

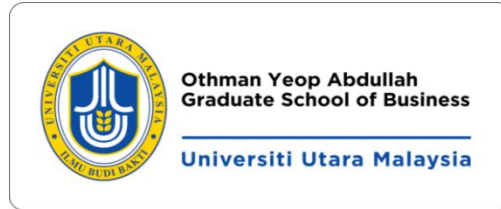
**A STUDY ON THE PERCEIVE STRESS AMONG POLICE  
PERSONNEL AT THE WORKPLACE**

**BY**

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Thesis submitted to  
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## **ABSTRACT**

This purpose of this study is to identify the relation between a perceive stress and the career and personal factors in a workforce environment. A perceive stress can be measured as the level of anxiety, depressions, attitudes and emotional controls, where the level of stress in the workforce can be measured as task time, the load of the job, family factors and financial matters. The survey method was used to collect primary data through the use of questionnaire to the police personnel attached at the Administrative Department of Royal Malaysia Police (RMP). 250 questionnaires were distributed and 120 questionnaires were successfully collected back. All the data was gathered from the respondents were analyzed using Statistical Package for Social Science 17.0 versions and using the descriptive and inferential statistics. The result of the study shows that there is a moderate correlation between personal factors especially financial factors with the perceive stress compared to other variables such as task time, job load and family factors.

## ABSTRAK

*Kajian ini bertujuan untuk mengenalpasti hubungan antara faktor-faktor tekanan kerja dengan factor kerjaya dan peribadi di kalangan anggota polis Bahagian Pentadbiran Jabatan Pengurusan Polis Diraja Malaysia (PDRM). Selain itu kajian ini turut mengkaji faktor tekanan berdasarkan faktor waktu bertugas, faktor bebanan tugas, faktor keluarga dan faktor kewangan dan hubungannya dengan tekanan yang dijangka. Kaedah tinjauan telah digunakan untuk mengumpul data utama melalui soalselidik kepada anggota polis di Bahagian Pentadbiran, Jabatan Pengurusan Bukit Aman. 250 soalselidik telah diedarkan dan sebanyak dan hanya 120 borang telah berjaya dipungut kembali. Data yang diperolehi daripada responden telah dianalisis dengan menggunakan program Statistical Package for Social Science (SPSS). Data yang dianalisis menggunakan analisis diskriptif dan inferensi. Hasil kajian menunjukkan terdapat satu korelasi yang sederhana di antara factor kewangan dengan factor tekanan yang dijangka berbanding variable lain seperti factor waktu bertugas, bebanan tugas serta keluarga.*

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# **CHAPTER ONE**

## **INTRODUCTION**

### **1.1 Background of the Study**

The rapid pace of development of the country has made the role of the Royal Malaysia Police (RMP) more challenging. Although the number of police personnel increased more, but they increasingly complex employment situations. This is due to the increasing level of education and public awareness of the police, coupled with the increase in crime, bureaucratic politics and other environmental factors have really challenged the patience, integrity, and ability of every policeman. In addition, the pattern of competition in the job and the job itself also adds stress among police personnel. In relation to the immense influence of emotions in human relations coloring. Covering a variety of emotional feelings such as love, joy, shame, sadness, frustration, worry and so on. Human life is also influenced by emotional existence that determines behavior. In line with the emotional intelligence associated with the ability to control emotions, particularly in social work environment. Emotional word itself comes from the Greek, that is, "emovere" which means "to go out". Expressed by human emotion is a form of action that meets the satisfaction of the individual concerned. It can also be described as a condition where the feelings shown on the physiological and psychological processes of an individual. (Mohd Nazar Mohammad, 1992)

Stress plays a part in the lives of everyone. Some stress is not only inevitable, it can be good. For example, the physical stress of "working out" improves your cardiovascular

system, and feeling pressure that causes you to study harder for an exam can improve your score. Police stress, however, refers to the *negative* pressures related to police work. Police are not superhumans. According to Gail Goolkasian and others, research shows that they are affected by their daily exposure to human indecency and pain; that dealing with a suspicious and sometimes hostile public takes its toll on them; and that the shift changes, the long periods of boredom, and the ever-present danger that are part of police work do cause serious job stress.

Stress in the workplace occurs when job requirements do not match the capabilities, resources, and requirements of these employees. This situation can have an impact on human psychology and physiology. An individual who feels stressed by work done will show that prolonged depression (Zafir 2006). When feeling depressed, psychologically disturbed and workers will fail to make good decisions. This situation can affect their job performance and threaten the organization. Other than productivity, stress can also affect the mental health of an individual. The level of stress in a person's self control can help to balance the mental health of himself. Mental health is related to one's mind. Usually a good state of mind would show good mental health. Mental health among police personal is an issue that less being exposed. Usually perceive stress among police personal due to work pressures faced by them. Hans Selye (1978) who investigate send ocrinologist's causes and effects of workplace stress has said police got the only job the most dangerous, than stress and tension. All researchers concluded that police work is identified as the most dangerous work in psychology (Axelbred & Valle 1978) and emotionally (Fennell 1981).

Dr. Hans Selye's classic *The Stress of Life* describes the effect of long-term environmental threats he calls "stressors". Dr. Selye maintains that the unrelieved effort to cope with stressors can lead to heart disease, high blood pressure, ulcers, digestive disorders, and headaches. Stressors in police work fall into four categories:

1. Stresses inherent in police work.
2. Stresses arising internally from police department practices and policies.
3. External stresses stemming from the criminal justice system and the society at large.
4. Internal stresses confronting individual officers.

Police stress arises from several features of police work. Alterations in body rhythms from monthly shift rotation, for example, reduce productivity. The change from a day to a swing or graveyard, shift not only requires biological adjustment but also complicates officers' personal lives. Role conflicts between the job-serving the public, enforcing the law, and upholding ethical standards—and personal responsibilities as spouse, parent, and friend act as stressors. Other stressors in police work include threats to officers' health and safety, boredom, alternating with the need for sudden alertness and mobilized energy, responsibility for protecting the lives of others, continual exposure to people in pain or distress, the need to control emotions even when provoked, the presence of a gun, even during off-duty hours and the fragmented nature of police work, with only rare opportunities to follow cases to conclusion or even to obtain feedback or follow-up information.

Administrative policies and procedures, which officers rarely participate in formulating, can add to stress. One-police patrol cars create anxiety and a reduced sense of safety. Internal investigation practices create the feeling of being watched and not trusted, even during off-duty hours. Police personal sometimes feel they have fewer rights than the criminals they apprehend. Lack of rewards for good job performance, insufficient training and excessive paperwork can also contribute to police stress.

The criminal justice system creates additional stress. Court appearances interfere with police personal's work assignments, personal time, and even sleeping schedules. Turf battles among agencies, court decisions curtailing discretion, perceived leniency of the courts, and release of offenders on bail, probation, or parole also lead to stress. Further stress arises from perceived lack of support and negative attitudes toward police from the larger society. (Most public opinion surveys, however, show strong support for and positive attitudes toward police). Stress also stems from distorted and/or unfavorable news accounts of incidents involving police. The inaccessibility and perceived ineffectiveness of social service and rehabilitation agencies to which officers refer individuals act as further stressors.

Women and minority officers face additional stressors. They are more likely to face disapproval from fellow officers and from family and friends for entering police work. Supervisors, peers and the public question women officers' ability to handle the emotional and physical rigors of the job, even though research indicates women can do so. The need to "prove themselves" to male officers and to the public constitutes a major stressor for women officers.

Stress contributes not only to the physical disorders previously mentioned, but also to emotional problems. Some research suggests that police personal commit suicide at a higher rate than other groups. Most investigators report unusually high rates of divorce among police. Although some maintain that researchers have exaggerated the divorce rate among police, interview surveys demonstrate that police stress reduces the quality of family life. A majority of officers interviewed reported that police work inhibits no police friendships, interferes with scheduling family social events, and generates a negative public image. Furthermore, they take job pressures home, and spouses worry about officers' safety. The studies Skillern (1990) do not confirm the widely held belief that police suffer from unusually high rates of alcoholism, although indirect research has established a relationship between high job stress and excessive drinking. Finally, officers interviewed cited guilt, anxiety, fear, nightmares, and insomnia following involvement in shooting incidents.

## **1.2 Department of Management, Bukit Aman**

The study was conducted at the Division of Administration, Department of Management, Police Headquarters, Bukit Aman. This section is one of the big 3 in the Department of Management, one of the departments in the Royal Malaysian Police Force. This division manages the domestic affairs of the police force which is important to ensure the overall smooth running of the organization police.



Division of Administration, Department of Management has a number of units or branches that have been divided according to their respective terms of reference. Among the unit or branch of Ceremonial Branch, Police Sports Council, General Administration, Police Museum, Assistant Branch, Branch Association, Veterans Branch, Civil Affairs and Camp Commandant Unit investigator. Generally, these units effectively perform diver main functions of the Administration, the Department of Police Management undertake policing duties such as stipulated under section 20 (3) and Section 21, Police Act as implementing security patrol duties around the complex IPP Bukit Aman. Perform policing duties during the international conference held in Malaysia and provide assistance to the contingent/formations in the event of emergencies and natural disasters. In addition, each unit and branch management roles and their duties which involve contact with the inside and outside of the organization.

