gap in productivity, income and wealth between race over time (Dietzenbacher, Los and Saari, 2015). Hence, discrimination in Malaysia is partly influenced by political history and historical conflicts that lead to resentment or prejudice of people under certain category (Javed and Kadiresan, 2015).

Discrimination occurs when someone is treated differently from others because of membership in certain social group (Amir and Mahmud, 2014). Article 8(2) of the Federal Constitutions was enforced to prohibit discrimination in terms of gender, religion, race, descent and place of birth towards Malaysians (Javed and Kadiresan, 2015). The Malaysian government had also provided education parity, encouraged equal employment opportunity and implemented anti-discriminatory regulations in the effort and commitment to achieve gender equality (Othman and Othman, 2015). Malaysia's National Women Policy and other national policies like the legalization of flexi-work, maternity leave in the public sector for women increase from 60-day to 90-day and tax reduction to employers that provide childcare facilities are introduced and implemented to develop women's capabilities in all sectors and aimed to provide a conducive and more women-friendly working environment (Rahman, 2015). The Tenth Malaysia Plan (2011-2015) aims to increase women participation in key decision-making positions (Othman and Othman, 2015).

Despite effort in implementing regulatory practices to combat discrimination by the Malaysian government, workplace discrimination at the managerial level is still a huge concern where its existence hinders equal opportunities and affects employee performance (Javed and Kadiresan, 2015). In the study of Khalid and Lee (2016), stated that inter-group inequality across various socio-economic spheres remains significant in Malaysia where Malay hold only 34% of senior management posts in public-listed companies while Chinese account for 54%

and remaining are hold by Indians and others. In addition, the salary of Bumiputera is found 32% lower than Chinese which indicate certain degree of discrimination against Bumiputera in the private area (Aboud and Yazdanifard, 2015).

In terms of female board representation in large companies, only 7.8% in Malaysia are women, relatively lower compared to 8.1% in China, 15% in the U.K. and 16.1% in the U.S. (Low, Roberts and Whiting, 2015). Women in Malaysia's workforce are still discriminated in the recruitment, appraisal, benefits and compensation practices in the organization (Rahman, 2015). According to Amir and Mahmud (2014), stated that Malaysian community are still biased towards women as men are perceived to be better leader and career advancement for women is hindered even with increased number of women participation in the labor workforce.

There has been research studies conducted previously with regards to workplace discrimination in Malaysia in general (Aishah and Mahazan, 2017; Ismail and Jajri, 2012; Javed and Kadiresan, 2015; Othman and Othman, 2015; Rahman, 2015). However, empirical studies concerning workplace discrimination in Malaysia's manufacturing industries are rather scarce. Thus, there is a need to focus at a more specific context and seek to reduce the literature gap.

1.2 PROBLEM STATEMENT

Malaysia have been ranked 14th in 2015 as one of the most competitive country in terms of economy and manufacturing is one of the important sectors to meet Vision 2020 which aim to achieve economic stability (Fauzik, Ibrahim, Ishak, Jantan, Rosli, Shahidan and Shokor, 2018). The structure of Malaysian economy had transformed from heavy reliance on agriculture to manufacturing and services sectors which caused boost of employment size in manufacturing sector and this sector is a major contributor to the Malaysian economy (Awad, Khalid

and Yussof, 2018). In 2017, manufacturing is one of the industries with the highest participation of employed women with the score of 17.1% (Department of Statistics Malaysia, 2017). Total employees in the manufacturing sector in September 2018 were 1,074,292 persons, an increase of 1.9% compared to September 2017 (Department of Statistics Malaysia, 2018).

Malaysia is moving towards becoming an ageing nation by 2035 as 15% of the population is classified as senior citizens who are aged 60 and above (Alwee et al., 2018). Minimum Retirement Age Act 2012 enforced by Malaysian government allowed elderly to retire at a minimum age of 60 which aim to retain older employees at the labor workforce and encourage them to contribute and continue being productive (Ahmad et al., 2016). However, the aging workforce is becoming a human resource issue due to the existence of negative stereotype on older employees which became the starting point of discriminatory behavior towards them in terms of negative performance appraisals, denied employment or promotion, or not being offered opportunities to attain job training programs (Hamdan et al., 2018).

Gender wage differentials prevail in the Malaysian labor market where men commonly receive higher wages than women for the same job position (Ismail and Jajri, 2012). According to statistic from Department of Statistics Malaysia (2018), average income for women is RM33, 264 and men is RM35, 448 which indicate that out of RM100.00 salaries earned by men, women only received RM98.30 and women only participated 22.2% as legislators, senior officials and managers compared to 77.8% for men.

The World Economic Forum introduced the Global Gender Gap Index which covered 144 major and emerging economies, designed to measure gender equality in four critical areas which include health, education, economy and politics (Iyer, 2017). In the Global Gender Gap Report of year 2017, Malaysia was ranked the lowest among all Southeast Asian countries with 104 out of 144 countries compared to Singapore ranked 65, Vietnam ranked 69, Thailand ranked 75, Myanmar ranked 83, Indonesia ranked 84 and Cambodia ranked 99

and with the average score of 0.670 where 1.0 indicate no gender gap in all four sub-indexes (World Economic Forum, 2017).

Workplace discrimination can influence productivity and performance negatively as motivation and employee satisfaction slowly dissipates so workplace discrimination had always been a great concern in Malaysia (Javed and Kadiresan, 2015). Given the importance of the manufacturing sector to the Malaysia economy and more Malaysian engaging in manufacturing industries, this study aimed to reconfirm whether age discrimination, gender discrimination and race discrimination exist in the workplace of Malaysia's manufacturing industries.

1.3 RESEARCH OBJECTIVES

Research objectives defined the focus and what is expected to derive from this research study (Tabachnick and Fidell, 2013). The research objectives for this study are developed as below:

RO1: To examine the influence of age discrimination on workplace discrimination in the manufacturing industries in Malaysia.

RO2: To examine the influence of gender discrimination on workplace discrimination in the manufacturing industries in Malaysia.

RO3: To examine the influence of race discrimination on workplace discrimination in the manufacturing industries in Malaysia.

1.4 RESEARCH QUESTIONS

Research questions served as a guidance to achieve appropriate findings (Alvesson and Sandberg, 2013). The research questions for this study are developed as below:

RQ1: Do age discrimination influence the workplace discrimination in the manufacturing industries in Malaysia?

RQ2: Do gender discrimination influence the workplace discrimination in the manufacturing industries in Malaysia?

RQ3: Do race discrimination influence the workplace discrimination in the manufacturing industries in Malaysia?

1.5 SIGNIFICANCE OF STUDY

Discrimination in the workplace has been an interesting topic for research and is conducted in many countries globally. Most of the available literatures are mainly perspective of western countries that may not represent the situation of Asian countries that have different culture, beliefs and value.

1.5.1 Significance to Academy

By undertaking this research, the gap of knowledge related to the existence of discrimination problem in the Malaysian labor market will definitely be tighten by studying the relationship of three types of discrimination which consists of age discrimination, gender discrimination and race discrimination with workplace discrimination that affected employees in Malaysia's manufacturing industry.

1.5.2 Significance to Industry

This study will help to identify the main factor of discrimination that affected employees in Malaysia's manufacturing industry and create awareness to urge local authorities and companies to look into the current regulatory and policies which may not be sufficient to protect workers from workplace discrimination. Necessary adjustment can be done on existing regulations and policies to further improve the condition and minimize discrimination in the workplace.

1.5.3 Significance to Others

This study can shed light on the degree of workplace discrimination in Malaysia's manufacturing industries and provide insights to people like fresh graduates that may be interested to join the workforce so they can take preventive measures and avoid being the victim of discrimination.

1.6 SCOPE OF THE RESEARCH

This research focused on three factors which are age discrimination, gender discrimination and race discrimination that may influence workplace discrimination in Malaysia's manufacturing industries. This research is a quantitative study where sample was derived from non-probability convenience sampling, including male and female employees from all position levels.

1.7 LIMITATIONS OF THE RESEARCH

The limitation and shortcomings of this research is the time and cost limit as timeframe to complete this research is within 3 months and do not have sufficient resources to access to respondents of different areas in Malaysia. Since the scope of this research is focused only on manufacturing sector in Malaysia, thus this study cannot represent the entire Malaysia workforce. Besides that, the data collected were only from those who agreed to participate in answering the questionnaire as some may not be interested to participate. Lastly, the fact that the study was conducted in Klang Valley, Senawang and other area around Negeri Sembilan puts a limitation on the generalizability of its findings to whole Malaysia's workforce.

1.8 OPERATIONAL DEFINITIONS

No	Terminology	Operational definition
1	Workplace discrimination	Employees are treated unfairly and negatively based on personal attributes which are unrelated to job performance (Bornay-Barrachina, Valle and Villanueva-Flores, 2017). Actions including disrespect, demotions, salary deduction and blocked opportunities, performed against employees based on their membership of specific groups (Bobek, Bradler, Horvat and Macek, 2018).
2	Age discrimination	A person being treated negatively merely based on chronological age (Bayl-Smith and Griffin, 2014). A set of beliefs, stereotypes, and prejudice by one age group toward another age groups (Levy and Macdonald, 2016).

3	Gender discrimination	The differential treatment and preference of one gender on the basis of gender (Abbas, Hameed and Waheed, 2011). Treating a woman differently from a man solely because of her gender (Sohn, 2015).
4	Race discrimination	Differential treatment on a racial group that disadvantages certain race (Ruedin and Zschirnt, 2016). People are treated differently because of their race or color (Furxhi, Furxhi and Stillo, 2016).
6	Manufacturing Industries	Physical or chemical transformation of materials or components into new products by a group of establishments engaged on the same, or similar, kinds of activity, whether the work is automated or manually (Heizer, Munson and Render, 2016).

Table 1: Table of definitions

1.9 ORGANIZATION OF CHAPTERS

Chapter 1: Introduction

An overview of this research is provided in this chapter which focuses on workplace discrimination in the Malaysian context. Background of the study, problem statement, research objectives and questions, significance of the study and scope and limitations of this research are presented in this chapter. Operational definitions were defined at the end of the chapter.

Chapter 2: Literature Review

This chapter looks into past studies conducted by other researchers on workplace discrimination from global perspective and narrow down to Malaysia perspective. Factors influencing workplace discrimination which consists of age discrimination, gender discrimination and race discrimination are clearly defined. Grounded theory was discussed and gaps in the literature are presented. Conceptual framework and hypotheses of this research are included in this chapter.

Chapter 3: Research Methodology

The research design and research methodology are clearly presented in this chapter. The sampling design, questionnaire design, data collection method, unit of analysis and measurement are explained in detail to provide an overall picture on how this study is being conducted.

Chapter 4 – Research Finding

This chapter will highlight and interpret the finding on the data collected which has been analyzed based on the research methodology applied earlier. SPSS software will be utilized to analyze and evaluate the data collected from the survey.

Chapter 5 – Conclusion

The last chapter will provide a summary and conclusion for the whole research finding. Recommendations for future research and personal reflection will also be presented at the end of the chapter.

CHAPTER 2: LITERATURE REVIEW

2.0 OVERVIEW

This chapter is reviewing the existing literature from previous study conducted by other researchers to further understand discrimination in the workplace. Then, global and local perspectives on workplace discrimination are discussed, followed by examining factors that influencing workplace discrimination. It then proceeds to identify the literature gaps. After that, this chapter discussed grounded theory which is the social dominance theory. The conceptual framework and hypotheses are developed before it is concluded at the end of the chapter.

2.1 WORKPLACE DISCRIMINATION

Work force has evolved from homogeneous to heterogeneous type over the years and managing diversity within organization has become vital to close the unfair discrimination and thus empower employees to compete on equal basis and encourage work force to perform to its maximum potentials (Abbassi, Channar and Ujan, 2011). In the early 17th century, the term "discriminate" appeared and is referred as an act of distinguishing one object from another (Furxhi, Furxhi and Stillo, 2016).

Greenberg defined discrimination as the behavior consistent with a prejudicial attitude by treating others negatively solely because of their membership in a particular group (Aishah and Mahazan, 2017). Focusing on discrimination in the workplace, Bobek et al. (2018) stated that workplace discrimination consist of actions including disrespect, demotions, salary deduction and blocked opportunities, performed against employees based on their identities and membership of specific groups. Bornay-Barrachina et al. (2017) defined

workplace discrimination as unfair, biased and negative treatment of employees based on personal attributes which are unrelated to work performance.

Furxhi et al. (2016) stated that workplace discrimination is when organization fully or partially based upon illegitimate forms of discrimination that in favor of or against particular groups of people during decision making process or policy setting. At the heart of workplace discrimination lies the recognition that individuals received different treatment not because of individual merit but due to perceived characteristics of a group with which they are identified that are irrelevant to work performance (Kim, 2015; Ruwanpura, 2008). Workplace discrimination in terms of race, gender and retaliation existed even though it is prohibited and it can be subtle and attributed to unconscious biases (Alsaeed and Fernandes, 2014).

