



ASSOCIATE PROFESSOR DR. MOHD GHANI BIN AWANG
DIRECTOR OF UMP PUBLISHER

Dr. Mohd Ghani Bin Awang is an Associate Professor in the Faculty of Industrial Management-cum-Director of the UMP Publisher. He has vast experience in teaching at universities for 31 years and as a Director of a private college for 5 years. He holds a Bachelor of Science (Honours) Biology/ Mathematics and Master of Education

Guidance and Counseling Degree from Universiti Sains Malaysia (USM). He then completed his Doctor of Philosophy (PhD) in Technology Management at Universiti Malaysia Pahang (UMP).

He has produced 38 books and 23 text modules on study orientation skills, textbooks in research and Mathematics. He has also published articles in Scopus journals, MyCite, international journals and national level as well as prolific writing articles on teaching and learning including Ghani's Format Teaching Methodology (GFLM) materials. He has won several awards including the Gold Medal in a number of research such as MTE, ITEX, MOSTI, Cendekia Bitara, Community Grant (KPT), PRGS Grant (Type A), FRGS Grant (highly recommended), Excellent Researcher Award, Commercialization Award, Consultation Award and Module & Journal Publication Award (Faculty of Industrial Management, UMP). He was nominated as a Top 5 UMP's Researchers by Number of Publications among IPTA and received nomination for the best of research project for FRGS (Fundamental Research Grant Scheme). Recently, he has conducted various field of research from International Grant (SEAMEO SEN) and National Grant (Program Transformasi Luar Bandar).

He is also active in carrying out learning services and motivation courses to university professors, college lecturers, polytechnic, school teachers and students at universities, matriculation, higher learning institution, colleges, secondary schools and primary schools. He was a motivational speaker for Pahang RTM from 2003 until 2011. He recently published a method of learning called Ghani's Format Learning Methodology (GFLM) for university students, colleges, SPM, PT3 and UPSR students. In addition, he has involved in giving training on Ghani's Format Learning Methodology (GFLM) to lecturers in academic writing and research method at UMP, Kolej Poly-tech MARA (KPTM), Kolej Universiti Islam Pahang Sultan Ahmad Shah (KUIPSAS) and other higher learning institutions. Besides, he has been vigorously giving lectures on study skill to more than 150 schools all over Malaysia in collaboration with EMPOWER ECER (East Coast Economic Region), PKSM (Persatuan Kemajuan Sosial Malaysia), Agreyia Education, RTM, Pusat Latihan Pertahanan Awam (PULAPA) Jengka, Hospital Tengku Ampuan Afzan (HTAA), Jabatan Pertanian Johor, Jabatan Agama Islam Pahang, Jabatan Kesihatan Negeri Pahang and Majlis Amanah Rakyat (MARA).