Workload incurred by the members of the less will affect the quality of work and stress in them. Burdened by unexpected task and not counting the time often experienced by members of the division. In addition, the family member is also a significant impact on them in the discharge because the family is the primary purpose of an individual needs a job to pay for everyday living, however, for the police, with the workload regardless of time , attention and time for family also put pressure on them. In the daily assignment, the police have not been spared from thinking about finances to help them lead a more challenging, particularly in the city of Kuala Lumpur.

Therefore of interest to researchers to study and conduct research in the Division of Administration Management Department, Bukit Aman Police Headquarters to identify stress factors and perceive stress among the members of the Management Department of Administration Division, Police Headquarters, Bukit Aman

### **1.3 Problem Statement**

Police were the guardians of peace for the community. If the military responsible for defending the country from external threats, the police duty to defend and preserve the public peace and prosperity of the domestic threats. Responsibility is not just limited to keeping order but also related to human related to natural disasters. Police are required to be the first agency to act back. Ethics of Police Service among others insist that each of its officers and members must devote their undivided loyalty to the King, Country, and the Royal Malaysian Police and the need to provide excellent service, fairness, courage, resolute, steadfast, dedicated and always sensitive to the requirements of society. The question is, to what extent compliance with this policing ethics?

Indeed, the duties and responsibilities of the police in accordance with Section 20 (3) of the Police Act 1967, the officers took legal steps to do the following things according to the law such as capture, process security intelligence, prosecution, provide assistance in performing tasks related to results, excise, sanitation, quarantine, immigration and registration. In addition police are responsible for maintaining military aid in the ports and airports, enforcing maritime and port regulations. Next police also perform

summons, subpoenas, warrants, display information, protect unclaimed property or lost and looking for the owner as well as the work of seizing the animals roams and displays it in a public outhouse. Short-linking various police duties to the community for peace and prosperity of the people and the responsibility of the police. However, many benefits are sprinkled by the police but the police credibility remains questionable, because the offenses committed by certain members because loss of public confidence in the police as community advocates. The local press has reported several cases of police misconduct known example Shaaribuu murder was found dead in a horrific on-site Mukim Bukit Raja, near Shah Alam, Selangor. Her body was found on 7 November 2006, 17 days after she was blown up with explosives C4. (Utusan Malaysia, 08 November 2006). It turned out two police officers were involved in the case, this is a surprise for the world.

In the meantime there was the news suing suit due to dissatisfaction on the actions of the police member's. Utusan Malaysia (June 24, 2006) reported a 17-year-old student is suing a police constable for allegedly raping and forced sex oral while being detained at the police station, Putra Heights, Subang Jaya. Teenager claiming unspecified damages in the amount and filed a lawsuit claiming that suffered the embarrassment, anxiety and mental stress during and after the incident with the Bernama. According to it (August 23, 2008), reported the news taxi driver Mr Abdul Jalil has filed a lawsuit defamation and negligence against the police and the Malaysian government for charging him borrow money from illegal money lenders and allow the spread of her autopsy photos, the late Nurin Jazlin. Straits Times (August 24, 2008), reported that four policemen were remanded for a positive drug, was released on police bail, they are a Constable and

Lance Corporal and aged between 22 and 35 years were detained for four days. Kelantan police Chief Datuk Abdul Rahim Hanafi said the four members were detained temporarily working for another waiting test. Most of the results reported cases related to police misconduct. This is the kind of news that pollute the policing profession, reducing the trust and confidence of the community and undermine the credibility of the police force should be a good friend and defender of society in line with police slogan. "Friendly, Fast and Accurate". Held and proclaimed.

However, work stress experienced by an officer varies according to the type and where they worked. Those who work in the office will feel more comfortable when dealing with other people than those who work outside the office of experiencing uncomfortable atmosphere, coupled with the vagaries and whims of people who add to the stress into the course of duty. Referring to Sapora Sipon (2006), says the job of policing has also become more diverse. Issues related to ethnicity and genders are associated with the cause of stress. Aside from the problems on the street, administrative problems also contribute to the level of stress among police personnel. In this country are many studies that have been done to identify the causes of stress and the subsequent action plan that aims to reduce the pressure increase job commitment among members facing job police. Works with high stress rottenly have emotional ties with a low level motivation that are associated with commitment police work. Accordingly coincide with the purpose of this study was to identify the level of work stress and emotional, the level of job stress, work commitment and job stress relationship and emotional effects of stress of the job commitment among police in Bukit Aman Police Headquarters .

## **1.4 Research Questions**

According to the statement of the problem, this study focused on the following questions:-

- 1.4.1. What is the relationship of career factor and the perceived stress among police?
- 1.4.2. What is the relationship of personal factor and the perceived stress among police?
- 1.4.3. Are there any differences in perceived stressjob stress among police personal in the study?

## **1.5 Research Objectives**

In this study a number of objectives have been established:-

- 1.5.1. To identify the relationship between career factor and perceive stress.
- 1.5.2. To identify the relationship between personal factor and perceive stress.
- 1.5.3 To identify the relationship of demographic and perceive stress among police personal.

## **1.6 Significance of Research**

There is some interest in this study. The main objective of this study is to identify, the causes and effects of work stress on job commitment among police officers. This study also aims to identify differences based on the work pressures and demographic characteristics among members of the police service. Next objective of this study was to determine the relationship between the levels of job stress with job commitment among police in Bukit Aman.

Accordingly, this study was undertaken to ensure excellence upheld police professionalism and quality of service at all times. Needs of the police service should be proportionate and relevant to the amount of police there. Malaysia's population is now roughly is 29,866,590 persons (the latest information from the website of the Department of Statistics 2013) compared to the Royal Malaysian Police Force consists of officers and members of 112,145 (the latest information from the police website 2013). This amount includes policemen who are sick, disabled and cannot carry heavy duties or work outside again. Is less relevant given the current police duties have increased, more complex and more challenging. Therefore this study should be taken to identify the level of job stress affecting job commitment among police in Bukit Aman. Consistent study aims to provide information to management for planning human resource development programs to improve the quality of work and commitment to work and to reduce the level of job stress among police personnel. In addition to

providing information factors that cause job stress and things that decrease or increase the work of organizational commitment among police officers.

Finally, this study also aims to collect information and provide guidance, referral and information to other researchers who wish to make further research on this topic. Working pressure is an interesting variable which is the focus of social researchers because high and low levels of stress at work disruption, consequently affecting the job stress and job commitment will soon affect the individual and the organization.

### **1.7 Scope of Study**

This study is only focusing on police management division in Bukit Aman Police Headquarters as respondents, a total of 250 police personnel were taken as part of the respondents and the study did not involve superiors. This study only involves the Division of Administration, Department of Management, Police Headquarters, Bukit Aman and do not involve other formations.

Bukit Aman Police Headquarters was chosen as the location for conducting research. Bukit Aman Police Headquarters has the number of administrative duties and administration as official duties, policing tasks as general tasks.

## **1.8 Study Limitation**

This study is limited to the Police Administration, Department of Management, Bukit Aman Police Headquarters only. Thus the findings are limited to the Division of Administration, Department of Management, Bukit Aman only and do not represent the entire members and Police Officer Police Headquarters in Bukit Aman.

## **1.9 Definition Concepts and Terms**

This section describes the concepts of the studied variables such as emotional intelligence, work stress, and job commitment more detail and definitions related to the items in the questionnaire used in this study.

The concept of Emotional Intelligence:

New awareness of the importance of emotional intelligence created a lot of studies on human emotions. According to Mohd Azhar Abdul Hamid (2004), "Man smart and wise in close is not only having high IQ but EQ is high. The notion of cognitive intelligence as a symbol of one's intelligence and wisdom are regarded as less relevant especially in this age of information communication."

According Hamid (2004), "Man smart and wise in the near future not only has a high IQ but EQ is too high. The notion of cognitive intelligence as a symbol of one's intelligence and wisdom are regarded as less relevant especially in this age of information communication. "Goleman (1998) through the EQ model adaptation by Mayer and



Salovey found that EQ is very important and useful to understand how each of these skills serves in an occupational field. Accordingly Goleman defines emotional intelligence as the ability to identify stress in self and emotional self or others to motivate themselves and manage emotions and control the level of stress encountered in the Workplace pressure ensure communication and effective working relationships. Bar-On (1996), defines the model Emotional intelligence.

That was introduced as an emotional connection capabilities and social knowledge influences one's ability to effectively meet the challenges of the environment. Emotional intelligence model consists of five main areas, namely: (Self awareness), (Self-regulation), (Motivation), (Empathy), (Social skills).

### ***1.9.1 Pressure***

The word "stress" comes from the Latin word "strictus" meaning "strict" (firm) and "stringere" which means "to draw tight" (become erect) (Young husband, Garlie & Church 2003).

According to the House Dictionary (2007) stress the pressing means something loudly, push or force received by someone. Referring to Lazarus (2009), stress is a form of the present situation or feeling from experience when an individual assumes that requests received by them is so high and they cannot afford to fill due to the lack of social and personal resources. In other words, the individual is no longer able to control a situation or situations.