Noe (2008) defined career development as a process where employee progresses stage by stage in ascending the corporate ladder with different sets of tasks, duty and relationships at each stage. Workplace discrimination can be observed in the opportunities for training, promotion, benefits and career development (Amir and Mahmud, 2014). In addition, workplace discrimination in the form of race, gender or religion against individuals can heavily influence labor market outcomes in terms of job opportunities, career advancement, benefits and earnings (Kaas and Manger, 2011). Principally, workplace discrimination can take many forms which include an employee being treated less favorably than another in a comparable situation such as receiving lower remuneration, less attractive benefit package, being barred from training or being fired, hinders in career development, harassment and creation of an intimidating, degrading, humiliating or offensive working environment (Stypinska and Turek, 2017). Bornay-Barrachina et al. (2017) also mentioned that areas of discrimination include job assignment, performance valuations, compensation and career development due to the existence of stereotypes and prejudices.

2.1.1 Global Perspective

Discrimination in the workplace exist in every society globally even in developed societies where the right of employment is protected by laws but at a lower rate compared to developing societies (Furxhi et al., 2016). This view has been supported in the study of Alsaeed and Fernandes (2014) where African Americans are still victimized by workplace discrimination, facing problems from the policies and practices of the companies or from actions of the individuals. Workplace discrimination can exist when toxic working environment is created by aggression and the factors behind include gender, race and more which is not hard to be found in nations such as United States, Australia and Europe countries (Zhang, 2017).

The World Economic Forum stated that if black and minority ethnic (BME) talent was fully utilized, the UK economy could reach an additional of £24billion which is 1.3% of its GDP based on a UK government report published in February 2017 (Gray, 2017). Furthermore, the wage gap which largely in favor of white British workers compared to other race groups demonstrates significant labor market disparities in Britain also suggest discrimination as a factor of this phenomenon (Brynin and Güveli, 2012). According to Kaas and Manger (2011), a study conducted by examining employment opportunities of individuals with Turkish migration background in the German labor market for student internships also shown a significant difference in callbacks where a German name increases the average probability of a callback by 14% compared to a Turkish-sounding name which provide a glimpse into the degree of race discrimination in the labor market of Germany. In the study of Mitchell-Walthour (2017) that look into race inequality between whites and Afro-Brazilians stated that Afro Brazilians encounter race discrimination that hinders equal opportunities as light skin is more preferable and the average monthly salary for Afro-Brazilians in 2014 was R$1,195.6 compared with R$2,058.9 for whites which is a big difference of R$863.3.

In today's world, women have been contributing and achieving new accomplishment in every industry like men but their presence in manufacturing sector in India seems to be negligent as women participation in India manufacturing sector remained stagnant at 10.9 % between 2000 and 2007 and according to report from the International Trade Union Confederation (ITUC), women are averagely paid about 18 % less than men performing the same manufacturing job globally (Bahl, Jaggi and Suri, 2016). It is generally observed that women's career advancement take longer time and women are underrepresented in certain sectors like in the IT industries and has lesser positions in upper managerial level than men, mainly because of men's higher status within society traditionally that enabled continuous support on men's career progress which further contributes to gender discrimination at work (Demerouti, Dubbelt and Rispens, 2016).

In Asia, the increase in women participation in labor market had shed light on the topic of discrimination because even there is a positive influence on organizational productivity and economic growth but discriminatory employment practices still exist and bring negative influence on the well-being of women workers (Kim, 2015). Besides that, sticky floors is a concept where women is less likely to embark on career advancement compared to men counterparts and its existence has been identified in countries like Italy, Spain, Thailand and the United States where indicate the existence of discrimination against women (Baert, Pauw and Deschacht, 2016).

The portion of elderly people is predicted to exceed 35% in countries like Germany, Spain and Italy while it is expected to reach 40% in Japan, Korea and Singapore which indicate that the world population is shifting towards an aging population (Hamdan et al., 2018). Bayl-Smith, Griffin and Hesketh (2016) mentioned that the utmost concern on older employees is age discrimination in the workplace. The main challenge faced by aging workforce is age stereotype at the workplace and age discrimination during hiring process is the most crucial issue faced by senior people in the labor market as employers tend to have

negative stereotypes of senior people but now maintaining senior people in the workforce is becoming vital in many developed countries to maintain its economic growth since its population is ageing (Richardson, Smith, Webb and Webber, 2013). Nevertheless, age discrimination in job search, salary increment and promotion is also observed to be more severe compared to family burden and gender discrimination in China due to surplus of Chinese young workers that enable employers to select (Zhang, 2017). According to Stypinska and Turek (2017), a study that tackled the issue of age discrimination in Poland's labor market had supported the existence of age discrimination where Polish older workers experienced hinders in career advancement or soft discrimination like ageist jokes which also had negative consequences to the workplace.

2.1.2 Malaysia Perspective

Malaysia society consists of citizens from various races so harmony and unity between races is vital to Malaysia's stability (Liaw, Ridzuan and Shamsuddin, 2015). Based on the information obtained from Department of Statistics Malaysia (2018), Malaysia's population in 2018 consists of 69.1% Bumiputera, 23% Chinese, 6.9% Indian and 1% other groups. Malaysia government had introduced policies such as National Cultural Policy (NCP), Vision 2020 and 1Malaysia concept to strengthen unity of all races but it was found to be not comprehensive enough to overcome the racial issues (Liaw et al., 2015). Discrimination had been a great concern in Malaysia and main factors influencing workplace discrimination include age, race, religion and gender with race discrimination as the most significant factor due to the political history of Malaysia (Javed and Kadiresan, 2015). A study by Jusoh, Manshor and Simun (2003) found that the demographic characteristic that influences Malaysian managers' decision making the most is race where hiring managers have a strong preference for candidates of their own race even when the rivals are better qualified than the candidate. This is consistent with the study by Khalid and Lee

(2016) where it stated that the degrees of race discrimination in hiring and promotion process in Malaysia's labor market is highly contentious and biased, particularly, against Malays in the private sector and against non-Malays in the government sector.

The Malaysian government had forecasted an increase in women participants in the workforce in the effort to achieve its Vision 2020 in becoming a high-income nation but women employees are still underutilized in Malaysian labor market (Rahman, 2015). In spite of high commitment of Malaysian government to fight against discrimination against women by providing equal education and employment opportunity while executing anti-discriminatory rules, but gender discrimination still persists especially at the managerial level (Othman and Othman, 2015). In addition, a study conducted by Amir and Mahmud (2014) also found that women employees felt discriminated by organizations as opportunities for mentoring, training, promotions and rewards are not offered equally so there are more hinders in their career development path compared to men.

In the 1950s, women's roles in Malaysia is generally viewed as housewives and caregivers but these traditional roles had evolved over time and women started to leave rural areas to join workforce and slowly started to obtain some leader position in public, private and corporate sectors but the problem of gender gap still persist in today's world (Amir and Mahmud, 2014). In the 1970s, Malaysia aggressively pursuit an export-oriented industrialization mode which had encouraged women to entered waged employment especially in manufacturing sector, yet women possess lower wages than man, limited prospects in career advancement and difficulties in improving their economic position (Miles, 2016). In Malaysia, women remained to be view under negative prejudice to possess less skilled and immobile as compared to men, which caused women to be less preferable to employers and often receive lower income rate, partly due to discrimination (Ismail and Jajri, 2012). Despite an increase of women with tertiary education qualification, overall women participation in Malaysia's workforce still remain lower than neighboring or developing countries of lower income levels

(Rahman, 2015). Women's career progress is still far behind and underrepresented as power structure and control still remains heavily men-dominated which caused difficulties for women to reach top positions in companies (Aishah and Mahazan, 2017). Issue of women in becoming victims of discrimination is still a permanent issue in Malaysia (Amir and Mahmud, 2014).

In Malaysia, ageism issue is being raised in the local labor force where opportunities for older people to be involved in the labor market is disrupted where employees in their late 40s or 50s face difficulties to find a company that truly recognize their value (Ahmad et al., 2016). Age discrimination can appear in the workplace when employer takes negative actions against an employee mainly based on the age and presumed that employee cannot perform job assigned well due to seniority or youth and employer choose to neglect the skills set, qualifications and work experience that actually qualified the employee to perform the tasks well (Javed and Kadiresan, 2015). According to Equal Right Trust 2012, Malaysia has taken initiative to tackle age discrimination issues since National Policy for Older Person in 2011 but the enforcement of these mechanisms is inadequate which caused negative stereotyping on the ageing workforce to continue exist in Malaysia and older employees may not receive equal rights to be involved in the society and labor markets (Ahmad et al., 2016).

Discrimination against senior is widely acknowledged while discrimination against younger people may be perceived to be less severe since youth is temporary but the possible negative consequences on youngster's well-being due to age discrimination may reflect in adulthood so its importance should not be neglected (Abrams, Bratt, Marques, Swift and Vauclair, 2018). Age discrimination is common in Malaysia's industries where employee's salary level depends heavily on seniority and young employees failed to get a promotion or a pay raise despite having high qualifications (Javed and Kadiresan, 2015). Therefore, age discrimination is not limited to senior employees but younger employees also may be judged more harshly and skeptically compared to senior employees (Gonzales, Marchiondo and Ran, 2016).

2.2 FACTORS INFLUENCING WORKPLACE DISCRIMINATION

This paper focuses on factors influencing workplace discrimination in the manufacturing industries and there are three factors that have been identified which are age discrimination, gender discrimination and race discrimination.

2.2.1 Age Discrimination

In the study of Hertel and Zacher (2015) stated that there is no age differences in core task performance between old and young employees, yet older employees show a more positive attitude at work. Older employees are more engaged and have more skills, capability, loyal and better social skills which are often lacking among young employees (Ahmad et al., 2016). Alwee et al. (2018) also stated that age is not a factor to adapt with fast evolving technology or changes but individual's personality and the working environment are the main factors. Despite there is no significant differences in job performance between age groups, older employees still suffer from age stereotype at the workplace which include lower productivity, physical decline, sickness absence, performance decrease, lower tolerance for change, less willing to learn and accept new situation, costly and high dependency level (Hamdan et al., 2018).

Studies of age discrimination have determine older adults as being over ages 50-52 (Gonzales et al., 2016). Butler defined the concept of ageism in 1975 as a process of systematic stereotyping and discrimination against people in their old age and this concept has expanded over time (Stypinska and Turek, 2017). Older people's experiences as targets of ageism have becoming more crucial to study since worldwide aging population is growing which indicate an increasing aging workforce (Levy and Macdonald, 2016). In order to tackle the phenomenon of aging workforces, it is vital to retain employees and persuade them to stay as long as their service is relevant regardless of traditional retirement age through government policies and continuous organizational efforts in order to reduce

costs associated with supporting longer retirements, human resource shortages and minimize loss of organizational knowledge (Bayl-Smith and Griffin, 2014).

With reference to the labor market, age discrimination can take on many forms like refusal to hire, poorer appraisal ratings, hinder in promotion and career development opportunity of older employees, deny training programs, forcing retirement at a certain age despite employee's ability to continue working, layoffs targeting mainly senior employees and many more (Boyd and Carden, 2014; Gonzales et al., 2016; Stypinska and Turek, 2017). Hamdan et al. (2018) also stated that older employees are discriminated in terms of skill recognition, denied opportunities in promotion and training program. Age discrimination focuses on age being the main aspect in determining skills and capabilities of an employee and older people are presumed to be lack of mental and physical strength in performing certain job functions compared to younger people (Boyd and Carden, 2014). However, age discrimination still continues to be one of the most socially acceptable types of workplace discrimination despite its serious consequences on the victim's well-being, negative influence on organizational commitment, job satisfaction and overall performance (Bayl-Smith and Griffin, 2014).

In 1993, Sax argues that the term 'ageism' is used to describe any form of discrimination or stereotyping based on age which includes both young and old (Ahmad et al., 2016). Very old adults are generally presumed as a burden to the society while younger ones are perceived as people who do not know when to step aside in the context of work (Rothermund, Voss and Wolff, 2017). Age discrimination is not limited towards senior people only, younger employees also suffered under negative stereotypes like disloyal, inexperienced, immature, irresponsible, unmotivated and selfish (Gonzales et al., 2016). In addition, younger candidates are stereotypically perceived as less reliable than senior candidates and this can further worsen the age discrimination against younger generation (Richardson et al., 2013). Discrimination against young employees can be identified when promotion is given based on seniority to older employees while young employees who are equally qualified failed to get promoted, yet

underpaid (Javed and Kadiresan, 2015). Amir and Mahmud (2014) also mentioned that policy of many organizations give advantage of promotion to the older employees, rather than the most qualified employees. Abrams et al. (2018) also stated the possible negative consequences of age discrimination on youngster's physical health, material and psychological well-being.

2.2.2 Gender Discrimination

Gender includes a range of differences between men and women biologically to social (Abbas, Hameed and Waheed, 2011). Gender affects the function, responsibilities and tasks that one has to fulfill, predetermined how women and men should behave to be socially acceptable which contributed to persistent gender stereotypes in our society (Demerouti et al., 2016). Men are perceived to be dominant, daring and aggressive while women are expected to be relationship-oriented, caring, soft and kind which created difficulties for women to pursue traditionally men-dominated job as stereotypes view women as incompatible with the masculine attributes and characteristics thought necessary to perform those roles successfully (Caleo and Heilman, 2018). Therefore, men own a higher status compared to women in society due to these stereotypes and biases on women (Demerouti et al., 2016).