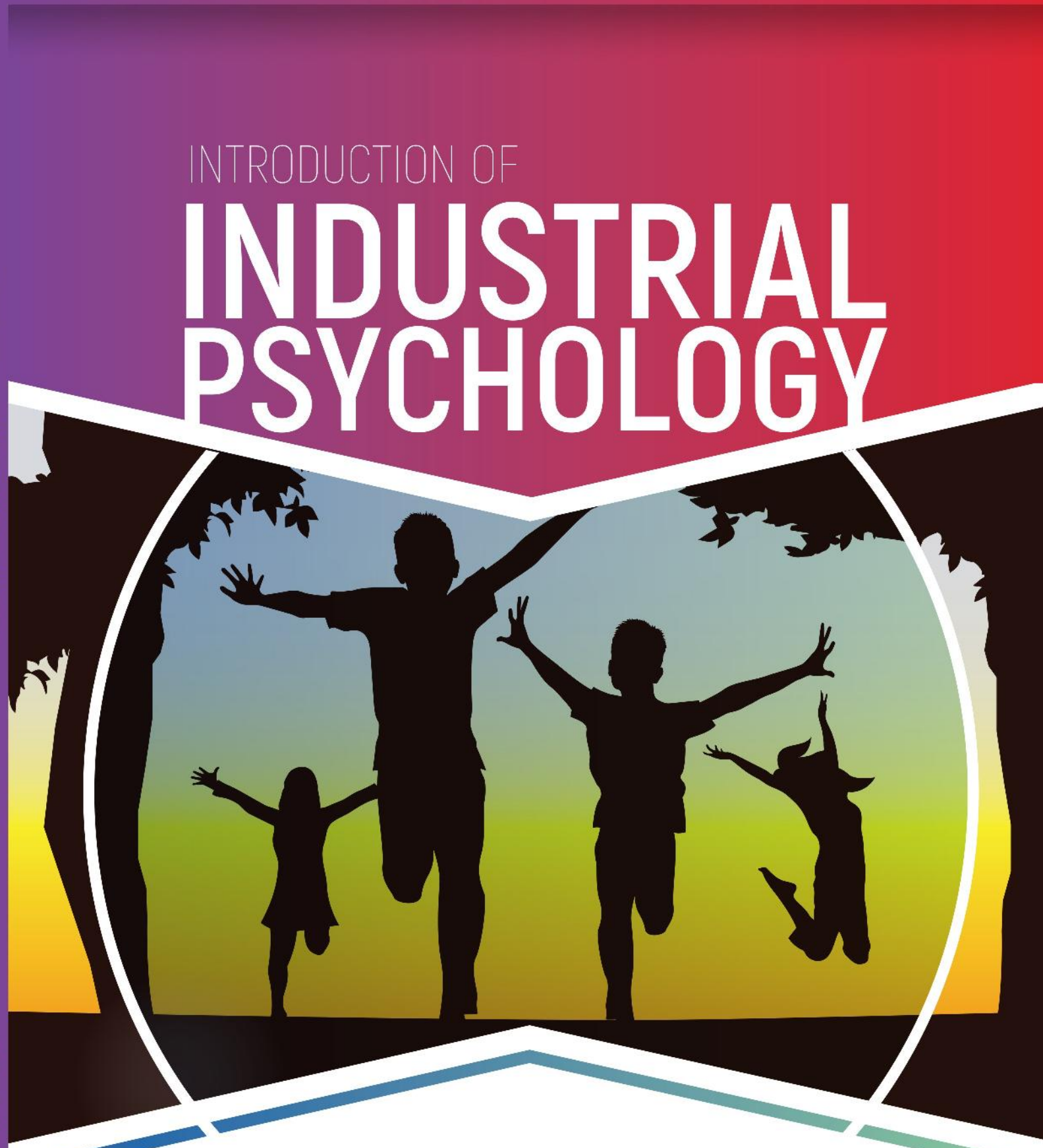
PUBLISHER
UNIVERSITI MALAYSIA PAHANG

INTRODUCTION OF INDUSTRIAL PSYCHOLOGY

INTRODUCTION OF INDUSTRIAL PSYCHOLOGY

VOLUME 1

MOHD GHANI AWANG



MOHD GHANI AWANG

VOLUME 1

INTRODUCTION OF

INDUSTRIAL PSYCHOLOGY

VOLUME 1

INTRODUCTION OF
**INDUSTRIAL
PSYCHOLOGY**

VOLUME 1

MOHD GHANI AWANG

**Publisher
Universiti Malaysia Pahang
Kuantan
2017**

Copyright ©Universiti Malaysia Pahang, 2017

First Published, 2017

All right reserved.

Apart from fair dealing for the purpose of study, research, criticism or review, as permitted under the Copyright Act, no part of this book may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the prior written permission of the publisher. Enquiries to be made to the author and the publisher Penerbit Universiti Malaysia Pahang, Lebuhraya Tun Razak, 26300 Gambang, Kuantan, Pahang Darul Makmur. Negotiation is subject to royalty arrangement or honorarium.

Perpustakaan Negara Malaysia

Cataloguing-in-Publication Data

Mohd. Ghani Awang, Prof. Madya, Dr.

INTRODUCTION OF INDUSTRIAL PSYCHOLOGY. VOLUME 1 /

MOHD GHANI AWANG.

ISBN 978-967-2054-58-0

1. Psychology, Industrial. 2. Organizational behavior. 3. Government publications--Malaysia. I. Title

158.7

Published By:

Publisher

Universiti Malaysia Pahang
Lebuhraya Tun Razak, 26300 Gambang
Kuantan, Pahang Darul Makmur
Tel: 09-549 3273 Fax: 09-549 3281

Printing:

Syarikat Percetakan Inderapura Sdn. Bhd

Jalan Tanjong Api Off Jalan Telok Sisek
25200 Kuantan, Pahang Darul Makmur
Tel: 09-5177225/5177031 Fax: 095139434