### ***1.9.2. Working Pressure***

Leka, Griffith and Cox (2003) says work-related stress is a response by the person when asked by the demands of work and pressure cannot be matched with the ability and knowledge as well as their ability to manage challenging or competitive action. In other words working pressure imbalance exists when the work environment demands the ability and knowledge workers.

Hence according to Ali Murut Sunbul (2003), stress is also caused by a person feel hopeless to work beyond expectations and lack of personal control from the top. Meanwhile, Abdul Aziz Yusof (2003) states pressure will arise when confronted with too much work to do, but are faced with a very short time and supported with very limited resources. In this study, the stress of work is divided into the following several factors such as workload, time job, family and finances.

Efforts to reduce work stress from various factors and create the work commitment of police personnel to the appropriate level of pride should be considered by the management of the Royal Malaysian Police. This is important because every action taken by the police in the implementation of not only reflect the image of the police as an organization but also symbolizes the law enforcement system of the country. Studies conducted in Western countries show various initiatives undertaken by the organization to create loyalty and job commitment level is always high.

Among the efforts is to enhance skills through training and career development, management of care for employees, fair distribution of workload and providing a comfortable working environment. Thus when high work comfort and less work pressure will lead to an increase in the high level of commitment to work well. Chapter Two will discuss more about the work stress theories and theories of cause and effect on work commitment and previous studies conducted about the country and abroad.

### **1.10 Organization of the thesis**

The thesis is divided into five chapters. The first chapter is on the background of the study and the background of the organization where the study is carried out i.e The Police Administration, Department of Management, Bukit Aman Police Headquarters. Chapter two covers the literature review on the focus area of the study which is the perceive stress and the independent career and personal factors. Chapter three discusses on the methodology used in this study which uses the quantitative approach. Chapter four discusses the analysis and the findings from the primary data collected. Chapter five discusses the conclusion, recommendations and future studies in relation of the study.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 Introduction**

This chapter discusses writing about discovering, definition, and analyzes concepts on working pressure and mental health by well known researchers erstwhile. This chapter also discussed factors which influenced mental health and behavior seeks help related to study topic that are made up study in and out country. Besides that, this part also touched on pressure models that have been discussed before by writers like model pressure by psychology and mentally.

#### **2.2 Stress and Perceive Stress**

Work stress can be defined as a relationship between an individual with his environment as assessed by the individual as exhausting or exceed the resources itself and can threaten the health conditions of individuals with end exhausting response to the changing capabilities and problems.

Stress is a disease that is often associated with mental health and often attack people today. Human life in this millennium is challenging and complex. Diversity and this led to the emergence of life complexion “New syndrome” that attacks humans that stress or

more commonly known as “stress”. According to Hatta Sidi and Mohamed Hatta Shaharom (2002) stress is part of human life since time immemorial unnoticed. It changed the face by over time. Stress is not something that is foreign to this society. Stress commonly experienced by all people when you are in a bad state fun. Concept and Theory of Stress.

Everyone who works will be subject to a number of work-related stress, but the amount and source of stress is different depending on the type of work and the organization. In Albrecht (1979) research suggest that if a person is required to function effectively and gain satisfaction in his work, nine variables must exist in the comfort zone (comfort zone) they are the first, the workload too much or too little causes people to feel anxious, frustrated and not happy. Second, Clarity job description and evaluation criteria means anxiety arises from confusion about the job responsibilities and performance criteria or from the job description in the set too rigid so there is no room for individuals. Third efforts, enabling physical - enablement such as temperature, sound noisy, humidity, pollution, the amount of work space and physical position (whether by standing or sitting) may be required to work in the course of the person's comfort zone. Fourth, work status means that people who have low-wage jobs, low-status will feel psychological discomfort. Those who have celebrity status often cannot handle the stress brought on by fame. Fifth, accountability overload occurs when people have a responsibility to the physical and psychological well-being of other people has control limits (such as air traffic control, emergency room doctors and nurses). Accountability less load occurs when employees perceive that their work is not meaningful. Six, diversity task to work

properly needs a diversity of people and simulation work comfortably. Seventh, the relationship with the man because half of workers do not have any contact with humans (such as forest fire keeper). Eighth, while another employee had continued contact with humans (workers as servants uniformed units royal Malaysian Police for example), they must constantly interact with other people in charge of security and national interest. Total person interaction is different depending on what they are interested in or want to tolerate. Eighth, the physical challenge of the work requires physical demands (such as construction workers, professional golf player, potter) compare to whom does not require physical activity, half the work (such as firefighters and police officers) involve the risk of physical and mental challenges of the ninth of work the burden beyond the mental capacity, and also those who do not have mental challenges, can cause frustration.

Perceived stress is feeling or thinking that an individual has about how much pressure they are under at a given point in time or within a given time period. Perceived stress combines feelings of uncontrollability and unpredictability of life, how often we have to deal with annoying hassles, how much change is going on in someone's life and confidence in their ability to deal with problems or difficulties. It does not measure the type or frequency of stress events that have happened to anyone, but how one feels about the general stressfulness of their lives and their ability to handle the pressure.

According Hans Selye, who spent 50 years doing research pressure, came to the conclusion that it is not is what is stressed to us that count, it is how we respond ( Selye , 1976, pg. 450). Selye tells an interesting story of what happens if you pass a bath helpless drunk you with contempt. If you pass by, ignoring drunk, you might not experience any significant physiological effects. However, if you choose to fight, verbal or otherwise, "you will release adrenaline that increases blood pressure and heart rate, and your entire nervous system become anxious and tense in anticipation of the battle. If you happen to be a coronary candidate, may result fatal accidents heart". Selye then will ask: "What is the cause of your death his drunken insult No. death is caused by choosing the wrong reaction?" ( Selye, 1976, pg 450).

According Lazarus (1966), has emphasized the importance of individual perceptions or environmental assessment. "The meaning we give the events and we find deep satisfaction influence the effect of pressure changes we make in our lives". Rosch described the pressure for a roller coaster ride. "There are those in the front of the car, hands on their heads, clap their hands who can not wait to get back," he points out", and "the people behind the cringing, wondering how they got into this and how long it will be more" (Schafer, 1987, pg. 310). Put differently, one of the passengers was a roller coaster ride back stiffened, his knuckles were white, his eyes closed, jaw clenched, just waiting for it to be over. Wide-eyed thrill-seeker relishes every jump, can not wait to do it again (Cooper & Payne, 1988, pg. 9).

Creating circumstances far different experience based on individual perception and interpretation. Interestingly, Chopra and Dyer (1993) describe the differences in activity between the two movies that go on a roller coaster. When going on a journey of pleasure seekers and the superb experience as an exciting time, he produces certain chemicals, interleukins and interferon's, which are anti-cancer drugs are very strong. The body requires a level of adrenaline and other chemicals when it is physically threatening and must fight or flee. However, when we invoke chronic reactions produce a chemical reaction, the excess can be turned against us (Justice, 1987, pg. 33). Again, it is the perception, interpretation of circumstances in which internal activities.

According Kobasa, his research on hardiness, studied a group of 200 business executives at Illinois Bell Telephone Company has experienced a large number of especially stressful events when AT & T was close to breaking the monopoly of the telephone system. One hundred managers and officers who reported many symptoms of the disease, but 100 others have some symptoms of diagnosable illness even if the situation is the same for all executives (Kobasa, 1984; Kobasa, 1979). In another study Kobasa (1982) examines the lawyers because of their image as people who live in stress. Kobasa stressed that lawyers are taught to do their best under a lot of pressure to learn, in law school, to work at a more strenuous. He found that many lawyers live long without major illnesses. He concluded that many lawyers may have conditioned themselves to work well and stay healthy despite enormous pressure simply because lawyers are expected to thrive under pressure.



### **2.3 Concept and Theory of Stress**

The term “stress” or pressure introduced by Han Selye in the health sciences in 1956 while demanding medicine in German medical schools do Prague (Rosch 2007). He first discovered the phenomenon of stress response inherent in individuals who got various pain (illness) all clusters exhibit the same symptoms and signs such as an increase in blood pressure, loss of ambition, loss of appetite and loss of strength (Selye, 1974).

Symptoms of reason is always displayed, regardless of the nature of somatic disorders, Selye has named circumstances, such as “just Being sick syndrome” in earlier writings, he often used the term to describe the state of stress that exists by a specific syndrome which consists of all non- specifically induced changes within a biological system. Then in 1974, Selye has defined stress as a “nonspecific responses of the body to any demand placed upon it” (non-specific response by the body against any challenges/demands) (Selye 1974).

### **2.4 Work Stress Factor**

Researchers have identified and categorized the causes of work stress on a number of factors. They have categorized the causes of work stress on five factors intrinsic to the job, the role of the individual within the organization, career development, workplace relations, organizational structure and climate.

In addition, there are several factors that could potentially create job stress as individual factors and environmental organizations. These factors may affect the level of stress among employees in an organization. Stress can be positive and negative impact on the employee and the organization. Positive effects of stress will produce an impulse or motivation to improve performance and productivity. The negative effects can affect the performance and productivity of employees and the organization as a whole.