Gender discrimination can be explained in simple terms as treating women differently from men, often in a negative way solely because of her gender (Sohn, 2015). Employees are hired to execute critical tasks for organization's success and survival regardless of any gender differences but employee productivity and performance can be negatively influence by gender discrimination (Abbas et al., 2011). Demerouti et al. (2016) stated that women are not only disadvantaged in recruitment process, wage differences and inequity in promotion opportunities, gender discrimination also affect perceptions of job characteristics for women. Amir and Mahmud (2014) also stated that women has more interruption in career development and gender discrimination do occur in reward preference in which

women receive different wages and rewards compared to their male colleagues. Discrimination agents against women workers including but not limited to employers, co-workers and government agencies while self-employed women are not free from discrimination as they may experience discrimination from other groups such as customers that refuse to purchase certain goods and services being sold by women (Sohn, 2015).

Women's educational levels and labor force participation rate had increased but gender inequalities in the workplace still exist in most countries (Paola and Scoppa, 2015). This is supported by Fatihah, Farida, Lamentan and Pah (2018), as their study stated that women have been struggling for equality in the corporate world for decades but gender inequalities still persist in few selected industries. Caleo and Heilman (2018) also stated that although there is now more women in the workforce and a narrower wage gap is observed in the United States but women still remain underrepresented in top position, for example women constitute only 5.8% of S&P 500 CEOs, holding less than 20% technical roles in organizations and only represent 11% of professors in engineering field. Discrimination against women applying for top position may relate to the presumption of top position's characteristic as being masculine, dominance and autonomy while women are generally assume as being less committed to work and assigned reproductive and supportive roles traditionally (Baert et al., 2016).

According to Liu, Nomura and Nishijima (2016), a study that look into discrimination against women within the Brazilian labor market stated that income inequality between men and women remains a major concern that can distorts resource allocation, hinder economic growth and negatively influence Brazilian society as a whole. Discrimination on women is more severe than men as result show a decline in job satisfaction, motivation, organizational commitment, and enthusiasm among women and increase in stress level as consequences of gender discrimination in the private sector (Abbass et al., 2011).

In the effort to promote gender equality, equal opportunities and equal treatment laws had been enforced by policymakers to increase women's access to education so women could hold similar positions as men but this type of policy had failed to yield expected results as imbalances in top managerial level in organizations still persist (Paola and Scoppa, 2015). Vala and Verniers (2018) stated that many policies in advanced industrial countries is enforced to tackle gender discrimination in terms of recruitment, wages, benefits and promotion but the circumstances still remain. Caleo and Heilman (2018) also mentioned that organizations had shown efforts to combat gender discrimination through encouraging gender equality in the operations but the results are still vague and more time are required to justify the intended results.

2.2.3 Race Discrimination

There are actually no biological or genetic differences among races (Alsaeed and Fernandes, 2014). The concept of race is premised on false belief of meaningful genetic or biological differences like skin color of a group and racism is a concept using race to limit social relations which often result in prejudice, negative attitudes, discrimination or differential treatment directed at certain groups in a society (George, Graham, Spence and Wells, 2016). US National Research Council described race discrimination as differential treatment on the basis of race that places certain race in a disadvantage position (Ruedin and Zschirnt, 2016). Social exclusion of human resource based on group membership is a serious form of social injustice and a waste of talent that could have been used to enhance organization performance (Andriessan, Dagevos, Faulk and Nievers, 2012).

Race discrimination exists in both private and public sector as race inequality is observed in different aspect such as education, income, health and even within families (Mitchell-Walthour, 2017). The Equal Employment Opportunity Commission of the U.S. had received over 30,000 complaints yearly since 2007

although there are laws protecting employees from employer biased based on race (Kuroki, 2017). Race discrimination involves harassment, denial of access to employability and underestimation on an individual's education, talent and experience solely based on their racial background (Alsaeed and Fernandes, 2014). Kuroki (2017) stated that in the United States, the black-white wage gap has been persistent and black employees tend to get dismissed from their work compared to white employees with similar credentials. Negative stereotype exist on African American as they are perceived to be lazy, immoral and disinterested in work (Alsaeed and Fernandes, 2014). Furthermore, it is also observed in Brazil, black women have a higher unemployment rate, more present in the precarious jobs and even with similar educational level as white women, black women are 40 % underpaid compared to white women (Lucas and Silva, 2018). On the other hand, in Britain, non-whites also face similar conditions where there are hinders to obtain well-paid jobs or receive lesser pay than whites within the same job level (Brynin and Güveli, 2012).

Taste-based race discrimination exist when employers, customers or coworkers has race preferences against individuals from a specific group such as migrants (Andriessan et al., 2012). When employers make decision in hiring processes based on race preferences, employers may be willing to offer higher wages to a person who matches the desired race profile or reluctant to hire a person who race do not matches employers' preferences (Ruedin and Zschirnt, 2016). By contrast, statistical discrimination occur when employers' expectations about an individual are based on assumption that individual job candidate's capability is similar with the group to which the individual is identified due to lack of complete information and bias may exist since the individual is judged on traits that are attached to certain group (Andriessan et al., 2012). As a consequences of statistical discrimination, employers may failed to hire the most qualified applicants since employers make selection decision based on stereotypes or past experience that lead employers to discounts the applicant because of race (Ruedin and Zschirnt, 2016).

2.3 GAPS IN THE LITERATURE

Researchers have identified the sources that contributed to continuous workplace discrimination in the past several decades (Alsaeed and Fernandes, 2014). A review of literature has indicated that discrimination has been widely studied globally such as in Albanian society (Furxhi et al., 2016), Canada (Godley, 2018), Europe (Ayalon, 2014), Germany labor market (Kaas and Manger, 2011), Brazilian labor market (Liu, Nomura and Nishijima, 2016), Poland (Stypinska and Turek, 2017), India (Bahl et al., 2016) and China (Zhang, 2017). When narrow down into Malaysia context, a study conducted by Javed and Kadiresan (2015) had stated that age discrimination, gender discrimination and race discrimination are factors that triggered discrimination in the workplace. Khalid and Lee (2016) studied race discrimination in hiring fresh graduates. Ismail and Jajri (2012) examined gender wage differentials and labor market discrimination in Malaysia. Miles (2016) studied on gender discrimination and inequality within Malaysia's manufacturing sector but there are limited studies done on discrimination under the influence of all three factors which is age discrimination, gender discrimination and race discrimination focusing in Malaysia's manufacturing sector. Thus, this study aimed to tighten the literature gap as the findings may differ from other countries or context where previous studies were conducted.

2.4 GROUNDED THEORY

Social dominance theory (SDT) believe that there is three qualitatively distinct systems of group-based hierarchy exist in societies with stable economic surplus which consist of an age system where adults overpower youngsters, a gender system where men overpower women in terms of social, political and military and lastly an arbitrary-set system where groups with social distinctions like nationality, race, class and descent have differential access than another group (Levin, Pratto and Sidanius, 2006).

Based on SDT, group-based hierarchical structures are embedded in society as members of low-status groups have limited access to resources compared to high-status groups (Simmons, Umphress and Watkins, 2015). Low-status groups comprises of women and race minorities who are negatively affected by the social hierarchy and continue to face discrimination (Barlow, Hornsey, Radke and Sibley, 2017). A study by Bohmann, Cox, Guardia and Young (2017) suggest that individual with high social dominance orientation hold negative attitudes toward older employee and may negatively impact the workplace experiences of older employee. The dominant social group seize unfair share of resources at the expense of lower status groups such as power and wealth, easier access to higher education, positive social value, more security and leisure (Hajra, Jamil and Saleem, 2016).

SDT also suggest that people tend to generate and maintain group-based hierarchies in the society and the types of bias like race bias, gender bias and age bias are generally the consequences and results of individuals' tendency to create such group-based hierarchies (Parks-Yancy and Simmons, 2014). It constitutes a preference for systems where dominant status groups forcefully oppress and suppress lower status groups (Hajra et al., 2016). Individuals with high social dominance orientation tend to believe that they are entitled and should dominate other groups and often hold negative perceptions on members of the other groups so SDT has been consistently linked to discrimination toward minority groups (Bohmann et.al, 2017). This paper looks into the factors influencing workplace discrimination and the underlying theory on discrimination can be linked to the social dominance theory.

2.5 CONCEPTUAL FRAMEWORK

Conceptual framework is developed as follow:
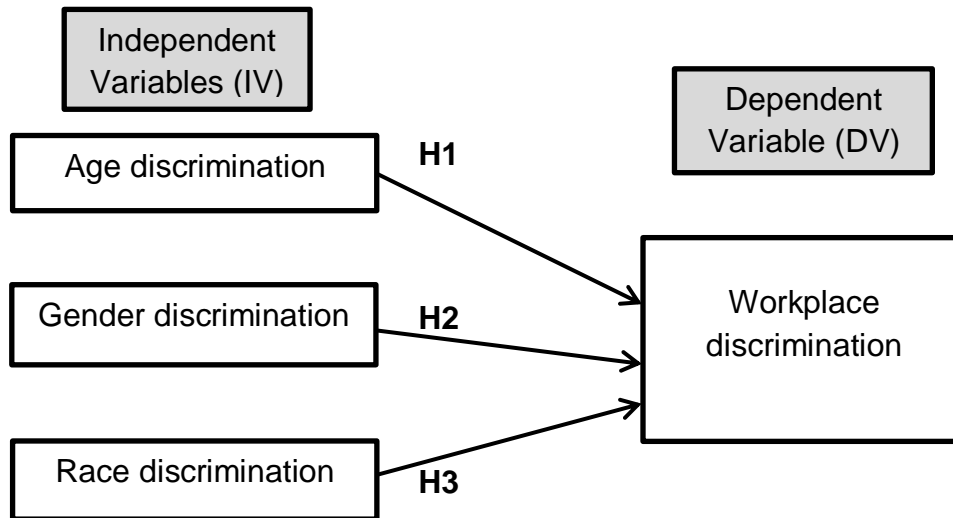
Figure 1: Conceptual framework

2.6 HYPOTHESES

Hypotheses are developed as follow:

H1: There is a significant relationship between age discrimination and workplace discrimination in the manufacturing industries in Malaysia.

H2: There is a significant relationship between gender discrimination and workplace discrimination in the manufacturing industries in Malaysia.

H3: There is a significant relationship between race discrimination and workplace discrimination in the manufacturing industries in Malaysia.

2.7 CONCLUSION

In conclusion, existing literature on workplace discrimination is reviewed in this chapter. Grounded theory which is the social dominance theory is explained. The conceptual framework and hypotheses are established based on the proposed factors which consist of age discrimination, gender discrimination and race discrimination.

CHAPTER 3: RESEARCH METHODOLOGY

3.0 OVERVIEW

This chapter discussed the application of research methodology for this study. This is a quantitative study through distribution of questionnaires. The research design, sampling design, questionnaire design, unit of analysis and measurement will be explained throughout this chapter to provide an overall picture on how this study is being conducted.

3.1 RESEARCH DESIGN

Research design is the systematic procedure and methods in designing, collecting and analyzing data through the conceptual model, variables and creation of the questionnaire (Habib, Pathik and Maryam, 2014). It is important in conducting business research as it is applied to provide answers for the research questions by providing a framework that outlines the data gathering process, data analysis and interpretation of the results (Greener and Martelli, 2015).

Qualitative research seek to describe and decode the meaning, not the frequency of a phenomena in the social world through interpretive techniques such as focus groups, observation, case studies and action research that aimed to develop understanding through detailed description (Cooper and Schindler, 2014). On the other hand, quantitative research is a method that focuses on the objective measurement and numerical analysis of data collected through distribution of surveys, questionnaire or polls which is generalized across groups of people (Labaree, 2014). Quantitative approach is commonly applied to measure consumer behavior, knowledge, opinions or attitudes in business research (Tominc, Krajnc, Vivod, Lynn and Frešer, 2018). This study applied quantitative research method to serve its purpose in examining whether factors consist of age discrimination, gender discrimination, race discrimination influence workplace discrimination in the manufacturing industries of Malaysia by collecting

and converting data into numerical form, analyzed using statistical techniques to reach conclusions (Goertzen, 2017).

Research types can be classified into exploratory, descriptive, analytical and predictive (Collis and Hussey, 2014). According to Bougie and Sekaran (2016), in research design, the exploration was led using quantitative method and data collected from a dispersed questionnaire will be analyzed with its tendency to be descriptive. The research type of this study is descriptive because it only describe the phenomena as it exist while seek to identify and obtain information on a particular issue (Collis and Hussey, 2014). Correlation design is use to determine whether relationships exist between variables (Cooper and Schindler, 2014). Thus, descriptive correlation design is used to determine the relationship between factors consist of age discrimination, gender discrimination, race discrimination and workplace discrimination in the manufacturing industries of Malaysia in this study.

