

**THE STRESS EFFECT TOWARDS PDRM PERSONNEL: A CASE STUDY
ON HEALTH PROBLEMS AND JOB SATISFACTION IN KEDAH**

BY

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UNIVERSITI UTARA MALAYSIA

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BY

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ABSTRACT

There is limited empirical evidence focusing on police stress, and that which does exist poses interpretive difficulties; still, writers continue to claim that police work is either the most stressful occupation or is among the most stressful. When comparing police work to the stress associated with other occupations, the case for police stress may be overstated. In modern life police stress is a common problem in Royal Malaysian Police. The positive effects of stress affect towards PDRM personnel health and job satisfaction. As a result, police officer and rank file have their own stress perceptions and they develop different kinds of strategies in order to manage stressful situations. A study on health problem and job satisfaction in department of Kedah are associated with quality of work life was conducted through interviews and questionnaire assessment of four different department which is Crime Investigation Department (CID), General Duty (GD), Commercial Crime Department (CC), and Narcotics Department (Narc). Factors analyses of the nature of police stress revealed four hypotheses about health problem, job satisfaction, ranking, and monthly income. As predicted by a variable, there is positive relationship between police stress with health problem, job satisfaction, ranking, age, gender, and monthly income. Research methodology, data analysis and finding will explain more about the police stress in this research. Finally, discussion, limitation of the study, suggestion and conclusion also discussed.

Keywords: Police Stress, Health Problem, and Job Satisfaction.

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CHAPTER ONE

INTRODUCTION

1.0 Introduction

The Royal Malaysian Police (RMP) is a part of the security forces structure in Malaysia. The force is a centralized organization with responsibilities ranging from traffic control to intelligence gathering. Its headquarters is located at Bukit Aman, Kuala Lumpur. Currently RMP has a staff of 102,037 officers and men. This number reflects the various duties undertaken by RMP, ranging from General Duties to operations carried out by the General Operation Force (GOF). General Duties include traditional policing and services provided to the public at the police stations. The non-regulatory duties carried out by the GOF include preventing the entry of illegal immigrants and now well known successes during the communist insurgency (RMP source).

Taken as whole, research on policing and stress suggested that police work is in fact stressful. As Anderson *et al.* (2002) citing others, it is one of the most stressful occupations in the world. We also know that stress, particularly when it become chronic, can lead to a multiplicity of problems for the other officers as well as for the organization they work for. For example, the literature on police officer stress indicates that stress can lead to a greater likelihood of absenteeism, burnout, job dissatisfaction, early retirement or attrition, a weakened immune system with increased short- and long-term illness, long-term disability, poor work performance and potentially premature death (Anderson *et al.*,2002; Anshel,2000; Kirkcaldy *et al.*,1995; Burke,1994; Brown and Campbell,1990;

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