Next, the factors that cause stress to the work of work intrinsic factor, role in the organization, relationships at work, career development, structure and organizational climate and work-home relationship. Intrinsic factor is job working conditions, risks and culture, working hours are long, travel, excessive workload and application of new technologies. Physical environment such as air quality, light, furnishings, cleanliness, noise, and furniture and work space can also have an impact on a person's mind and eventually can cause job stress.

According, Ungku Norul Kamar (2003), the factors that cause stress-related organizations such as the job itself, work load, role conflict, work environment, leadership and organizational culture. Sabitha Merican, (2005) states there are two environmental factors and leadership, the relationship between other employees and job and family interaction.

#### 2.4.1 Appreciation

Refers to the act of appreciation, honor and glorification. It also refers to the appreciation of the good teaching, career structure, the chances to go uprank, have a voice in decision-making and perceptions of police salaries received compared with the task undertaken.

#### 2.4.2 Job Satisfaction

Refer to the description of the content, relief, pleasure and enjoyment. Locks (1994) define job satisfaction as an individual's emotional grip whether it has positive feelings or negative feelings toward the job done.

#### 2.4.3 Working Hours

Skillern (1990) says that working time factor is a cause of stress among workers. So that, the work time factor is one of the contributors to stress at work. This situation more depressed when the individual is forced to work for a longer period of time with this physical problem, mental and performance among employees.

#### 2.4.4 Extremely Burden Task.

Cooper (1988), pointed out all the types and nature of the work is the main source contributing to tugas. It may be due to work load given is inappropriate or that it creates too much of a burden to workers. Although an individual's definitely talented and efficient in carrying out its duties, in the same time workload excesses will cause his performance dropped significantly due to physical and mental

fatigue that can lead to certain diseases such as heart disease, high blood pressure and etc.

#### 2.4.5 Work and Family Conflict.

Family and work are related and the study found that experienced in family or employment capable of affecting the quality of life (Sarantakos, 1996). Family is an important part of the economic process, and when a person was employed directly the employer receives the employee obligations towards his family (Edgar, 1991 ; Vanden Heuval, 1993; Sarantakos, 1996).

Claims relating to family and finances can be a major source of job stress in organization able to make the work more complicated pressure (Lasky, 1995). Facts have shown that intra- Organizational extra organizational and influence the process of working pressure and it is hard to prevent. Extra organizational are external factors that affect very important to workers as pressure.

#### 2.4.6 Financial factors

Financial factors may also affect the working pressure, (Mattenson & Ivancevich, 1982) argues that financial difficulties led to the individual looking for extra work, additional work can add family opinion but at the same time with the steal and cause fatigue individual. Similarly, financial loans like personal loans, buy a car, and buy a home loan is also a source of job stress to an individual or employee.

## **2.5 Symptoms of Work Stress**

Ongoing work stress experienced by a person can have negative effects on the individuals involved. Work stress can be classified into the three categories that have the effect of symptoms on the physiological, psychological and behavioral. Physiological effects and symptoms are divided into short-term effects such as headaches and long-term effects such as ulcers, high blood pressure and heart attacks as well as unpredictable effects such as experiencing stomach acid. Psychological impact was like experiencing apathy, become forgetful, feeling disaffected and disturbed. While the effects in terms of behavior including loss of appetite, or lack of weight gain, changes in smoking habits, drinking habits change in hard and sudden changes in appearance themselves.

Keep in mind that almost all of the body systems involved to respond to stress. However, the response by the cardiovascular system, digestion, muscles is the most significant. This reaction is known as the fight or dodge. Regardless of the type of stress experienced, the body responds in a similar manner that the increased blood flow to the heart muscle, increase blood pressure and produce adrenaline into your system. Slow down the digestive system and the muscles become tense, ready to serve or fight.

In terms of the effect or impact, stress symptoms can be classified into two parts, namely the effects on the individual and the impact on the organization. The impact on individuals is divided into three parts, health, psychology and behavior. The impact on health is like suffering from heart disease, stroke, back pain, ulcer, and headache and

skin diseases. The psychological effect is family problems, sleep disorders, sexual dysfunction and depression. Effects on behavior are as strong smoking, excessive consumption of alcoholic beverages, drugs, violence and loss of appetite or increase dramatically. While the impact on the organization also is absent from work, a decrease in job performance, motivation, no satisfaction or pleasure to work and hostility among employees.

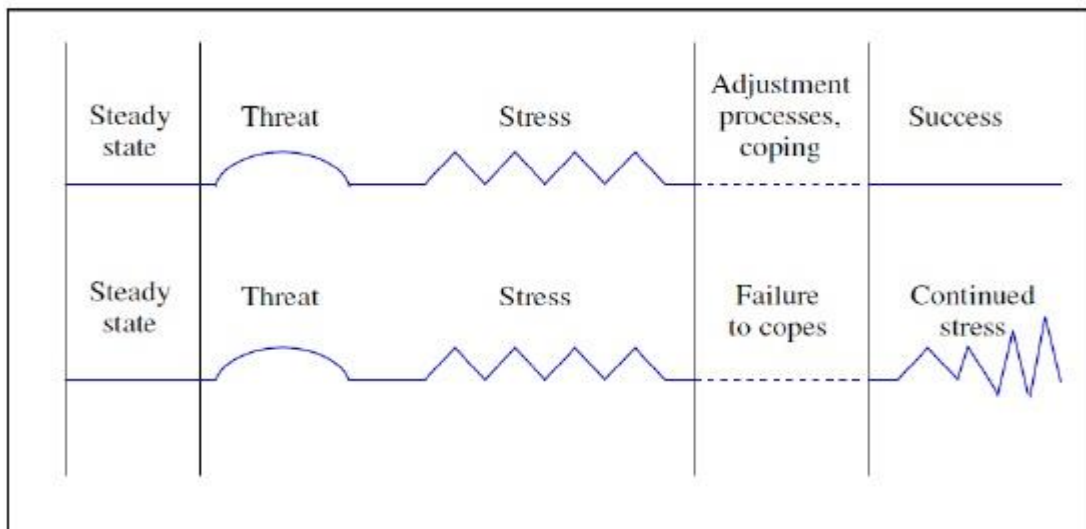
## **2.6 Work Stress Theory**

There is several work stress theories are used as a reference in this research studies of Work Stress Theory Cooper, Atkinson and Stress model, Model Working Pressure by Jaafar Muhammad (2003) Theories. Some of the example has been taken to be used for this research as per below explanation.

### **Work Stress Model (Cooper)**

According to Cooper and Marshall (1976), the perceived job stress as negative environmental factors associated with a job as workload, role conflict or ambiguity, poor working conditions and so on. Cooper and Marshall (1976) also categorized the problems that cause stress work into three types, namely, technical problems, relationship problems and problems in the organization of work stress communication. Model was introduced by Cooper CL Sloan and William SP (1988). This model describes the work pressure and classification of the causes that lead to individuals experiencing job stress. Moreover, we describe the problem in terms of mental health, physical and organizational symptoms. Based on this model, perceived job stress as the

interaction of the internal factors. In this context, individuals who fail to adapt himself to his colleagues said to be experiencing relationship problems in organization. Individual who have difficulties in performing job skills are considered to be experiencing technical difficulties. While communication problem occurs when an individual is difficult to obtain information about the organization either by colleagues or employers to complete and improve the performance of his work. When these problems occur, the individual is said to have a tendency to experience stress. Stress Model Cooper explains more about the job stress model in Figure as 2.1:



**Stress Model Cooper (1988)**

*Figure 2.1(Source: Cooper et al, (1988). "Living With Stress." United State: Penguin Books.)*

Cooper (1981) then presented six interconnected work that cause stress are:

***Management Tasks*** - Stress can be caused by too much workload or little, time constraints, had to work for a long time and the duty to make a decision.

***Employees Roles*** - Worker role can be divided into two, namely the role conflict and role ambiguity. According to Farber (1991), role conflict occurs when inconsistent demand, does not match or is unsuitable for an individual. It arises where an employee in a particular job is separated by the conflict between the demands of work or doing something that is not his favorite or not includes job specifications. While role ambiguity occurs when an employee does not have accurate and complete information about his role as the objectives, rights, rules, status, accountability, scope of work and responsibilities.

***Organizational Structure*** - Organizational structure associated with individual freedom, autonomy and identity. Structure and organizational climate can be a cause of stress in the event of such problems involved in decision making, lack of effective consultation or negotiation, lack of effective communication, political organizations and others.

***Career prospects*** - Job instability, lack of job security and status unsuitable also a source of job stress. Career development is considered as a very important thing for most employees. For example, promotion, salary



increase, higher status and new challenges. Without work these things can lead to the onset of work stress is high.

***Interpersonal Relationship*** - Interpersonal relationship refers to the relationship between employers, subordinates and colleagues. As said by the scientists, the relationship between the members of a working group is a key factor that ensures the health of individuals as well as the continuity and development of the organization. Conversely, poor interpersonal relationships can trigger stress in the workplace.