Study setting can be categorized to contrived and non-contrived and this study is conduct in non-contrived setting because this research does not manipulate the research environment and data is collected in the natural environment (Bougie and Sekaran, 2016). Besides, the extent of researcher interference is minimal as only questionnaire is distributed to the respondent and respondents' work is not interfered (Billah and Khan, 2013). Figure 2 below shows the research design framework:
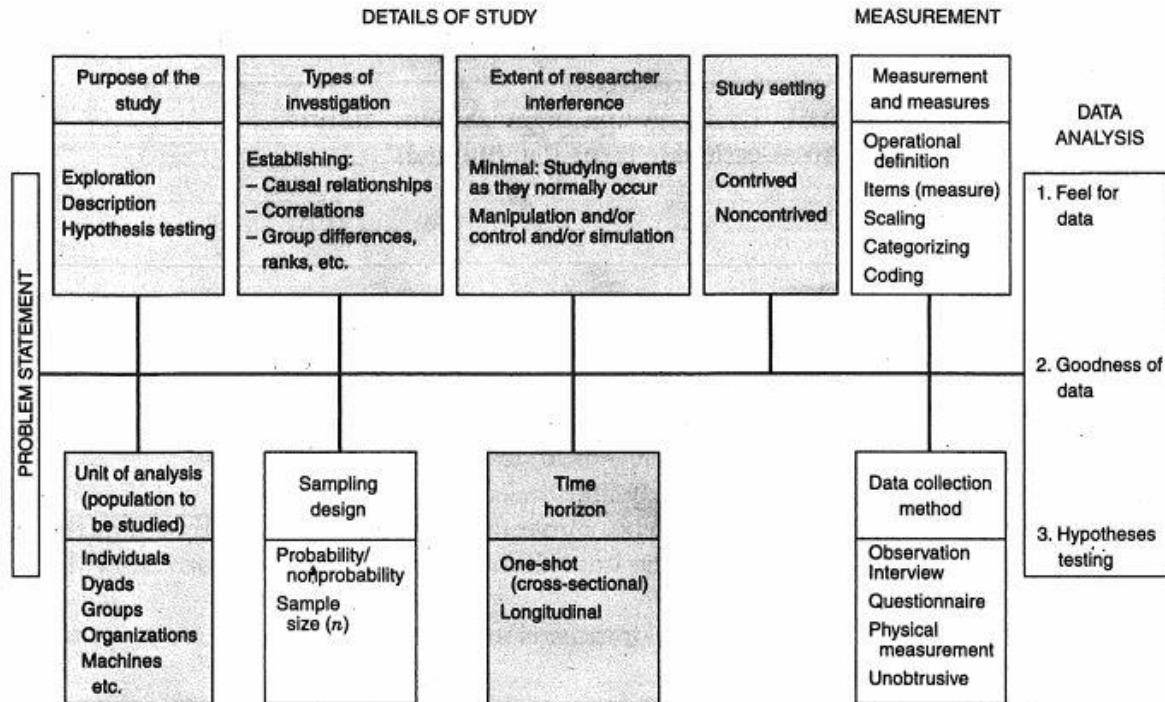
Figure 2: Research design framework

Source: Bougie and Sekaran (2011)

3.2 UNIT OF ANALYSIS AND TIME HORIZON

Unit of analysis is the subject of data collection which referring to 'what' or 'whom' that being studied and identifying the appropriate unit of analysis is vital for research design in examining the variables of the study (Babbie, 2013). In the research study of social science, unit of analysis that is commonly used is individual because researchers are able to analyze the behavior of a group based on individual's behavior and personal experience (Nicki, 2017). Research population of this study is the employees in the manufacturing industries of Malaysia. Since employees are classify as individual so the unit of analysis is individual for this study.

Time horizon consists of cross-sectional or longitudinal studies (Bougie and Sekaran, 2016). Cross-sectional studies are commonly used when involving surveys on large numbers of companies or people and are preferable when there are time constraints and limited resources (Collis and Hussey, 2014). Data in cross-sectional studies is collected once from more than one respondent in a short period of time (Bell and Bryman, 2015). On the other hand, longitudinal studies involve collecting data at regular intervals from the same variables or a group of subjects repeatedly over a long timeframe in order to track changes over time which is more appropriate with qualitative research which usually has a smaller sample size (Bougie and Sekaran, 2016). Therefore, cross-sectional is more suitable for this study as data is collected once, simultaneously over different contexts and this study has a large sample size (Collis and Hussey, 2014).

3.3 SAMPLING DESIGN

Sampling design is a research method that enables researchers to focus on smaller part of the population and examine the generalizability of the research findings to the larger population which is a more efficient, accurate and economic data collection method (Greener and Martelli, 2015). This study is applying sampling design rather than census because the research population of this study is too large which is the employees of Malaysia's manufacturing industries and the researcher only able to approach small part of the entire population.

3.3.1 Sampling Plan

There are two types of sampling plan which is probability and non-probability sampling (Bougie and Sekaran, 2016). Probability sampling is random data collection where everyone within the population has the same probability of

chance to be chosen to be involved in the study (Acharya, Prakash, Saxena and Nigam, 2013). In the case of non-probability sampling, data collection is from surveying participants who are conveniently available to take part in the study such as family or friends to ease the process (Greener and Martelli, 2015). Convenience sampling is one of non-probability sampling method which best applied under the circumstances of limited time and cost constraint, where individual of the target population who fulfill certain criteria such as easy accessibility and availability can be involve in the study (Alkassim, Etikan and Musa, 2015). This study applied non-probability convenient sampling method because of huge target population and there is time constraint. Thus, due to these limitations, online questionnaire is distributed intentionally to population who are conveniently available to participate such as colleagues, friends, family and others which is more effective, high response rate and is believed to be the fastest way to complete data collection for this study.

3.3.2 Sample Size

Appropriate sample size is essential to ensure that the number of respondents is sufficient to provide accurate and reliable assessment with certain statistical assurance as the selected sample size has to be representative of the entire target population (Ferreira and Patino, 2016). Cohen 1988 statistical power analysis is used in many studies as guideline in deciding the sample size because additional factors including population effect size and statistical power are taken into consideration which leads to more reliable and meaningful results (Chua, 2006).

Cohen (1988) proposed that d=0.2 is a 'small' effect size, 0.5 is 'medium' effect size and 0.8 represents a 'large' effect size, a 'large' effect size is obvious or consistent enough to be observed with the naked eye while 'small' effect size is a real effect that required careful study to be observable. The effect size of this

research is small (d=0.2) because the effect cannot be observed with naked eye and careful study is required to observe the effect size. On the other hand, Cohen (1992) suggested setting the statistical power at 0.8 for general use since a low power is difficult to detect a significant effect which can lead to ambiguous result while a high power is able to detect very small difference in the effect which indicates although the results are significant but the effect size is not practical and a larger power would lead to a big sample size requirement which is likely to exceed the researchers' available resources. Thus, in this research, the sample size of 393 is determined based on Cohen (1988) with d= 0.2 and power at 0.80.

The questionnaire is only considered valid and significance for statistical analysis if the response rate is 60% and above (Bougie and Sekaran, 2016). Thus, in order to meet statistical significance of 250, total of 400 questionnaires will be distributed to target population. Figure 3 below shows the determining sample size based on Cohen (1988):

Power Tables for Effect Size d
(from Cohen 1988, pg. 55)

two-tailed α = .05 or one-tailed α = .025

Power	.10	.20	.30	.40	.50	.60	.70	.80	1.0	1.20	1.40
.25	332	84	38	22	14	10	8	6	5	4	3
.50	769	193	86	49	32	22	17	13	9	7	5
.60	981	246	110	62	40	28	21	16	11	8	6
2/3	1144	287	128	73	47	33	24	19	12	9	7
.70	1235	310	138	78	50	35	26	20	13	10	7
.75	1389	348	155	88	57	40	29	23	15	11	8
.80	1571	393	175	99	64	45	33	26	17	12	9
.85	1797	450	201	113	73	51	38	29	19	14	10
.90	2102	526	234	132	85	59	44	34	22	16	12
.95	2600	651	290	163	105	73	54	42	37	19	14
.99	3675	920	409	231	148	103	76	58	38	27	20

Source: Cohen (1988)

Figure 3: Sample size based on Cohen (1988)

3.4 INSTRUMENT

The most economical data collection method, in terms of time, energy and cost is through questionnaire where researcher prepare and distribute a set of questions which are related to the factors of the study and data collected are basically accurate since it is filled by other participants (Anand, 2012). Questionnaire is used in this study as it is considered the most economical method while able to reach out to large number of respondents especially through online. Questionnaires were created using google form and distributed online via social networking sites to the related target respondents which are employees who work in manufacturing industries in Klang Valley, Senawang and other area around Negeri Sembilan. The feedback is collected from employees who are available based on their convenient time. The data collected in this study is processed using SPSS, a statistical software program with 95% confidence level.

Items in the questionnaire of this research are developed using adopt method. There are 5 sections in the questionnaire where section 1 consists of demographic profile of the respondents, followed by section 2 which consists of questions on dependent variable (workplace discrimination) and the last 3 sections consist of questions on the independent variables (age discrimination, gender discrimination and race discrimination) that are influencing the dependent variable. There are 5 questions in each section. Section 1 includes 5 multiple choice questions on respondent's personal information which consist of age, race, gender, job category and highest education level.

The measurement used in section 2 to section 5 of the questionnaire is 5 points Likert Scale which measure the level of agreement of participants from strongly disagree to strongly agree with the set statements and reduce the variability between individual (Eze, Tan, and Yeo, 2012). This scale is based on the presumption that each statement on the scale has equal attitudinal 'value' or 'weight' that reflect attitude towards the issue in question and it is the easiest to construct compared to other type of scale such as the Thurstone scale and the

Guttman scale (Kumar, 2014). Section 2 consists of total 5 questions measuring about discrimination cited from Ramlan (2018) and Kartolo (2016), the Cronbach's alpha for this scale was 0.886 and 0.942 accordingly. Section 3 measure age discrimination with 5 questions cited from Gonzales et al. (2016) journal with Cronbach's alpha value of 0.93. Section 4 measure gender discrimination with 5 questions cited from Ler (2014) with Cronbach's alpha value of 0.814 and 0.821. Last but not least, section 5 measure race discrimination with total of 5 questions cited from Ramlan (2018) and Lockett (2013) with Cronbach's alpha value of 0.886 and 0.94 accordingly.

Table 2 below show the summary for questionnaire:

Section	Items	No. of Questions	References
1	Demographic	5	-
2 (DV)	Workplace discrimination	5	Ramlan (2018); Kartolo (2016)
3 (IV)	Age discrimination	5	Gonzales, Marchiondo and Ran (2016)
4 (IV)	Gender discrimination	5	Ler (2014)
5 (IV)	Race discrimination	5	Ramlan (2018); Lockett (2013)

3.5 PILOT TEST

Pilot test is a small scale of study that carried out to test the reliability of a data collection tool and is crucial to be conducted first so the tool can be enhance when adapting to local context (Peersman, 2014). The objectives of conducting a pilot test is to assist researchers to diagnose problems at the early stage so correction, enhancement or improvement can be done accordingly and this help to reduce failure rate on the focus area of the research (Symmank and

Spethmann, 2018). In addition, pilot test also ensure that the questions are understandable by respondents and the questionnaire is applicable (Saunders and Tosey, 2015). The recommended sample size for pilot test is approximately 10% of the expected sample size (Creswell and Creswell, 2018). Thus, around 40 respondents is required for pilot test based on sample size of 393 for this study.

This study will carry out factor analysis in pilot test through KMO Barlett's Test of Sphericity, factor loading and eigenvalues. The rule of thumb for KMO is the value obtained to be higher than 0.6 (Hooper, 2012), the factor loading should be higher than 0.6 (Peace and Yong, 2013) and eigenvalues to be greater than 1 (Taherdoost, Sahibuddin and Jalaliyoon, 2014). Reliability test will be conducted after factor analysis is completed and the result of the reliability test will enhance the feasibility of the research (Pallant, 2016). This study will use SPSS to determine the Cronbach's alpha value and the requirement is above 0.7, any factors with value below 0.7 should be disregarded as it represents poor reliability (Anderson et al., 2018).

3.5.1 Factor Analysis

Factor analysis is applied to examine the correlation between pairs of variables measured on a rating scale such as a Likert scale and the resulting factor scores represent the relative importance of the variables to each factor (Collis and Hussey, 2014). Factor analysis is required to be conducted before able to proceed for further tests to verify whether specific factors or items need to be removed in order to enhance the validity of the construct (Babin, Carr, Griffin and Zikmund, 2013). Factor analysis is conducted to reduce or add the number of construct if there is a lot or insufficient measurable variables and to determine whether there is sufficient sampling adequacy to obtain effect size accurately (Bougie and Sekaran, 2016).

Therefore, KMO (Kaiser-Meyer-Olkin) Bartlett's Test of Sphericity is applied to measure the sampling adequacy by evaluate and determine whether the data collected and items in the questionnaires are relevant and appropriate for factor analysis (Taherdoost et al., 2014). The KMO Barlett's Test of Sphericity is a coefficient which have a range of values between 0 to 1 and the value obtained under KMO must be higher than 0.6 (Hooper, 2012). If value is lower than 0.6, it indicate insufficient samples for pilot tests to give reliable results so more samples is needed to be collected and included to ensure the value for KMO Bartlett's Test of Sphericity is higher than 0.6 (Bougie and Sekaran, 2016).

Factor loading is conducted to look into items (questions in the questionnaire) and determine whether the questions are valid and whether there is a need to reduce number of factors (Cooper and Schindler, 2014). Factor loading value required is more than 0.6 for the items to be valid and relevant, higher scores indicate that the dimensions of the factors are better accounted by the variables (Peace and Yong, 2013). According to Cooper and Schindler (2014), it is acceptable for factor loading value obtained for pilot test to be lower than 0.6 but higher than 0.5 and If value is lower than 0.5, the item have to be changed or removed.

