CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

Chapter 1 are presenting the background of study, statement of the problem, research objective, research questions, the scope of the study, significant of study, operational definition, and conclusion only. All information about this research are being stated in this chapter.

1.2 BACKGROUND OF STUDY

Noe (2006) explained that, the company is decided who will or will not be allowed into an organization is the process of selection. In addition, selection procedure which is used as a basis in order to make employment decisions. Besides that, selection procedure has been examined from a psychometric validity perspective. Other than that, there are several views of the staff thought concerning the feelings about testing, and broader attitudes about tests and also a selection procedure in general.

Besides that, anxiety is also a main part in this research. Anxiety can be defined as a diffuse fear. The research is more focused on two main areas. The first objectives was to look at how staff perception of selection procedure would affect the fairness of the selection. The second objectives looked at the how staff anxiety might affect to the selection procedure. Furthermore, when evaluating these objectives of study, it is focused on structured questionnaires.
1.3 PROBLEM STATEMENT

The problem of this research is there are issue arise which is fairness of selection procedures. It is because, according to Schuler (1993), Crospanzano stated that there are a lot of the selection procedure that are psychometrically valid lack perceived fairness. Besides that, different in the selection procedure will perceive fairness. According to L. (1994), Rynes (1993), and Steiner (1996) differences in selection procedures will perceive fairness. A problem with many of these comparative studies is that staff are not asked about actual experiences, but rather are asked how they would react to the various selection procedures.

Besides that, the other problem with this research is a staff anxiety that arises which is might affect to selection procedures. Anxiety of staff that arise might affect to selection procedures, especially on test anxiety. Researchers stated that test anxiety can be defined as the anxiety that occurs during evaluation situations. Evaluation situations occur during selection procedures.

1.4 RESEARCH OBJECTIVE

The objectives of this research are:

RO1: To evaluate the staff perception of fairness of UMP selection procedures.

RO2: To examine how the perception of fairness of UMP selection procedures may affect staff anxiety.

1.5 RESEARCH QUESTIONS

This study shall answer the following research questions:

RQ 1: How do the staff see the perception of fairness of UMP selection procedures?

RQ2: How the perception of fairness of UMP selection procedures can affect the staff anxiety?
1.6 SIGNIFICANT OF STUDY

Significant of study is the study of the staff perception of fairness of UMP selection procedures, and also the perception of fairness of UMP selection procedures may affect staff anxiety. The correct way in managing the process of selection procedures might affect the fairness of selection procedures. It is very important for staff to find out the role of selection information in order to control their anxiety. It is because mismanagement or misconceptions on selection procedure can bring an impact to the staff satisfaction.

Besides that, without a proper planning on how to manage the selection procedure, the staff satisfaction towards a selection procedure can be highly affected that may cause fairness of selection procedures in poor or low level. Furthermore, there are several factors that influence staff anxiety. So that, with the correct ways of controlling the factor that influence applicant anxiety will make the selection procedures go smoothly.

1.7 OPERATIONAL DEFINITION

Selection

Selection is more focus to pick up or choose the right person with qualifications and competence in order to fill the right job. This process involved a pool of different candidates who is applying for that job.

Selection procedure

It is the process which applies to all organizations, but this process might be different in many organization processes.

Procedural Justice

It is a framework that discusses on the fairness of the selection procedure. Besides that, one of the aspect of procedural justice is related to discussions about the administration of justice. There are three rules in the procedural justice also such as structural aspect or formal characteristics, information sharing, and interpersonal treatment.