***Personal problems*** - Pressure causes more geared towards personal life of an employee as family problems, financial problems, conflicts between beliefs themselves and the organization and between the organization and demand family conflict. In theoretical study Cooper and Marshall (1976) is appropriate as it relates to job stress negative environment which cause stress to a career as workload, role conflict or ambiguity, poor working conditions and the others. By the way Cooper and Marshall also categorize work problems cause stress in particular the respondents have been studied against a policeman in Bukit Aman.

### **Achievement Motivation Theory MC Clelland**

MC Clelland (1961), suggests four essential requirements in the context of organizational behavior. These requirements are the need for power, the need for friends, need for achievement and independence requirements. MC Clelland debate performance requirements as there are differences in the individual who can move the individual to continue to increase job commitment. Individuals who have a high need for achievement will improve work commitment to continue working in a job situation along with fellow workers. Individuals who have a high level of need for achievement always keep the desire to succeed and are always afraid of failure. Based on research McClelland identified three key characteristics of individuals who have the desire a high achievement motivation:

- Individuals prefer a work environment that allows them to be responsible in solving problems.
- Love the medium risk and set a modest goal that can be achieved.
- They need recognition and feedback on the progress of the work done. Also very involved (committed) in the work done.

### **Hawthorne theory**

This theory formed as a result of research on human behavior conducted by a team of researchers from the masters Harvard Graduate School of Business Administration lead by Elton Mayo. Summary studies have been conducted to prove that the relationship between individuals and between groups are more important in determining the

efficiency and effectiveness of employee of external physical as pressed by the scientific management approach. Theory It also emphasizes the importance of communication and motivation in influencing effectiveness and productivity. (Lili Suriani, 2004) All the theories described above is related to what is to be examined in this study. Thus all the theories included to guide, strengthen, and back up during the discussion in later chapters.

## **2.7 Previous Research Studies**

Many previous studies have been performed to identify stress factors and further work or action plan to reduce or cope with stress issues aimed at improving motivation and performance.

Che Azimah study (2005) conducted a study on job stress among police personnel in Machang District Kelantan. Research also found differences based on the work pressure demographic factors. A total of 120 respondents consisting of females and males were randomly selected. The study found that there are differences in terms of age, academic status, working time and status differences among members of the police.

Meanwhile, the study Adlin (2000) through his thesis entitled Work Stress Among Officers and Assistant Returning Officers Surveys married at the department and the traffic study and identify the factors that influence and work -related stress among

investigating officers and assistant investigating officers in the department and the traffic police headquarters in Kuala Lumpur. Variables or factors have been the cause of the stress in the study was the environment or workplace, job characteristics, home environment, workload and task distribution.

Studies by Muhamad Alwi (2010) Work -related Stress among Member Traffic Patrol Unit at Police Headquarters, Bukit Aman, Kuala Lumpur. It aims to identify factors and levels of work stress. Findings from members study a significant relationship overall between - factor the effects of job stress factors of work stress. The study also found a moderate correlation between variables.

Studies by Arjunaidi (1997) through the master's thesis entitled Demographic factors, environmental and related organizations have studied the stress- strain among police in a district. It is to identify whether the tension in a relationship with demographic factors such as environment and organization. Researchers found that the level of tension among police officers in the study was low although they have a negative perception from few findings there are other variables that have a significant relationship with the tension.

Mohd Huzaimi (2001) made a study of job stress among Customs Superintendent at Royal Customs and Excise Department of the Federal Territory of Kuala Lumpur.

Results of this research is the work pressure customs officials at the Federal Territory of Kuala Lumpur is moderate (59.7%), low (40 %) and high (0.7%). The study also found that the cause of the pressure created that cover the workload, role ambiguity, work relationships, work and family environment there is no significant correlation with the level of work stress.

Abdul Rahman (2003) made a study of the level of job stress and job stressors among divers Scuba Centre Royal Malaysian Navy, Lumut. From the results showed no significant difference between the stress levels of members of the group working on the navy divers and there is no significant difference between the level of job stress on work experience navy diver.

Studies conducted by Suhana (2000) is to see the main factors that cause stress to the work in employing ECM production operators in Johor Bahru Malaysia Berhad as well as the relationship between the level of performance. The study found that employee stress levels are at an average level and there is a significant correlation with job performance. He also found that the main factors that cause stress are the brightness factor at work, relationships with superiors, daily work too much and not be able to complete the work on time and do not clear with promotion opportunities.

And help on how to Gudjonsson (1985) has reviewed the work stressor was conducted among 187 British police officers (75 constable, 35 sergeants and 79 senior police officers). Results from the study found that a major stressor identified was long working hours, shift work, to testify in court, excessive workload and face situations that cannot be measure. Finding shows that police officer and sergeant are more stressed than police officer.

Previous studies have focused on several categories of variables or factors that lead to a commitment to organization. According to Liou (1993), Nowadays Steers and Porter (1982) examines the organizational commitment using four categories of variables approach of individual characteristics, job or role, work experience or organizational structure. The results showed the main a factor leading to organizational commitment is still inconsistent. According, Acryl Study (2001) conducted a study to rank Royal Police of Malaysia constable to rank Sub Inspector serving Kuala Lumpur police contingent. Research results found that organizational characteristics are key factors that influence the level of organizational commitment among members of police. In this study was to see to what extent the level of commitment of police personnel in the organization and also the relationship between individual characteristics (gender, age, academic qualifications, marital status, length of service, rank, individual ability) and characteristics of the organization (leadership styles, promotional opportunities, workload, facilities provided) with the level of commitment to organizations police. A total of 120 respondents took part in answering the questionnaire. The findings of the study found that the characteristics of the organization is the main factor affecting the

level of commitment among the members of the organization of rank and file police while individual characteristics are not directly influence the level of organizational commitment.

## **2.8 Conclusion**

Studies of work-related stress are a buzzword. Most of the studies made by researchers are studying the level of stress experienced by the individual, the causes of stress on the individual. A study made in our country most researchers studying stress and stress management among civil servants or public sector such as teachers, nurses and police.

Organizations or individuals when they have managed to find out and identify the causes, factors and effects of sustained pressure should the work to overcome them. Thus, each individual must determine the cause and factors of stress and while the organization also must also strive to help their employees cope with work stress. Early prevention is better than treat it as if the slow action taken will affect the long term and to the detriment of the organization. An organization should work with employees to deal with stress in order to achieve the goals and objectives of the organization. Thus, organizations should be concerned with the employees welfare they could show their work commitment towards their job. This is important because the relationship between organizations to an employee is considered to be two-way and adjustment process will benefit both sides. The next chapter discusses the research methodology.

From the analysis of the relationship between all the variables studied, only two hypotheses only significant with police work commitments. Based on the research findings obtained and discussed above, it can be concluded that the level of commitment of the police work in relation to the level of emotional intelligence possessed members, In addition to efforts to reduce the available working pressure. But no doubt that the role



of police management is very important to raise the level of work commitment, the level of emotional intelligence and reduce stress levels among members of his police work, due to work commitments is fundamental in creating a police service that is efficient and professional. Therefore it cannot be given serious attention by the police leadership in the Police Headquarters in line with Bukit Aman police motto "Ready to Serve" which reinforced the theme of services "Friendly, Fast and correct" at the heart of every member of the police and the community spirit general.

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Introduction**

This chapter provides clarification on study design, population and sampling study, research instruments, data collection, data analysis, research tools, data collection methods, as well as the validity and the trustworthy. According to Ling (2000) that the methodology of the study is very important in any research because it explains the plans and methods need to be taken to produce an orderly and proper research.

This chapter describes the methodology used to conduct this research. Purpose research is to investigate the relationship of work stress by looking at the causes of work stress and work pressure difference with the health factor.

#### **3.2 Design Review**

This study was a survey descriptive to measure the relationship between two variables, namely the relationship of work stress, cause and effect among policemen Administration, Department of Management, Bukit Aman. Research at Bukit Aman Police Office also identify job stress factors such as task time, the burden task, factor out, financial factors and the relationship with mental health stress factors. According to

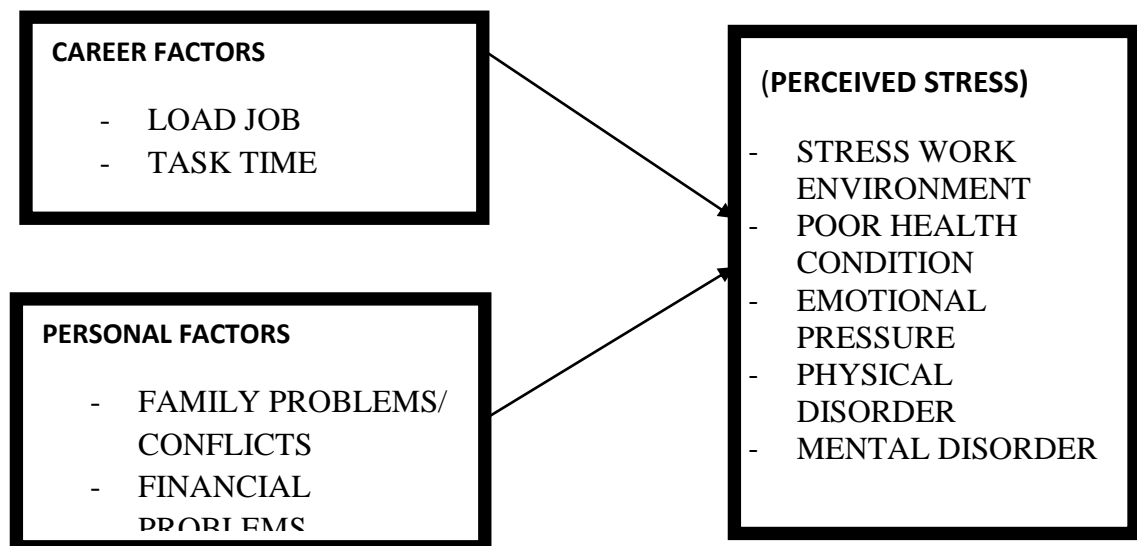
Kerlinger (1973), survey research involves large and small populations by selecting and studying samples of the population to identify relationships between variables - variables. In other words, the survey method is a systematic and objective procedures in gathering information on a subset of a population that is identified with the purpose of using the instrument, in particular to obtain observations that can be collected (generalize) to the entire population (Samsudin & Mus 2000).