Eigenvalues is applied to ensure that factors are suitable and appropriate for the study (Bougie and Sekaran, 2016). Eigenvalues should be greater than 1 in order to be valid, worth analyzing for statistical significance and accepted for further analysis (Taherdoost et al., 2014). However, the number of Eigenvalue more than 1 must equal to the number of variables or construct in the study and if Eigenvalues is below 1, indicate that the variability of the construct is low and may skew the result of the findings (Cooper and Schindler, 2014). Eigenvalue test is not able to provide details and unable to identify which variable has the low variance so further investigation using various validity tests is required to identify which of the variable has a low variance (Fidell and Tabachnic and, 2013).

3.5.2 Reliability Test

The questions and responses collected from the survey are measured by reliability test to verify the data collected is consistent and reliable where a higher reliability value indicates a more consistent data (Bell and Bryman, 2015). The measure is reliable if the research repeated and same results are obtained (Collis and Hussey, 2014). Consistent measurement across time through reliability test is required to ensure responses are without bias (Bougie and Sekaran, 2016).

Cronbach's alpha coefficient is widely used to check the internal reliability of multiple-items scales where each item is correlated with other items that relate to the construct across the sample and the average inter-item correlation is taken as the index of reliability (Collis and Hussey, 2014). The value of Cronbach's alpha based on internal consistency must be more than 0.7 to be reliable and if the value is lower than 0.7, the item is less reliable and need to be removed (Anderson, Babin, Black and Hair, 2018). Reliability test is conducted after factor analysis and will be run during pilot test and full scale data collection in this study.

3.6 DATA ANALYSIS

Measurement instruments are commonly used to study the evaluation of phenomena in a research setting by quantifying the observations of the phenomena which involve construction and quantify variables through development and application of instruments (Gidengil, Parker and Fisher, 2012). In this study, data collected from the questionnaires online will be analyzed using data analysis methods consists of descriptive analysis, hypothesis testing and other supporting tests through Statistical Package for the Social Sciences System (SPSS).

3.6.1 Descriptive Information

Descriptive information is revealing the characteristic of the respondents through demographic survey (Davis, 2014). Characteristic like gender, age, education, location, occupation, income level, marital status and others are included as descriptive information (Aylaz, Aktürk, Erci, Öztürk and Aslan, 2012). The descriptive analysis of this study will be done by using SPSS. This study is collecting respondents' demographic profile including age, gender, race, highest educational level and job category through multiple choice question design. All personal information of the respondents will be collected anonymously and will not be disclosed.

3.6.2 Hypotheses Analysis

After successfully completed the factor analysis and reliability test, the data is now ready for subsequent analyses which is the hypotheses testing (Quinlan, 2011). Hypotheses testing are collecting samples from a large population in order to test a null hypothesis to calculate an average value for the variables and determine the relationship between independent variables and dependent variables (Gaston, 2014).

3.6.2.1 Multiple Regression Analysis

The outcome in the dependent variable is predicted by a single independent variable in a simple regression model whereas in multiple regression model the outcome in the dependent variable is predicted by more than one independent variable (Collis and Hussey, 2014). This study will apply multiple regression analysis as the dependent variable is predicted by three independent variables. Multiple regression analysis is conducted to determine whether the research

framework and the constructs of the framework have a model fit (Cooper and Schindler, 2014). The rule of thumb of R^2 for the model fit is the value must be more than 0.5. If the value of R^2 is lower than 0.5 indicate that the constructs of the framework is unable to describe and do not serve as a strong predicator for the phenomenon under study. Result of a low R^2 value (below 0.5) means that the constructs in the study do not have sufficient predictive power and there are other factors which are not included in the study might be able to influence the phenomenon under study (Lewis, Saunders and Thornhill, 2015).

Besides that, p-value in multiple regression analysis measured the statistical significance of each of the independent variables where any p-value below 0.05 will be considered to be significant as the general acceptance conventional level (Cooper and Schindler, 2014). In multiple regression models, beta coefficient is used to identify which factor has the highest influence on the phenomenon under study (Brown and Peterson, 2005). Beta coefficient represented by the symbol β measures the strength and direction of the linear association ranging between -1 to +1 (Bougie and Sekaran, 2016). The factor with higher beta coefficient value has the higher level of influence and stronger relationship on the phenomenon under study compared to other factors (Brown and Peterson, 2005).

3.7 ETHICAL CONSIDERATION

Ethical consideration is vital for research to remain honest and truthful and it is important to gather data ethically so the integrity and quality of the research can be maintained (Eatough, 2007). The researcher is responsible to obtain consent from respondents and the participation must be voluntarily (Connelly, 2014). It is prohibited to manipulate the collected data in order to ensure the accuracy and reliability of the findings (Resnik and Elliott, 2016). This study collects data ethically where participation is on voluntarily basis and data collected will only be used for this research purpose only.

3.8 CONCLUSION

Chapter 3 explained the research method applied in order to meet the research objectives. This study applied quantitative research method and questionnaires will be used for data collection. The questionnaire will be conducted with convenient sampling method by distributing online questionnaire survey to employees in the Malaysia's manufacturing industries. Various data analysis methods are applied. Finding of the research will be analyzed and explained in the next chapter.

CHAPTER 4: RESEARCH FINDINGS

4.0 OVERVIEW

This chapter will demonstrate, analyze and interpret the results of the data gathered from the employees of Malaysia's manufacturing industries. As discussed in Chapter 3, the data collection and analysis has been conducted in accordance to the proposed methodology. The analysis was conducted through SPSS statistical tools. Pilot test is conducted to verify the feasibility of the questionnaire's items prior to the final data collection. Then, after data collection is complete, appropriate tests which include factor analysis, reliability test, descriptive analysis and hypotheses testing are conducted to assess the existence and level of relationships between the variables in the study.

4.1 PILOT TEST

The main purpose of pilot test is to check the feasibility of the approach which will later be used in a larger scale research (Davis, Kraemar and Leon, 2011). In this research, data from 40 respondents is used to run the pilot test which included factor analysis and reliability test to examine the suitability and validity of the data at the initial stage.

4.1.1 Factor Analysis Result

Factor analysis is used to check whether the constructs of the questionnaire are relevant to the research and to provide insights whether specific items is needed to be removed from subsequent data collection to strengthen the validity and appropriateness of the constructs (Bougie and Sekaran, 2016). Factor analysis has been carried out in pilot test stage of this research by examining factor

loading, eigenvalue (Ev) and Kaiser-Meyer-Olkin (KMO) Bartlett's Test of Sphericity.

Factor loading is defining the correlation between variable and the extracted data should be more than 0.6 to be valid and appropriate for further analysis (Cooper and Schindler, 2014). The factor loading for 19 items are range from 0.622 to 0.921 which indicate that these 19 items can proceed for further analysis. However, one item under race discrimination section do not meet the minimum requirement of 0.6, the factor loading value is only 0.241 for R1 item. Therefore, this item (R1) will be excluded from further analysis.

According to Collis and Hussey (2014), KMO Barlett's Test of Sphericity is measuring the sampling adequacy and the KMO should be more than 0.6 with significance less than 0.05. The KMO value obtained during the pilot test is more than 0.6 which indicates the data collected is suitable for this study. Besides that, all the factors had Eigenvalue greater than 1.0 which range between 2.807 to 3.279, indicating the factors are valid, worth analyzing for statistical significance and accepted for further analysis (Taherdoost et al., 2014). The result obtained from SPSS for factor loading, KMO Barlett's Test of Sphericity and Eigenvalue is shown at Appendix A.

Table 3 below show the summary of the factor analysis result (Pilot test):

Factors	Code SPSS	Items	Factor Loading	KMO	Ev
Workplace discrimination	D1	I believe that benefits discrimination happened towards the employees at my workplace.	0.799	0.688	2.807
	D2	I feel promotion discrimination is frequently practiced in companies.	0.844		
	D3	Career development discrimination always happened at my workplace.	0.622		
	D4	Prejudice exists in where I work.	0.792		
	D5	At work minority employees receive fewer opportunities.	0.665		
Age discrimination	A1	I have been passed over for a work role/ task due to my age.	0.629	0.782	3.221
	A2	My contributions are not valued as much due to my age.	0.881		

	A3	I have been treated as though I am less capable due to my age.	0.921		
	A4	I have unfairly been evaluated less favorably due to my age.	0.810		
	A5	I was blamed for failures/ problems due to my age.	0.74		
Gender discrimination	G1	I think women have to work more amount than men with similar qualifications and position.	0.683	0.769	3.279
	G2	Employees at my work tend to respect men in managerial position than women in the same position.	0.843		
	G3	Women at my work cannot demonstrate their managerial competency because they are always appointed to a junior position.	0.880		
	G4	Career advancement opportunities at my work get lesser when women are aging.	0.776		
	G5	There is lack of equal career advancement opportunities for women.	0.852		
Race discrimination	R1	My company has majority employees of the same race.	0.241	0.668	2.85
	R2	I believe that discrimination at the workplace only happened to certain race.	0.825		
	R3	I agree that specific race group is being frequently discriminated against in Malaysia.	0.783		
	R4	I was treated like I was of inferior status because of my racial background.	0.851		
	R5	My achievements were primarily due to preferential treatment based on my racial background.	0.880		

4.1.2 Reliability Test

After factor analysis was conducted, reliability test was run to ensure that the respondents are able to understand the questions in order to collect appropriate data for interpretation and to measure the consistency of the responses collected (Bougie and Sekaran, 2016). The value of Cronbach's alpha based on internal consistency must be more than 0.7 to be considered as a good strength of association and if the value is lower than 0.7, the item is less reliable and need to be removed (Anderson et al., 2018). In this study, the Cronbach's Alpha of reliability test obtained range from 0.797 to 0.867 and the total Cronbach's Alpha value for all 19 items is 0.915 which indicate a high internal consistency and is appropriate for the final data collection. The result obtained from SPSS for Cronbach's Alpha is shown at Appendix B.

Table 4 below show the summary of the reliability test (Pilot test):

Variables	No. of items	Cronbach's Alpha
Workplace discrimination	5	0.797
Age discrimination	5	0.857
Gender discrimination	5	0.867
Race discrimination	4	0.859
Total	19	0.915

4.1.3 Conclusion for Pilot Test

In summary, data from 40 respondents is used to run the pilot test. Based on the results from the factor analysis and reliability test, the questionnaire is reliable and can be effectively understood by the respondents. However, item R1 under race section need to be excluded because it does not meet factor loading's minimum requirement of 0.6. Thus, further analysis on the full scale data collection will only proceed with 19 items.

4.2 DEMOGRAPHIC ANALYSIS

In this section, the results of demographic characteristic of the respondents which include age, race, gender, job category and highest education level are analyzed using SPSS.

4.2.1 Response Rate

The respondents of this research are the employees of manufacturing industries in Malaysia. A total of 411 responses are recorded via Google Forms, however only 394 responses are usable as 3 respondents disagree to participate in this survey and 14 respondents are from other races. Since this research focus on workplace discrimination of the 3 main races in Malaysia which is Malay, Chinese and Indian, the 14 responses from other races are excluded from further analysis. Thus, the response rate on usable responses is 95.86%.

Table 5 below show the summary of research response rate:

Total Response Received	Total Usable Response	Response Rate (Usable)
411	394	95.86%

4.3 RESPONDENT DEMOGRAPHIC PROFILE

The first section of the questionnaire is the demographic profile of the respondents which include age, race, gender, job category and highest education level. From the data collected, there are 163 (41.4%) respondents who aged from 21 to 30 years old; 139 (35.3%) respondents who aged from 31 to 40 years old; 70 (17.8%) respondents who aged from 41 to 50 years old and 22 (5.6%) respondents who aged between 51 years old and above. Majority of the respondents are Chinese which consists of 177 (44.9%), followed by Malay 128 (32.5%) and Indian 89 (22.6%). There are 205 (52%) of male and 189 (48%) of female respondents involved in the survey. In terms of job position, the highest

respond rate is from supervisor/ officer level which consist of 98 (24.9%) respondents, followed by professional with 92 (23.4%) respondents; managerial level with 85 (21.6%) respondents; others job level with 66 (16.8%) respondents and operator with 53 (13.5%) respondents. Majority of the respondents are bachelor degree holder which constitute of 208 (52.8%) respondents, followed by 89 (22.6%) respondents are diploma holder; 49 (12.4%) respondents are SPM holder; 32 (8.1%) respondents are master degree holder, 11 (2.8%) respondents are others qualification holder and 5 (1.3%) respondents are PhD holder. The result obtained from SPSS for demographic analysis is shown at Appendix C.