CONTENTS

Contents	v
Acknowledgment	vii
Preface	ix
CHAPTER 1: DEFINITION AND HISTORY	1
1.0 Introduction	3
1.1 Clinical psychology	4
1.2 To explain the history of the field of Industrial / Organizational Psychology	5
1.3 The evolution of I/O psychology, from now to the future	7
1.4 Summary	8
CHAPTER 2: INDUSTRIAL PSYCHOLOGY RESEARCH	11
2.0 Introduction	14
2.1 Purpose of research	14
2.3 Research Design	17
2.4 Ethical issues in I/O research	20
2.5 Summary	23
CHAPTER 3: JOB ANALYSIS	25
3.0 Introduction	28
3.1 What is Job Analysis	28
3.2 Job Analysis Methods	30
3.3 Job Evaluation and Comparable Worth	34
3.4 Summary	35
CHAPTER 4: EMPLOYEE SELECTION	37
4.0 Introduction	40
4.1 Model for Employee Selection	40
4.2 Psychological Test	42
4.3 Employment Tests and Work Samples	43
4.4 Employee Recruitment	45
4.5 Employee Screening	48
4.6 Summary	50
CHAPTER 5: EMPLOYEE TRAINING AND DEVELOPMENT	53
5.0 Introduction	55
5.1 Training Blueprints	56
5.2 Models for Successful Training Programs	58
5.3 Summary	61
CHAPTER 6: ORGANIZATION STRUCTURE	63
6.0 Introduction	68
6.1 Dimensions of Organizational Structure	68
6.2 Examples of Traditional Organizational Structure	71
6.3 Organization Culture	74
6.4 Organizational Development	78
6.5 Summary	81

CHAPTER 7: MOTIVATION	83
7.0 Introduction	89
7.1 How to Measure Motivation	90
7.2 Theories of Motivation	93
7.3 How to Improve Workers Motivation	98
7.4 The Relationship Between Motivation and Performance	99
7.5 Summary	100
CHAPTER 8: LEADERSHIP	103
8.0 Defining Leadership	104
8.1 The Four Core Theory Groups	105
8.2 Effective Leadership Styles	106
8.3 Useful Leadership Style Frameworks	107
8.4 Other Leadership Style	108
8.5 Transformational Leadership	109
8.6 Summary	113
References	115

ACKNOWLEDGMENT

My deepest gratitude to Allah Almighty for giving us the inspiration and strength to complete this book as planned.

My gratitude also goes to all our colleagues in Faculty of Industrial Management University Malaysia Pahang (UMP), especially to the Dean, Associate Professor Dr. Mohd Ridzuan Darun for his valuable support and concern to publish this book. Then, thank you to Mr. Suriya Kumar as a reviewer of this book and give valuable comment.

I would like to take this opportunity to convey my love and thanks to my wife Safinaz Hj. Mohd Sharif and my family for their inspiration, moral support, and tolerance throughout the writing and realization of this book.

We would like to express our sincere appreciation to all of our research assistants involves who assisted in preparing the materials for this module.

Finally, above all, to Allah Almighty for giving us good health, strength and knowledge to complete this book as schedule.

PREFACE

Psychology is a scientific study of all forms of human behaviour and the science of mind or mental state and process characteristics of a person. Behaviour and thinking paradigm are two main factors which affect human habits and attitudes conditioning in their self-concept and personality. This behaviour may influence all aspect of activities in everyday life, working atmosphere, community activities, leisure, religious and etc.

Cognitive theory stresses on two factors that should be controlled during growth and development process in human life. The two factors are egocentric behaviour and mind factionalism at the development of two to seven years old. The behaviours attached today among individual were inculcated during this period and it is more contributed towards the vice behaviours. Behaviourist theory said human behaviours will be instilled in life because of the conditioning process that can be modified if it is deviant or wrongly shaped.

According to KSAOs theory, besides knowledge, skills and abilities, 'O' or 'other factors' plays an important role in determining the organizational behaviour of an individual. Apart from the organizational behaviour, other personality factors such as communication skills, personality, self-esteem and other important criteria in developing oneself must be strengthened by the individual. With all the virtue behaviours shown by the employee, performance can be better achieved.

All of the above characters are required to be practiced by the employee and it always begins with the advancement of knowledge, skills and other foundation elements to shape the capacity of the ability of a person in the work environment. Knowledge and skills which are commonly required to be enhanced based on the history of the industrial psychology are job analysis, employee selection, employee training and development, organization structure, motivation and leadership. Thus, this book is devoted to encourage a better understanding of the aforementioned elements as a mediator in enhancing and strengthening the knowledge and skills of an individual with regard to the organizational psychology.