In this research using questionnaires to obtain data or information needed to make this research. Izham (2000) the advantages of the use of questionnaires is that respondents may take time to answer the questionnaire received and will provide more information to researchers.

## INDEPENDENT VARIABLES

### VARIABLES

### DEPENDENT



**Figure 3.1 : Research Framework**

### **3.3 Hypothesis**

Based on the research questions and objectives of the study, several hypotheses have been developed in this study, namely:-

- Ho1: There is no relationship between task time and perceive stress.
- Ho2: There is no relationship between job load and perceive stress.
- Ho3: There is no relationship between family factor and perceive stress.
- Ho4: There is no relationship between financial factor and perceive stress.

### **3.4 Population and Samples Review**

In this study, the population is made up of police officers of the Administration, Management Department, Police Headquarters, Bukit Aman, who served in these units under the administration as the Ceremonial Branch, Police Museum and Public Affairs Branch of the respondents in the study. The study population was referring to the group or target group activity Police population Administration, Department of Management, Headquarters' Bukit Aman was a list of 705 people by force until January 31, 2013. From this total, 52 senior police officers, 653 members of the police and constable low. This research is among police personal without involving senior police officer study.

Sampling is one of the most important in the research process for the selection of the respondents to as the sample of the population. Ensure that the sample size on the

sample, and the findings of the study or understanding on their properties, allowing the researcher is able to generalize the features or attributes to the surveyed population (now 2003). In addition, researchers need to look at the selected sample must be representative of the population to allow an accurate generalization of the population. To allow for the analysis, the researcher is required to determine the appropriate means of sampling to determine each member of the population has the same chance as the sample used (Fox, Levin & Shively 2002).

Place of study is in the Police Headquarters in Bukit Aman, Kuala Lumpur. Bukit Aman Police Headquarters was chosen because of its strategic location in the heart of Kuala Lumpur is surrounded by four other police district of Brickfields, Cheras, Dang Wangi and Sentul. Bukit Aman Police Headquarters Main is the area of only about 40 square kilometers in an area in the Federal Territory of Kuala Lumpur and Malaysia. The situation is likely to be busy creating works of high pressure which can have an impact on job performance.

In addition, Police Headquarters, Bukit Aman always facing a rare situation of public order in the face by other police districts in this country as an illegal assembly or demonstration activities by non-governmental organizations and political parties are taking advantage as a strategic position in Kuala mud that can bring public attention, whether at the local or worldwide. Description such features to meet the demands and requirements of this research.

The researcher has used Krejcie schedule and Morgan (1970) to determine the sample size. Therefore, for this study population requires at least a total of 250 in this study. Sampling technique used is simple random sampling technique to release questionnaires to respondents randomly.

### **3.5 Procedure Review**

#### **3.5.1 Data Collection**

Data were collected through questionnaires distributed to respondents, also known as primary data. The choice of instruments is appropriate because the technique is more practical questionnaires and questionnaires are also the most effective tools in the collection of primary data. Data is the main data required in this study. This data is the raw data that will be analyzed to obtain the results of the study (Tan Mei Chen, 2005). The method used to obtain the data is through the distribution of questionnaires to 250 respondents based on the method of random sampling Units under the Administration Division, Department of Management, Police Headquarters, Bukit Aman. Questionnaires form were distributed by the researcher with the assistance of by a number of officers and men of the units because it is easier, faster, saves time and cost savings.

Respondents were given one week to complete the questionnaire. During this period the researchers contacted the respondents to see themselves in order to see the cooperation to fill the questionnaires were distributed. Managing the distribution of

forms and data collection, researchers do not have a problem to have the full cooperation of the police personal involved in this study.

### **3.5.2 Drop and Collect Mehod**

Before the study, the researcher was asked by the administration, the Department of Management Bukit Aman Police Headquarters for presenting the application letter to conduct research in the Division of Administration, Department of Management, Police Headquarters, and Bukit Aman. Upon the agreement between the researcher and the respondents, the researcher was studying the distribution of questionnaires and for one week in Units under the Administration Division, Department of Management, Police Headquarters, Bukit Aman. Researchers have provided 250 sets of questionnaires to the Administrative Staff Officer, Administration, Management Department, Bukit Aman police headquarters to be distributed to the police involved. Before the questionnaire form 1 set is given to management, the researcher will provide an explanation of the distribution and collection procedures of researcher asked to collect data and questionnaires within one week.

In order to achieve the effectiveness of this research has used several methods to collect data secondary. Collection for secondary data is data obtained from reading books, journals, articles, Internet access, newspaper reports and theses previous studies. These resources can contribute information needed, whether or empirical information of a general nature. Cumulative data from related studies done

previously by other researchers also provide original information that is required by the researcher.

### **3.6 Instrument**

Equipment was used and questionnaires for the purpose of acquiring data. Type of form questionnaire using Likert scale from 1-5. Questionnaire form consists of three parts:

Part A: Demographic and personal information.

Part B: Questionnaire on perceive stress

Part C: Questionnaire on work stress factors

Part A , gather background information or demographic consists of 7 items that need to be filled by the respondents including gender, race, age, marital status, education, length of service and rank in the task. All these questions will help researchers to know the background of the respondents.

Part B, contains 10 key questions related to job stress factors. Questions were adapted from studies (Cohen,S. Kamarck,T. & Mermelstein,R., "A Global Measure of Perceived Stress " (1983). This question about perceive stress factors among police personal.



Part C contains 34 questions and there is 4 factor- task time, load job, family, and financial. Questions were adapted from studies Muhamad Alwi (2010) and Tina Akib (2013). This question about stress factors among police personal.

### **3.6.1 Perceive Stress Questionnaire**

Questionnaire adapted from research work Othman (1994). This questionnaire contains 10 items that refer to an uncomfortable situation experienced by employees in the workplace. Items listed in the questionnaire describes four factors that cause stress at work the factors that affect human relations issues, comfort issues, the issue of the role and leadership issues. Respondents are required to provide scores using the following scale:

Every item in this questionnaire has been using the 5-point scale Likert. So, each item will generate Likert scale from

- 1) (1) Strongly Disagree (SD)
- 2) (2) Disagree (D)
- 3) (3) Relatively Agree (RA)
- 4) (4) Agree (A)
- 5) (5) Strongly Agree (SA)

Respondents were asked to give full answers, for the questions given by the researcher.

Factor of time includes the amount of time the task is the duty of the day, additional

duties as directed by senior traffic police officer on duty and responsibility of the work to be done. Load factor refers to the work load on the task faced by the members of the traffic which touched on specific tasks as directed by superiors. Family factors such as domestic conflict, family responsibilities and demands on the last family and are financial factors such as financial problems of low salaries, bonuses and allowances - insufficient allowances, higher financial expenses and financial problems that too many loans from financial organizations (banks). While the distribution of the questionnaire scores work and emotional stress are shown in table 3.1:

**Table: 3.1 Score Perceive Stress Questionnaire Answers**

<b>ANSWER</b>	<b>VALUE</b>
Strongly Disagree (SD)	1
Disagree (D)	2
Relatively Agree (AG)	3
Agree (A)	4
Strongly Agree (SA)	5

In addition there are negative items and positive items in the questionnaire pressure. The items shown in the table below.

**Table: 3.2 Rating Item Negative and Positive in Stress Questionnaire work**

<b>ITEM</b>	<b>ITEM CONDITION</b>	<b>TOTAL</b>
NEGATIVE	1,2,3,4,5	5
POSITIVE	6,7,8,9,10	10

The Perceived Stress Scale (PSS) is widely Used The Most psychological instrument for measuring the perception of stress. It is a measure of the degree to Selatan situations in

oneslife are appraised as stressful. Items were designed to tap how unpredictable, uncontrollable and overloaded respondents find are solely for lives. The scale also includes a number of direct queries about current levels of stress Experienced. Moreover, the questions are of a general nature and hence are relatively free of content specific to any sub-group Population. The questions in the PSS ask about feelings and thoughts Sulawesi the last month. In each case, respondents are asked how often a certain way for hire felt.