Table 6 below show the demographic profile of respondents:

Profile		Code (SPSS)	Frequency	Cumulative Frequency	Percent (%)	Cumulative Percent (%)
Age (years old)	21-30	1	163	163	41.4	41.4
	31-40	2	139	302	35.3	76.6
	41-50	3	70	372	17.8	94.4
	51 & above	4	22	394	5.6	100.0
Race	Malay	1	128	128	32.5	32.5
	Chinese	2	177	305	44.9	77.4
	Indian	3	89	394	22.6	100.0
Gender	Female	1	189	189	48.0	48.0
	Male	2	205	394	52.0	100.0
Job Category	Operator	1	53	53	13.5	13.5
	Supervisor/Officer	2	98	151	24.9	38.3
	Professional	3	92	243	23.4	61.7
	Managerial	4	85	328	21.6	83.2
	Others	5	66	394	16.8	100.0

Highest education level	SPM	1	49	49	12.4	12.4
	Diploma	2	89	138	22.6	35.0
	Bachelor Degree	3	208	346	52.8	87.8
	Master Degree	4	32	378	8.1	95.9
	Doctorate (PhD)	5	5	383	1.3	97.2
	Others	6	11	394	2.8	100.0

4.4 FINAL DATA ANALYSIS

In this research study, factor analysis and reliability test are conducted on the full scale data of the 394 responses collected using SPSS to measure the research data adequacy.

Table 7 below show the summary of independent variables and dependent variable:

Independent Variables	Dependent Variable
Age discrimination	
Gender discrimination	Workplace discrimination
Race discrimination	

4.4.1 Factor Analysis Result

As per Table 8, the factor loading for all factors exceed minimum requirement of 0.6 which indicate that all items are valid and relevant (Cooper and Schindler, 2014). Barlett's test of sphericity is significant at the 1% level (Collis and Hussey, 2014) and result for all four factors is 0 and the value for KMO is all above 0.6 which also exceed the minimum requirement (Hooper, 2012).

Based on the analysis, all eigenvalues obtained is more than 1 and as mentioned by Pallant (2016), the constructs with eigenvalues more than one can be considered as the most relevant components. In addition, the eigenvalue obtained in below analysis indicate that the factors are suitable and appropriate for this study (Bougie and Sekaran, 2016). The result obtained from SPSS for factor loading, KMO Barlett's Test of Sphericity and Eigenvalue is shown at Appendix D.

Table 8 below show the summary of factor analysis result (Final data analysis):

Factors	Code SPSS	Items	Factor Loading	KMO	Ev
Workplace discrimination	D1	I believe that benefits discrimination happened towards the employees at my workplace.	0.871	0.898, Sig. 0.000	3.839
	D2	I feel promotion discrimination is frequently practiced in companies.	0.880		
	D3	Career development discrimination always happened at my workplace.	0.896		
	D4	Prejudice exists in where I work.	0.895		
	D5	At work minority employees receive fewer opportunities.	0.838		
Age discrimination	A1	I have been passed over for a work role/ task due to my age.	0.853	0.901, Sig. 0.000	4.157
	A2	My contributions are not valued as much due to my age.	0.927		
	A3	I have been treated as though I am less capable due to my age.	0.945		
	A4	I have unfairly been evaluated less favorably due to my age.	0.935		
	A5	I was blamed for failures/ problems due to my age.	0.897		
Gender discrimination	G1	I think women have to work more amount than men with similar qualifications and position.	0.818	0.901, Sig. 0.000	3.931
	G2	Employees at my work tend to respect men in managerial position than women in the same position.	0.894		
	G3	Women at my work cannot demonstrate their managerial competency because they are always appointed to a junior position.	0.915		

	G4	Career advancement opportunities at my work get lesser when women are aging.	0.895		
	G5	There is lack of equal career advancement opportunities for women.	0.908		
Race discrimination	R2	I believe that discrimination at the workplace only happened to certain race.	0.876	0.758, Sig. 0.000	3.149
	R3	I agree that specific race group is being frequently discriminated against in Malaysia.	0.849		
	R4	I was treated like I was of inferior status because of my racial background.	0.919		
	R5	My achievements were primarily due to preferential treatment based on my racial background.	0.904		

4.4.2 Reliability Test

One of the purposes to conduct reliability test is to minimize statistical error and acquire reliable result where a higher reliability value indicates a more consistent data (Bell and Bryman, 2015). As per Table 9, Cronbach's Alpha values obtained from 394 responses are all ranged above 0.9 which indicate a high level of internal consistency and high reliability of the scale. The result obtained from SPSS for Cronbach's Alpha is shown at Appendix E.

Table 9 below show the summary of the reliability test (Final data analysis):

Variables	No. of items	Cronbach's Alpha
Workplace discrimination	5	0.924
Age discrimination	5	0.949
Gender discrimination	5	0.931
Race discrimination	4	0.910
Total	19	0.964

4.5 HYPOTHESIS ANALYSIS

In this section, multiple regression analysis is applied to investigate the relationships between independent variables and dependent variable. Three hypotheses are developed in this study.

Table 10 below shows the research hypotheses in this study:

Item	Hypothesis
H1	There is a significant relationship between age discrimination and workplace discrimination in the manufacturing industries of Malaysia.
H2	There is a significant relationship between gender discrimination and workplace discrimination in the manufacturing industries of Malaysia.
H3	There is a significant relationship between race discrimination and workplace discrimination in the manufacturing industries of Malaysia.

4.5.1 Multiple Regression Analysis

Multiple regression analysis is conducted to determine whether the research framework and the constructs of the framework have a model fit and the rule of thumb of R^2 is to be more than 0.5 (Cooper and Schindler, 2014). Result of a low R^2 value (below 0.5) means that the constructs in the study do not have sufficient predictive power and there are other factors which are not included in the study might be able to influence the phenomenon under study (Lewis et al., 2015). Multiple regression analysis was conducted to examine the three hypotheses in this research. The result of the analysis was illustrated in Figure 4 to Figure 6.

Based on Figure 4, the R^2 for the regression model is 0.523 with a correlation of R of 0.723. This indicates that 52.3% of the variance in workplace discrimination can be predicted from age discrimination, gender discrimination and race discrimination. The moderate percentage indicates that the model is relatively

acceptable in predicting workplace discrimination in Malaysia. The remaining 47.7% of the variance could be explained by other factors that have not been included in this research.

Figure 4 below is the model summary in multiple regression analysis which shows the result of the relationship strength between age discrimination, gender discrimination and race discrimination towards workplace discrimination:

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.723[a]	.523	.520	3.68858

a. Predictors: (Constant), Race_IV, Gender_IV, Age_IV

Based on Figure 5, the ANOVA analysis showed that the F-test result of 142.786 (sig = 0.000) indicate that the regression model is significant at $p < 0.05$. This indicates that the combination of the constructs significantly predicted workplace discrimination in Malaysia in overall.

Figure 5 below shows the result of multiple regression ANOVA:

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5828.086	3	1942.695	142.786	.000[b]
	Residual	5306.190	390	13.606		
	Total	11134.277	393			

a. Dependent Variable: Discrimination

b. Predictors: (Constant), Race_IV, Gender_IV, Age_IV

Based on Figure 6, there are 2 variables (Age discrimination p=0.000 and Race discrimination p=0.000) have a significant relationship with workplace discrimination in the manufacturing industries of Malaysia. However, gender

discrimination does not have a significant relationship with workplace discrimination as its p value is 0.143 which is more than 0.05.

The highest standardized coefficients value is race discrimination with β = 0.405, followed by age discrimination with β = 0.298 and gender discrimination with β = 0.082. As a result, race discrimination is the strongest predictor of workplace discrimination, followed by age discrimination. Gender discrimination is excluded since its p value showed no significant relationship with workplace discrimination.

Figure 6 below shows the result for multiple regression analysis for independent variables:

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7.179	.569		12.621	.000
	Age_IV	.247	.050	.298	4.967	.000
	Gender_IV	.070	.048	.082	1.468	.143
	Race_IV	.452	.062	.405	7.269	.000

4.5.2 Hypotheses Analysis Summary

According to above findings, H1 and H3 are accepted as both significance values are 0.000 where p value is less than 0.05. Therefore, there is evidence to support that H1 and H3 have a significant relationship to workplace discrimination in the manufacturing industries of Malaysia. However, H2 is rejected as the significance value of gender discrimination is 0.143 which is greater than 0.05 so there is no evidence to support H2 to be significantly related to workplace discrimination.

The higher the value of Beta coefficient, β indicates stronger influence on the phenomenon under study (Bougie and Sekaran, 2016). Since race discrimination

has the highest β value (0.405) compared to age discrimination (0.298), it indicates that race discrimination has the strongest influence on workplace discrimination in the manufacturing industries of Malaysia so H4 is accepted.

Table 11 below shows the summary of hypotheses analysis:

Item	Hypothesis	Status
H1	There is a significant relationship between age discrimination and workplace discrimination in the manufacturing industries in Malaysia.	Accepted
H2	There is a significant relationship between gender discrimination and workplace discrimination in the manufacturing industries in Malaysia.	Rejected
H3	There is a significant relationship between race discrimination and workplace discrimination in the manufacturing industries in Malaysia.	Accepted

4.6 CONCLUSION

This chapter highlighted the research findings based on the data analysis which include factor analysis, reliability test, descriptive analysis and hypotheses analysis using SPSS statistical software. Pilot test was conducted prior to full scale distribution so necessary amendments can be done to reduce failure rate and ensure questions are understandable by respondents. Throughout the research findings, two out of three hypotheses were accepted. Race discrimination has the most powerful influence on workplace discrimination in Malaysia's manufacturing industries, followed by age. The next chapter will further explore the discussion of the findings shown in this chapter, recommendation for future research and personal reflection will also be provided.

CHAPTER 5: CONCLUSION AND RECOMMENDATIONS

5.0 OVERVIEW

This chapter provides detailed discussion on the results obtained from the research findings. Subsequently, the contributions to both industry and academic, limitation of the study, suggestions on future research and conclusion based on the research findings is presented. Lastly, a personal reflection is explained from the researcher's point of view in relation to the experience gained from conducting this research study.

5.1 DISCUSSION OF FINDINGS

The main objective of this research is to reconfirm the influence of three factors in term of age discrimination, gender discrimination and race discrimination on workplace discrimination in Malaysia's manufacturing industries. Three hypotheses were developed to answer the research questions and obtain the research objectives as per demonstrated in previous chapters. This section intends to provide detailed and critical discussion on each of the research objectives and hypotheses and linked with existing literature and researches.

Table 12 below shows the summary of hypotheses testing:

	Hypothesis	Result		Decision
H1	There is a significant relationship between age discrimination and workplace discrimination in the manufacturing industries in Malaysia.	p =0.000 (p < 0.05)	β=0.298	Accepted
H2	There is a significant relationship between gender discrimination and workplace discrimination in the manufacturing industries in Malaysia.	p =0.143 (p > 0.05)	β=0.082	Rejected

H3	There is a significant relationship between race discrimination and workplace discrimination in the manufacturing industries in Malaysia.	p =0.000 (p < 0.05)	β=0.405	Accepted

5.1.1 First Result

RO1: To examine the influence of age discrimination on workplace discrimination in the manufacturing industries in Malaysia.

H1: There is a significant relationship between age discrimination and workplace discrimination in the manufacturing industries in Malaysia.

Based on the result in Table 12, it shows that there is a significant relationship between age discrimination and workplace discrimination with p=0.000 (p<0.05). Thus, it is proven that age discrimination is one of the factors influencing workplace discrimination in Malaysia's manufacturing industries. Hence, this hypothesis is accepted. This result is supported by past researches from Hamdan et al. (2018) and Bayl-Smith et al. (2016) where the authors stated that older workers are often discriminated in the workplace in terms of skill recognition, denied employment or promotion or denied opportunities in attending training programs. As mentioned by Hertel and Zacher (2015), there are no age differences in core task performance between younger and older employees. However, older employees has been the target of age discrimination (Boyd and Carden, 2014; Gonzales et al., 2016; Stypinska and Turek, 2017) and despite of its negative consequences towards older employees and the organization, age discrimination continue to persist in the workplace (Bayl-Smith and Griffin, 2014). In conclusion, age discrimination is one of the factors that lead to workplace discrimination. As Malaysia is becoming an ageing nation by 2035 (Alwee et al., 2018), organizations in Malaysia should be aware of growing age discrimination issues in the workplace and be prepared to manage an aging workforce.

5.1.2 Second Result

RO2: To examine the influence of gender discrimination on workplace discrimination in the manufacturing industries in Malaysia.

H2: There is a significant relationship between gender discrimination and workplace discrimination in the manufacturing industries in Malaysia.

Referred to Table 12, it shows that there is no significant relationship between gender discrimination and workplace discrimination with p=0.143 (p>0.05), p value didn't meet the rule of thumb of lower than 0.05. Therefore, it is proven that gender discrimination is not one of the factors influencing workplace discrimination in Malaysia's manufacturing industries. Hence, this hypothesis is rejected. It implied that the employees in Malaysia's manufacturing industries do not consider gender discrimination as a factor that influences workplace discrimination.

This finding result is contradicted with the existing literature that supported the existence of gender discrimination in the workplace (Amir and Mahmud, 2014; Othman and Othman, 2016; Miles, 2016; Demerouti et al., 2016 Aishah and Mahazan, 2017). The explanation behind not bolstered might because the efforts of encouraging more women in tertiary educational level, increase women participation rate in the labor market and policy enforcement on anti-discriminatory rules by Malaysia government has begun to yield positive effects but more time and further studies are required to justify the intended result. This is aligned with the study of Caleo and Heilman (2018) that mentioned an increase of women participation in the workforce and narrower wage gap is observed in the United States with rising organizational efforts in encouraging gender equality in the operations but in-depth studies are also required to reexamine the existence of gender discrimination in the workplace and justify the intended results.