Scoring of job stress questionnaire in this study was into two parts, the high and low. Scoring scale based on the mean of the 2 scores is shown in table 3.4 below.

**Table 3.3: Rating level Work Based Pressure Min 2 Score.**

<b>LEVEL OF PERCEIVE STRESS</b>	<b>MIN 2 SCORE</b>
HIGHEST	3.00-5.00
LOWEST	1.00-2.90

### **3.7 Pilot Test**

Before the study was conducted in full, the researchers first conducted a pilot study conducted at the Division of Administration, Department of Management Bukit Aman Police Headquarters for the purpose of knowing the reliability and validity of the application of the questionnaire to get an answer research questions. The pilot study was conducted on 10 police personnel Management Division, Department of Management Bukit Aman Police Headquarters. Test this pilot study was to obtain Crobach Alpha

value used to influence either the questions that will be presented is easily understood by the respondent or otherwise.

According to Now (1992) Cronbach Coefficient Alpha reliability of the questionnaire and the reliability alpha value will show how the study questionnaire in relation to each other. According to him, a value close to 1 indicates the best reliability and value in excess of 0.8 indicates excellent reliability is good. And then value above 0.7 indicates good reliability and values between 0.6 to 0.7 is the reliability that can be accepted. Another value of less than 0.6 is indicative of poor reliability. Below is a table that shows the value of pre-test the questionnaire used. Through the pilot study was conducted involving a total of 15, study findings indicate that the questionnaires were distributed have good reliability. Results of a pilot study that was conducted are shown in Table below which has a liability to the good.

### **3.7.1 Descriptive Statistics**

Descriptive statistics used were frequency, percentage and minscore. A part of the information related to the survey respondents' background in terms of length of service descriptively analyzed and described in the form of a table, and the graph shows the frequency distribution and percentages. Descriptive analysis of the prevalence and the percentage of each item are also used in the analysis of the questionnaire items on items in Section B (job stress and effects). Results of the analysis are presented in tables and graphs.

**Table 3.4: Pilot Test Results**

<b>Questionnaire</b>	<b>Alpha Values</b>
Work stress factors	0.650
The effects of work stress	0.831

### **3.7.2 Inferential Analysis**

Pearson Correlation used to examine the relationship between job stress levels as well as the effects of work stress with job satisfaction and commitment to the job. One-way ANOVA analysis is used to identify the different levels of emotional intelligence based on demographic factors. In addition to the Pearson correlation is used to examine the relationship between emotional intelligence and the military commitment to work, and work stress with work commitments.

### **3.8 Method of Data Analysis**

Data were analyzed using SPSS (Statistical packages For Social Sciences) version 17.0 for Windows. All data were analyzed by using frequency, percentage, and mean. The data obtained are presented in order to view demographic and occupational profile of the police and also determine the level of job stress and job stress affect health in terms of working hours, workload, family factors and financial factors.

The use of SPSS (Statistical Packages for Social Sciences) version 17.0 for Windows was chosen because it is able to explain the findings in a nutshell, effective and easy to understand based on primary data collected. Data should be analyzed using the methods specified in the software to help researchers to analyze the data in order to achieve the objectives and goals of the study.

Part A , is a descriptive analysis methods such as prevalence, tables and percentages in which they discuss the related demographic such as sex, race, age, marital status, level of education and the work that uses statistical methods of frequency, percentage and mean items. 1-5 Likert scale scores will be used in the questionnaire in Part B view job stress factors such as task time, workload, family factors and financial factors and touches on aspects of the individual's level of job satisfaction, environment, feeling sad, feeling frequent or less depressed, depression, anxiety, emotional behavior and general positive. To analyze the descriptive and inferential statistical data used to test appropriate hypotheses were formed. For the purpose of acceptance and rejection of the null hypothesis of 95% will be applied to achieve results.

### **3.8.1 Quantitative Analysis**

Using the methods of quantitative analysis, the data obtained from the questionnaires were analyzed using SPSS version 17.0. To determine the level of stress that the researchers studied use to interpret the score with 3 levels, namely low, medium level and high level. The table below is the mean score of stress factors and mean score of job

stress. To interpret the size or degree of correlation relationship either at low medium or high level of the researchers using product "Guildford's Rule of Thumbs" was used as the figure below.

**Table 3.5: The table specifies the correlation and relationship, Guildford's Rule of Thumbs (And Frunchter Guilford, 1973)**

<b>Correlation times value(r)</b>	<b>Interpretation</b>
<0.20	A very weak correlation
0.02-0.40	Weak correlation
0.41-0.70	Moderate correlation
0.71-0.90	High correlation
>0.90	A very high correlation

Part B is to determine the extent and relationship of work stress factors with effects that are used by respondent. So that data analyzed using percentage and frequency distribution to determine the level and relationship.

### **3.9 Conclusion**

The conclusion of this chapter describes the study will be used by researchers in this study. This chapter also describes some of the ways that will be used for analyzing the data obtained from the questionnaire responses provided to the respondents in the study. In addition, this chapter also describes the classification of the survey questions, including the methods to analyze the data that will be used.

Overall, this chapter describes the essential parts of a design research methodology of the study, survey sampling, and reliability of the research instruments and analysis of the survey data. This survey method using questionnaire was used for collection data. Research involves descriptive data analysis and inference. Data were analyzed using the Statistical Packages for Social Sciences (17:00 SPSS for windows). In conclusion, the selection of an appropriate methodology is very important to produce findings that clear, accurate and scientific. The next chapter will discuss the results obtained through the administration of questionnaires. Research methods and data analysis of the results obtained will be described in the next section of chapter 4.



## **CHAPTER FOUR**

### **FINDINGS**

#### **4.1 Introduction**

This chapter discusses the output from the analysis carried out on the data collected from the distribution of questionnaire on the sample selected. This chapter is divided into two main parts which are: (i) the descriptive analysis on all variables and (ii) the inferential analysis specifically the correlation analysis of the independent and dependent variables of this study.

#### **4.2 Descriptive Analysis**

In describing the data collected from the distribution of the questionnaire, the frequency, percentages and the mode is the particular type of analysis use in order to get the general appreciation of the data collected. The analysis will start with the respondents that represent the sample and followed by the descriptive analysis of each of the element in each construct of this study namely the independent and dependent variables.

##### **4.2.1 Background of Respondents**

As shown in Table 4.1 below is the output obtained from the frequency and percentage analysis using the SPSS version 19. More than half of the respondents are female police personnel. This is maybe due to the fact that most of the administrative works even in the armed forces are being carried out by female workers rather than the male workers.

**Table 4.1: Background of Respondents**

<b>Item</b>	<b>Frequency</b>	<b>Percentages</b>
Gender:		
- Male	47	38.5
- Female	75	<b>61.5</b>
Total	122	100
Race:		
- Malay	99	<b>81.1</b>
- Chinese	6	4.9
- Indian	15	12.3
- Others	2	1.6
Total	122	100
Age:		
- 20 - 30	48	<b>39.3</b>
- 31 – 40	39	32.0
- 41 – 50	22	18.0
- $\geq 50$	13	10.7
Total	122	100
Marital Status:		
- Single	36	29.5
- Married	84	<b>68.9</b>
- Widow / widower	2	1.6
Total	122	100
Period of Service:		
- $\leq 5$ years	34	27.9
- 6 – 10 years	29	23.8
- 11 – 15 years	22	18
- $\geq 16$ years	37	<b>30.3</b>
Total	122	100
Education:		
- Diploma	21	17.2
- SPM/SPVM/PMR	101	<b>82.8</b>
Total	122	100
Rank		
- Sergeant Major	5	4.1
- Sergeant	22	18.0
- Corporal	59	<b>48.4</b>
- Lance Corporal	14	11.5
- Constable	22	18
Total	122	100

The following question refer to the race of the respondents where more than two third of the respondents are the Malays followed by the Indian. The Chinese represent among the least number of the respondents. Others are referring to the small minority groups of Malaysia such as the citizens from Sabah and Sarawak or the Siamese.

Nearly half of the respondents age between twenty to thirty years old, followed closely by the next age group of thirties to forties. Basically the distribution of the age group indicates that the police personnel in the police administrative department are majority are below the forties age group. Slightly more than ten percent are the police personnel that belongs to the fifties age group. More than two third of the respondents are married and nearly to one third are still single.

In terms of the duration of the service of the respondents with the police, the distribution of less than five years of service and more than sixteen years of service is about the same. The following question regarding the respondents' education background indicates that high proportion enter the police department with Sijil Pelajaran Malaysia (SPM) or equivalent qualification. Only about twenty percent of the respondents joined the police force with a diploma qualification. Corporals represent more than half (58%) of the respondents and at the other extreme Sergeant Major represent the least number of respondents (4.1%).