5.1.3 Third Result

RO3: To examine the influence of race discrimination on workplace discrimination in the manufacturing industries in Malaysia.

H3: There is a significant relationship between race discrimination and workplace discrimination in the manufacturing industries in Malaysia.

The result in Table 12 shows that there is a significant relationship between race discrimination and workplace discrimination with p=0.000 (p<0.05). In addition, race discrimination is the stronger predictor on workplace discrimination with β=0.405. Therefore, it is proven that race discrimination is one of the factors influencing workplace discrimination in Malaysia's manufacturing industries. Thus, this hypothesis is accepted. This result is proven by previous studies (Javed and Kadiresan, 2015; Khalid and Lee, 2016; Kuroki, 2017; Lucas and Silva, 2018) where race discrimination exists in the workplace. As mentioned by Alsaeed and Fernanders (2014) and George et al. (2016), there are no biological differences among races but racism which often result in prejudice, negative attitudes and discrimination directed to specific groups in society still exist. In the study of Liaw et al. (2015) also stated that despite Malaysia government effort in introducing policies to strengthen unity of all races but the results are not satisfactory and insufficient to overcome racial issues. Javed and Kadiresan (2015) also stated that race discrimination is the most significant factor in workplace discrimination due to the political history of Malaysia. Therefore, it can be concluded that race discrimination is one of the main factors that lead to workplace discrimination. Management should review the company's human resource policies carefully and look into current operation to eliminate practices that lead to race discrimination to avoid employees in becoming victim of workplace discrimination.

5.2 CONTRIBUTIONS

5.2.1 Contribution to the Academy

This study is fulfilling the gap of literature by narrowing down into a specific industry which is the manufacturing industries in Malaysia to examine the influence of age discrimination, gender discrimination and race discrimination on workplace discrimination. Academicians can gain knowledge about significant relationship between the variables based on the research findings of this study. Besides, this study can serve as a reference and would be useful to future researchers whom may have interest in conduct related studies. This study is able to provide valuable insights on workplace discrimination in the context of manufacturing industries in Malaysia.

5.2.2 Contribution to the Industry

This study helps to provide a better understanding not only for employees but also employers regarding the factors influencing workplace discrimination. As mentioned by Capman, Ehrhardt, Lyness, Murphy and Ragins (2015), employees who witnessed or aware of workplace discrimination have lower organizational commitment compared to employees who never faced workplace discrimination. This research found that race discrimination has the strongest influence on workplace discrimination. Thus, this finding can create awareness among employees to look into individual action that may contribute to race discrimination while employers can review existing HR policies and company practices to eliminate race discrimination in their operation and further protect employees from workplace discrimination in order to maintain employees' commitment to the organization.

5.3 LIMITATION OF STUDY

Geographical limitation is one of the primary shortcomings of this study as this research is not able to cover every state in Malaysia which includes East Malaysia due to time and cost constraints. Besides that, the Malay and Indian respondents consists of 32.5% and 22.6% respectively, majority of the respondents are Chinese. The majority respondents are from the age group of 21-30 years old who may not have much experience on age discrimination while 51 years old & above who is categorized as older employees, only consists of 5.6%. In consequence, the research findings may lack of generalizability to entire Malaysia workforce as the respondents of this study may not fully represent the general population. Furthermore, this study only focuses on three independent variables which are age discrimination, gender discrimination and race discrimination. There are other factors that may influence workplace discrimination. Thus, this study is not sufficient to represent and understand the overall factors that affect workplace discrimination in Malaysia.

5.4 RECOMMENDATIONS FOR FUTURE RESEARCH

Based on the limitations mentioned above, some suggestions can be considered by future researchers to produce a more comprehensive research in examining the factors influencing workplace discrimination in Malaysia. Firstly, it is recommend having more balanced respondents among all races and age group, covering wider geographical area across Malaysia and take into consideration on different personal aspects including income level and religion for future research. This is important to ensure the generated results able to represent the views from the general population in Malaysia workforce.

Apart from that, based on the result of multiple regression analysis of this study, gender discrimination has no significant relationship with workplace discrimination. As mentioned by Fatihah et al. (2018), gender inequalities

persisted in few selected industries. Thus, this research finding reveals a need to reexamine the influence of gender discrimination on workplace discrimination at other industries such as education, retail, hospitality, banking and healthcare in Malaysia. This could be another potential research topic to bridge the gaps and reaffirm the relationship between gender discrimination and workplace discrimination. Furthermore, according to Figure 4, there are 52.3% of the variance in workplace discrimination can be predicted from the determinants of this research. Therefore, future research can look into and include more factors such as religion, disability, sexual orientation and lifestyle (Furxhi et al., 2016) which may have influence on workplace discrimination. Future researchers should examine more variables to get obtain better determinants and higher value predicted by the model.

This study is a quantitative research and cross-sectional is applied by distributing questionnaire online due to time constraints and limited resources. Future research can consider to undertake a qualitative approach through longitudinal studies where it involve collecting data at regular intervals from the same group of people repeatedly over a long period of time in order to track changes over time (Bougie and Sekaran, 2016). Longitudinal studies allow researchers to detect developments or changes in characteristics of the target population which make the observation more accurate and provide valuable insights that might not be possible through cross-sectional studies (Collis and Hussey, 2014). Lastly, it is recommended to include measure to assess whether the respondent has any experience (direct or indirect) of workplace discrimination that could affect their perceptions and ratings. This will resulted in a better understanding on the respondents and data collected from them can produce more comprehensive results.

5.5 CONCLUSION

This is the last chapter of this research and it discussed about the key findings, contributions and recommendations based on the result findings. The results of this study revealed that age discrimination and race discrimination have significant relationship with workplace discrimination in Malaysia's manufacturing industries. However, further studies are required to reexamine the relationship of gender discrimination as a factor to influence workplace discrimination. The limitations and suggestions for future research are provided to enable more in-depth study to be conduct on relevant topic. It is necessary to continue studying the factors that influence workplace discrimination in Malaysia in order to tighten the literature gap. In addition, the existence of workplace discrimination can negatively affect the productivity and performance of employees which will affect organization overall performance and eventually to Malaysia's economy. Thus, workplace discrimination had always been a great concern in Malaysia (Javed and Kadiresan, 2015).

5.6 PERSONAL REFLECTION

In the course of completing this research, I had gained meaningful insights and knowledge on workplace discrimination in both global and local context. Organizations should be vigilance and understand the demographic changes in the workforce such as more women participation and older people in the labor market which can create unique and unprecedented challenges and opportunities for businesses to achieve a sustainable development. It is hoped that my research provides an overview and better understanding of workplace discrimination to be addressed at individual, organizational and national level in the Malaysian context. Last but not least, I am very thankful and appreciate the great support and guidance from my supervisor, Dr Yip Foon Yee throughout my journey in completing this research.

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APPENDICES

Appendix A: SPSS Data Output for Pilot Test (Factor Analysis)

(1)Workplace discrimination

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.688
Bartlett's Test of Sphericity	Approx. Chi-Square	70.958
	df	10
	Sig.	.000

Component Matrix[a]

	Component	
	1	2
D1	.799	.312
D2	.844	-.215
D3	.622	.687
D4	.792	-.095
D5	.665	-.631

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.807	56.132	56.132	2.807	56.132	56.132
2	1.022	20.448	76.580	1.022	20.448	76.580
3	.571	11.427	88.007			
4	.351	7.016	95.023			
5	.249	4.977	100.000			

Extraction Method: Principal Component Analysis.

(2)Age discrimination

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.782
Bartlett's Test of Sphericity	Approx. Chi-Square	99.778
	df	10
	Sig.	.000

Component Matrix[a]

	Component
	1
A1	.629
A2	.881
A3	.921
A4	.810
A5	.740

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.221	64.420	64.420	3.221	64.420	64.420
2	.718	14.352	78.772			
3	.565	11.302	90.074	.		
4	.357	7.138	97.212			
5	.139	2.788	100.000			

Extraction Method: Principal Component Analysis.

(3)Gender discrimination

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.769
Bartlett's Test of Sphericity	Approx. Chi-Square	98.772
	df	10
	Sig.	.000

Component Matrix[a]

	Component
	1
G1	.683
G2	.843
G3	.880
G4	.776
G5	.852

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.279	65.584	65.584	3.279	65.584	65.584
2	.734	14.685	80.269			
3	.488	9.751	90.021			
4	.323	6.452	96.472			
5	.176	3.528	100.000			

Extraction Method: Principal Component Analysis.

(4)Race discrimination

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.668
Bartlett's Test of Sphericity	Approx. Chi-Square	93.569
	df	10
	Sig.	.000

Component Matrix[a]

	Component	
	1	2
R1	.241	.932
R2	.825	-.058
R3	.783	.242
R4	.851	-.161
R5	.880	-.261

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.850	57.001	57.001	2.850	57.001	57.001
2	1.024	20.488	77.489	1.024	20.488	77.489
3	.710	14.191	91.681			
4	.286	5.718	97.399			
5	.130	2.601	100.000			

Extraction Method: Principal Component Analysis.

Appendix B: SPSS Data Output for Pilot Test (Cronbach's Alpha)

(1)Workplace discrimination

(5) Total

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.797	.800	5

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.915	.913	19

(2)Age discrimination

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.857	.857	5

(3)Gender discrimination

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.867	.866	5

(4)Race discrimination

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.859	.858	4

Appendix C: SPSS Data Output for Demographic Analysis

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	163	41.4	41.4	41.4
	2	139	35.3	35.3	76.6
	3	70	17.8	17.8	94.4
	4	22	5.6	5.6	100.0
	Total	394	100.0	100.0	

Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	128	32.5	32.5	32.5
	2	177	44.9	44.9	77.4
	3	89	22.6	22.6	100.0
	Total	394	100.0	100.0	

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	189	48.0	48.0	48.0
	2	205	52.0	52.0	100.0
	Total	394	100.0	100.0	

Job category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	53	13.5	13.5	13.5
	2	98	24.9	24.9	38.3
	3	92	23.4	23.4	61.7
	4	85	21.6	21.6	83.2
	5	66	16.8	16.8	100.0
	Total	394	100.0	100.0	

Highest education level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	49	12.4	12.4	12.4
	2	89	22.6	22.6	35.0
	3	208	52.8	52.8	87.8
	4	32	8.1	8.1	95.9
	5	5	1.3	1.3	97.2
	6	11	2.8	2.8	100.0
	Total	394	100.0	100.0	

Appendix D: SPSS Data Output for Final Data Analysis (Factor Analysis)

(1)Workplace discrimination

Component Matrix[a]

	Component 1
D1	.871
D2	.880
D3	.896
D4	.895
D5	.838

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.898
Bartlett's Test of Sphericity	Approx. Chi-Square	1439.236
	df	10
	Sig.	.000

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.839	76.781	76.781	3.839	76.781	76.781
2	.384	7.677	84.458			
3	.285	5.708	90.165			
4	.274	5.485	95.650			
5	.217	4.350	100.000			

Extraction Method: Principal Component Analysis.

(2)Age discrimination

Component Matrix[a]

	Component 1
A1	.853
A2	.927
A3	.945
A4	.935
A5	.897

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.901
Bartlett's Test of Sphericity	Approx. Chi-Square	2016.086
	df	10
	Sig.	.000

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4.157	83.148	83.148	4.157	83.148	83.148
2	.345	6.893	90.041			
3	.237	4.747	94.788			
4	.142	2.845	97.633			
5	.118	2.367	100.000			

Extraction Method: Principal Component Analysis.

(3)Gender discrimination

Component Matrix[a]

	Component
	1
G1	.818
G2	.894
G3	.915
G4	.895
G5	.908

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.901
Bartlett's Test of Sphericity	Approx. Chi-Square	1598.577
	df	10
	Sig.	.000

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.931	78.619	78.619	3.931	78.619	78.619
2	.413	8.257	86.876			
3	.253	5.056	91.932			
4	.207	4.149	96.081			
5	.196	3.919	100.000			

Extraction Method: Principal Component Analysis.

(4)Race discrimination

Component Matrix[a]

	Component
	1
R2	.876
R3	.849
R4	.919
R5	.904

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.758
Bartlett's Test of Sphericity	Approx. Chi-Square	1253.535
	df	6
	Sig.	.000

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.149	78.727	78.727	3.149	78.727	78.727
2	.497	12.413	91.141			
3	.251	6.286	97.427			
4	.103	2.573	100.000			

Extraction Method: Principal Component Analysis.

Appendix E: SPSS Data Output for Final Data Analysis (Cronbach's Alpha)

(1)Workplace discrimination

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.924	.924	5

(2)Age discrimination

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.949	.949	5

(3)Gender discrimination

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.931	.932	5

(4)Race discrimination

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.910	.910	4

(5) Total

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.964	.964	19

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Appendix F: Ethical Approval

University of Hertfordshire UH

SOCIAL SCIENCES, ARTS AND HUMANITIES ECDA

ETHICS APPROVAL NOTIFICATION

TO: Cheah Ching Yean

CC: Dr. Yip Foon Yee

FROM: Dr Brendan Larvor, Social Sciences, Arts and Humanities ECDA Vice-Chair

DATE: 18/03/2019

Protocol number: BUS/PGT/CP/04042

Title of study: Discrimination in the Manufacturing Industries of Malaysia

Your application for ethics approval has been accepted and approved by the ECDA for your School and includes work undertaken for this study by the named additional workers below:

This approval is valid:

From: 18/03/2019

To: 15/04/2019

Additional workers: no additional workers named

Please note:

If your research involves invasive procedures you are required to complete and submit an EC7 Protocol Monitoring Form, and your completed consent paperwork to this ECDA once your study is complete. You are also required to complete and submit an EC7 Protocol Monitoring Form if you are a member of staff. This form is available via the Ethics Approval StudyNet Site via the 'Application Forms' page http://www.studynet1.herts.ac.uk/ptl/common/ethics.nsf/Teaching+Documents?Openview&count=9999&restricttocategory=Application+Forms

Any necessary permissions for the use of premises/location and accessing participants for your study must be obtained in writing prior to any data collection commencing. Failure to obtain adequate permissions may be considered a breach of this protocol.

Approval applies specifically to the research study/methodology and timings as detailed in your Form EC1A. Should you amend any aspect of your research, or wish to apply for an extension to your study, you will need your supervisor's approval (if you are a student) and must complete and submit form EC2. In cases where the amendments to the original study are deemed to be substantial, a new Form EC1A may need to be completed prior to the study being undertaken.

Should adverse circumstances arise during this study such as physical reaction/harm, mental/emotional harm, intrusion of privacy or breach of confidentiality this must be reported to the approving Committee immediately. Failure to report adverse circumstance/s would be considered misconduct.

Ensure you quote the UH protocol number and the name of the approving Committee on all paperwork, including recruitment advertisements/online requests, for this study.

Students must include this Approval Notification with their submission.

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Appendix G: Questionnaire

Section 1 of 6

Discrimination in the Manufacturing Industries of Malaysia

Dear participant,

First of all, many thanks for taking the time to support my research project on the topic as stated above. The purpose of my study is to reconfirm whether discrimination in term of age, gender and racial/ethnic exist and further identify the most significant factor that influence discrimination in Malaysia's manufacturing industries. My target respondents for this survey are employees in Malaysia's manufacturing industries, age of 21 to 51 years old and above.

This study has ethical approval from University of Hertfordshire, Social Sciences, Arts and Humanities, ECDA (Protocol number: BUS/PGT/CP/04042). Participation in this study is entirely voluntary; you can withdraw from the survey at any point of time without giving reason and without implications for you. Please be assured that the information you provide will remain strictly confidential and anonymous. Answers will only be reported in aggregate so that no individual or organisation will be identifiable from any publication presenting the results of the survey. By responding to the questionnaire, your consent to take part in the study is assumed.

If you would like to have further information about the project, please contact me via email.
It is important that you answer all questions, even if some appear similar, to ensure reliable and valid measurement.

Thank you very much again for your time and your valuable contribution to my research.

Yours sincerely,
Cheah Ching Yean
Email: i17012698@student.newinti.edu.my
INTI International University
Master of Business Administration (MBADI)

If you agree to take part in this research, please select "I agree" to proceed to *
the questionnaire.

☐ I agree

☐ I disagree

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Demographic Profile

Description (optional)

Age *

○ 21-30 years old

○ 31-40 years old

○ 41-50 years old

○ 51 years old & above

Race *

○ Malay

○ Chinese

○ Indian

○ Others

Gender *

○ Female

○ Male

Job category *

○ Operator

○ Supervisor/ Officer

○ Professional

○ Managerial

○ Others

Highest education level *

○ SPM

○ Diploma

○ Bachelor Degree

○ Master Degree

○ Doctorate (PhD)

○ Others

Discrimination

Rate each statement using 5-point Likert Scale
[1=Strongly Disagree, 2= Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree]

I believe that benefits discrimination happened towards the employees at my *
workplace.

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

I feel promotion discrimination is frequently practiced in companies. *

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

Career development discrimination always happened at my workplace. *

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

Prejudice exists in where I work. *

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

At work minority employees receive fewer opportunities. *

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

INTI International University (2019)

Age

The following set of statements related to age as a factor that influence discrimination.
Rate each statement using 5-point Likert Scale
[1=Strongly Disagree, 2= Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree]

I have been passed over for a work role/ task due to my age. *

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

My contributions are not valued as much due to my age. *

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

I have been treated as though I am less capable due to my age. *

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

I have unfairly been evaluated less favorably due to my age. *

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

I was blamed for failures/ problems due to my age. *

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

Section 5 of 6

Gender

The following set of statements related to gender as a factor that influence discrimination.
Rate each statement using 5-point Likert Scale
[1=Strongly Disagree, 2= Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree]

I think women have to work more amount than men with similar *
qualifications and position.

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

Employees at my work tend to respect men in managerial position than *
women in the same position.

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

Women at my work cannot demonstrate their managerial competency *
because they are always appointed to a junior position.

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

Career advancement opportunities at my work get lesser when women are *
aging.

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

There is lack of equal career advancement opportunities for women. *

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

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Section 6 of 6

Race

The following set of statements related to racial/ ethnic as a factor that influence discrimination.
Rate each statement using 5-point Likert Scale
[1=Strongly Disagree, 2= Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree]

My company has majority employees of the same race. *

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

I believe that discrimination at the workplace only happened to certain race. *

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

I agree that specific race group is being frequently discriminated against in Malaysia. *

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

I was treated like I was of inferior status because of my racial background. *

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

My achievements were primarily due to preferential treatment based on my racial background. *

	1	2	3	4	5	
Strongly Disagree	○	○	○	○	○	Strongly Agree

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APPENDIX H: PROJECT PAPER LOG

This is an important document, which is to be handed in with your dissertation. This log will be taken into consideration when awarding the final mark for the dissertation.

Student Name:	CHEAH CHING YEAN
Supervisor's Name:	DR. YIP FOON YEE
Dissertation Topic:	
DISCRIMINATION IN THE MANUFACTURING INDUSTRIES OF MALAYSIA	

SECTION A: MONITORING STUDENT DISSERTATION PROCESS

The plan below is to be agreed between the student and supervisor and will be monitored against progress made at each session.

No	Tasks	W1 1/21	W2 1/28	W3 2/4	W4 2/11	W5 2/18	W6 2/25	W7 3/4	W8 3/11	W9 3/18	W10 3/25	W11 4/1	W12 4/8	W13 4/15	W14 4/22	W15 4/29
1	Finalizing topic of project paper	■														
2	Chapter 1 (Introduction)		■	■												
3	Chapter 2 (Literature Review)			■	■											
4	Chapter 3 (Research Methodology)				■	■	■									
5	Ethic forms submission							■	■							
5	Proposal defense									■						
6	Questionnaire distribution										■	■	■			
7	Analyze data and discussion (Chap. 4~5)												■	■		
8	MBA final project presentation														■	
9	Final submission															■

SECTION B: ETHICS

Ethics form protocol number: **BUS/PGT/CP/04042**

SECTION C: RECORD OF MEETINGS

Meeting 1

| Date of Meeting	1/02/2019 (Friday)
Progress Made	-First meeting with Dr Yip. -Confirmation on project topic. -Discussion on ethic form which need to submit to UH.
Agreed Action	Review reasons and purpose to conduct the research. Add more detail explanation and elaboration in Chapter 1 and 2.
Student Signature	
Supervisor's Signature	

Meeting 2

Date of Meeting	15/02/2019 (Friday)
Progress Made	-Discuss about Research Questions, Research Objective, Hypotheses and Conceptual Framework. -Enhancement on Chapter 1 and 2.
Agreed Action	-Add discussion on age at background of study and problem statement. -Enhancement on operational definitions. -Search for another grounded theory which is more suitable to replace social exchange theory. -To prepare first draft of questionnaire for survey.
Student Signature	
Supervisor's Signature	

Meeting 3

| Date of Meeting	26/02/2019 (Tuesday)
Progress Made	-Agreed to proceed with social dominance theory to replace previous social exchange theory. -Ethic forms submission.
Agreed Action	-To summarize gaps in literature so it can be more concise. -Proposal defence slides preparation. -Complete write-up for Chapter 3.
Student Signature	
Supervisor's Signature	

Meeting 4

Date of Meeting	12/03/2019 (Tuesday)
Progress Made	-Discussion on slides for proposal defence and makes necessary amendments. - Discussion on research methodology for Chapter 3.
Agreed Action	-To look into more details on research methodology and justification on why such tests are being conducted. - Search questionnaire from previous journals with valid cronbach's alpha value.
Student Signature	
Supervisor's Signature	

Meeting 5

Date of Meeting	25/03/2019 (Monday)
Progress Made	-Discussion on survey questions. -Change sample size determination from Krejcie and Morgan (1970) to Cohen (1988) as advised during PD.
Agreed Action	-Confirmation on final questionnaire design and survey questions. 5 questions each for DV and 3 IV. Total is 20 questions. -Distribution of questionnaires to target respondents.
Student Signature	
Supervisor's Signature	

Meeting 6

Date of Meeting	3/04/2019 (Wednesday)
Progress Made	-Pilot test result update and discussion. -Tests conducted are factor analysis (KMO Barlett's Test of Sphericity, Factor loading, Eigenvalue) and Reliability Test (Cronbach's Alpha).
Agreed Action	-All value meet the rule of thumb at pilot test stage except for one question where factor loading is only 0.241 so this question is removed from further analysis. -Complete write-up for pilot test. - Continue to collect responses to meet required sample size of 393.
Student Signature	
Supervisor's Signature	

Meeting 7

Date of Meeting	8/04/2019 (Monday)
Progress Made	-Discussion on the outline of Chapter 4 in report. -Complete factor analysis, reliability test and hypotheses testing for full scale data with balance 19 questions.
Agreed Action	-Discussion on analysis results and proceeds writing for Chapter 4.
Student Signature	
Supervisor's Signature	

Meeting 8

Date of Meeting	12/04/2019 (Friday)
Progress Made	-Discussion on slides for final presentation (viva). -Discussion on key findings and recommendations on future research direction in Chapter 5.
Agreed Action	-Amendment on final presentation slides. -To add discussion part about RO and hypotheses in final presentation slides. -During viva, need to inform panel about the amendment done based on advice received during PD.
Student Signature	
Supervisor's Signature	

Meeting 9

Date of Meeting	15/04/2019 (Monday)
Progress Made	-Discussion on the outline of Chapter 5 in report. -Amendment and discussion on Chapter 4.
Agreed Action	-Proceed write-up for Chapter 5.
Student Signature	
Supervisor's Signature	

Meeting 10

Date of Meeting	25/04/2019 (Thursday)
Progress Made	-Discuss about the comment and advice given by second panel.
Agreed Action	-Amendment in Chapter 4 and 5. -Overall checking and review Chapter 1 until 5.
Student Signature	
Supervisor's Signature	

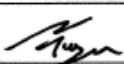## SECTION D: COMMENTS ON MANAGEMENT OF PROJECT

(to be completed at the end of the dissertation process)

Student Comments

Great experience. Broaden knowledge on conducting research.

Supervisor Comments

Submit work on time. Good attitude in studying.

Signature of Student	_CM_	Date	30 April 2019
Signature of Supervisor	_(signature)_	Date	30 April 2019
Ethics Confirmed	BUS/PGT/CP/04042	Date	18 March 2019

SECTION E: TURNITIN RESULTS

Discrimination in the Manufacturing Industries of Malaysia

ORIGINALITY REPORT

8%	2%	1%	7%
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS

PRIMARY SOURCES

1	**Submitted to INTI International University** Student Paper	1%
2	**Submitted to Universiti Teknologi MARA** Student Paper	1%
3	**docplayer.net** Internet Source	<1%
4	**Submitted to Universiti Tunku Abdul Rahman** Student Paper	<1%
5	**Submitted to Tennessee State University** Student Paper	<1%
6	**eprints.utar.edu.my** Internet Source	<1%
7	**Gladys Mitchell-Walthour. "Economic Pessimism and Racial Discrimination in Brazil", Journal of Black Studies, 2017** Publication	<1%
8	**Submitted to Colorado Technical University Online** Student Paper	<1%

| 9 | Submitted to University of Strathclyde
Student Paper | <1% |

| 10 | Submitted to Newton Community High School
Student Paper | <1% |

| 11 | Abdul Rahim Abdul Hamid, Noradawiah Muhamad, Rozana Zakaria, Eeydzah Aminuddin, Amir Akmal Alwee, Adelynna Tok. "The challenges of the ageing population on the Malaysian construction industry", Journal of Physics: Conference Series, 2018
Publication | <1% |

| 12 | Submitted to UCSI University
Student Paper | <1% |

| 13 | Submitted to The Independent Institute of Education (IIE)
Student Paper | <1% |

| 14 | Submitted to Higher Education Commission Pakistan
Student Paper | <1% |

| 15 | Marchiondo, Lisa A., Ernest Gonzales, and Shan Ran. "Development and Validation of the Workplace Age Discrimination Scale", Journal of Business and Psychology, 2015.
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33 Alessandra Fermani, Isabella Crespi, Flavia Stara. "Sustainable hospitality and tourism at different ages: Women's and men's attitudes in Italy", Research in Hospitality Management, 2016
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46 Elizabeth R. Didie, Christina Tortolani, Mary Walters, William Menard, Christina Fay, Katharine A. Phillips. "Social Functioning in Body Dysmorphic Disorder: Assessment Considerations", Psychiatric Quarterly, 2006
Publication
<1%