**Table 4.2: Frequency Cross-Tabulation of Rank and Respondents' Background**

Item	SM	SJM	CPL	L/KPL	Const.	Total
Gender:						
- Male	0	4	15	8	<b>20</b>	47
- Female	5	18	<b>44</b>	6	2	75
Total	5	22	59	14	22	122
Race:						
- Malay	2	8	<b>57</b>	14	18	99
- Chinese	0	6	0	0	0	6
- Indian	3	8	2	0	2	15
- Others	0	0	0	0	2	2
Total	5	22	59	14	22	122
Age:						
- 20 - 30	2	0	16	8	22	48
- 31 – 40	0	2	<b>31</b>	6	0	39
- 41 – 50	0	14	8	0	0	22
- ≥ 50	3	6	4	0	0	13
Total	5	22	59	14	22	122
Marital Status:						
- Single	0	2	4	8	22	36
- Married	5	18	<b>55</b>	6	0	84
- Widow / widower	0	2	0	0	0	2
Total	5	22	59	14	22	122
Period of Service:						
- ≤ 5 years	0	0	2	10	22	34
- 6 – 10 years	2	0	<b>27</b>	0	0	29
- 11 – 15 years	0	4	16	2	0	22
- ≥ 16 years	3	18	14	2	0	37
Total	5	22	59	14	22	122
Education:						
- Diploma	0	0	11	6	4	21
- SPM/SPVM/PMR	5	22	<b>48</b>	8	18	101
Total	5	22	59	14	22	122

Legend:

SM	Sergeant Major
SJM	Sergeant
CPL	Corporal
L/KPL	Lance Corporal
Const.	Constable

In Table 4.2 above, a cross-tabulation analysis is carried out between the ranks of the respondents with other independent variables to explore further on the respondents that responded to the questionnaire. The analysis indicates that all the Sergeant Major are the married Malay and Indian female from two different age group i.e. (i) between 20-30 years old and (ii) over 50 years old. In terms of their service, ranges between (i) 6- 10 years and (ii) more than 16 years of service. All of the Sergeant Majors enter the police force with the SPM/SPVM/PMR qualification.

The Sergeant are most Malay and Indian female within the 41-50 years old with more than 16 years of experience. As the Sergeant Majors, the Sergeant also entered the police force with the SPM/SPVM/PMR qualification. Next are the Corporals where they represent the highest number of respondents to the study. Most of these Corporals are married Malay female between the ages of 31 – 40 years old who has served in the police force between 6-10 years and has entered the police force with the SPM/SPVM/PMR qualification.

The Lance Corporals and also the Constable is represented mostly by the single Malay males serving not more than 5 years of service and had entered the service with the SPM/SPVM/PMR qualification. Most of the male respondents for this study is from the Lance Corporal and Constable rank.

#### 4.2.2 Descriptive Analysis of the Dependent Variable

The following analysis as presented in Table 4.3 is the descriptive analysis on the responses received on each element in the variable construct. There are ten questions that make up the perceived stress construct. Respondents marked the range between ‘disagree’ and ‘indifference’ to the questions that indicates.

**Table 4.3: Descriptive Analysis on Perceived Stress Elements**

<b>Elements</b>	<b>SD</b>	<b>D</b>	<b>N</b>	<b>A</b>	<b>SA</b>	<b>Total %</b>
I am often upset because of something that happened unexpectedly.	3.3	<b>43.4</b>	27.0	21.3	4.9	100
I often felt that I am unable to control the important things in my life.	3.3	<b>36.1</b>	29.5	31.3	0	100
I often felt nervous and “stressed”.	11.5	<b>29.5</b>	<b>29.5</b>	26.2	3.3	100
I often have you felt confident about my ability to handle my personal problems.	4.9	16.4	<b>50.8</b>	27.9	0	100
I often felt that things were going my way.	3.3	23.0	<b>58.2</b>	15.6	0	100
I often found that I could not cope with all the things that I had to do.	4.9	30.3	<b>54.1</b>	9.0	1.6	100
I often was able to control irritations in my life.	11.5	31.3	<b>45.1</b>	9.0	3.3	100
I often felt that I am on top of things.	4.9	<b>41.0</b>	38.5	13.9	1.6	100
I often been angered because of things that were outside of my control.	6.6	<b>42.6</b>	<b>42.6</b>	8.2	0	100
I often felt difficulties were piling up so high that I could not overcome them.	8.2	24.6	<b>55.7</b>	9.8	1.6	100

However the score for being indifferent is slightly more than disagreeing with the variable question statement. In general respondents felt that they are in controlling their perceived stress in their job.

#### 4.2.3 Descriptive Analysis of the Independent Variables

The following descriptive analysis analyses the responses on the respondents' task time. Table 4.4. below indicates the score obtained for each questions in the construct. Six questions make up the elements of the task time construct. The responses range from being indifferent to agreeing to the question element in the construct. However high proportion of the respondents tends to agree with the statement posed to them. Respondents could accept the nature of their work working on weekends or holidays or public holidays, long hours or even in shift time. Basically they could accept the odd or long hours of working. Thus this is believed that the nature of work does not bring stress to them

**Table 4.4: Descriptive Analysis on Task Time Elements**

<b>Element</b>	<b>SD</b>	<b>D</b>	<b>N</b>	<b>A</b>	<b>SA</b>	<b>Total %</b>
I do not create problems to work in shift time.	1.6	14.8	16.4	<b>55.7</b>	11.5	100
I have no problem to work. More than 8 hours a day.	8.2	16.4	16.4	<b>57.4</b>	1.6	100
I have no problem working on the weekend.	1.6	18.0	18.0	<b>59.0</b>	3.3	100
I have no problem working on holidays or public holidays.	1.6	16.4	23.0	<b>57.4</b>	1.6	100
I need to do other tasks outside of work hours over a few hours apart from my official duties.	1.6	18	<b>45.1</b>	32	3.3	100
Time of my job is too dense.	0	24.6	<b>50</b>	20.3	4.9	100

**Table 4.5: Descriptive Analysis on Job Load Elements**

<b>Element</b>	<b>SD</b>	<b>D</b>	<b>N</b>	<b>A</b>	<b>SA</b>	<b>Total %</b>
I do not have enough time to carry out their duties properly.	1.6	<b>39.3</b>	<b>39.3</b>	19.7	0	100
Feeling too heavy workload given to me.	1.6	29.5	<b>53.3</b>	15.6	0	100
Works every day feel as if I do not run out.	4.9	32.8	<b>41.8</b>	18.9	1.6	100
Feeling a given workload is heavier than what I'm capable of doing.	1.6	39.3	<b>46.7</b>	12.3	0	100
Feeling inadequate training given to me to perform a job.	0	<b>36.1</b>	<b>36.1</b>	27.9	0	100
Feel the work to be done is too much and this caused me to do it with less than satisfactory.	0	37.7	<b>41.8</b>	20.5		100

In Table 4.5 above is the descriptive analysis on another independent variable which is job load as perceived by the respondents? There five questions regarding job load and all questions are worded that portray the load of the job negatively. On the whole nearly respondents are indifferent to the questions asked. The respondents neither agree nor disagree with the five statements except for two statements. These two statements that indicate respondents disagreement is through the statement that (i) they do not have enough time to carry out their duties properly and (ii) they felt that training given to them are inadequate to carry out their job load. Generally it is felt that being in the armed forces, the respondents are reluctant to indicate their true feelings regarding the weight of their job as it might against the norm and nature of the job. However looking at the score for each statement, the highest score for indifferent is the second statement that the respondents felt that they are being given heavy workload to them. This is followed by the statement that the workload given is perceived as heavier than what they are capable of doing.



**Table 4.6: Descriptive Analysis on Family Elements**

<b>Element</b>	<b>SD</b>	<b>D</b>	<b>N</b>	<b>A</b>	<b>SA</b>	<b>Total %</b>
My work interfere with my family life.	26.2	11.5	23.0	<b>39.3</b>	0	100
I am having marital problems.	13.1	27.9	21.3	<b>36.1</b>	0	100
Husband / wife does not fully support member in my job.	<b>31.3</b>	14.8	<b>31.3</b>	23.0	0	100
Myself and husband / wife often quarrel about excessive in involvement in work.	14.8	<b>36.1</b>	30.3	18.9	0	100
I am not taking the time for my kids.	13.1	<b>34.4</b>	<b>34.4</b>	18.0	0	100
I'm having problems childcare.	11.5	27.9	<b>49.2</b>	11.5	0	100
I'm having problems with parents / in-laws	18	<b>37.7</b>	<b>37.7</b>	6.6	0	100

The following descriptive analysis on another independent variable is the influence of the family on the respondents in relation of their job. Compared to the earlier tables above, the responses received here are more spread in terms of their responses. High likely that family matters are not directly related to the job, respondents are more expressive of their opinion. The score range from “strongly disagree” to “agree”.

There are seven statements regarding family matters. The respondents seem to agree that their job do interfere with their family life. This can be related to the earlier responses where the nature of their job requires working on weekends, public holidays, long hours etc. Therefore the respondents might perceive that due to the nature of their job, the respondents felt that their family life is interfered by the nature of their job.

Next highest score of “agree” scale is regarding the statement that the respondents do face a problem of child care. This is obvious as more than two-third of the respondents are female police personnel. Generally the responsibility of child rearing is generally is

being put on a women or mother rather than the father. Thus it is shown in the responses in the above table.

The following question regarding the support of their spouses in relation to their job, indicates two types of score i.e. (i) “strongly disagree” and (ii) “indifferent”. Here indicates that some respondents are willing to share their true responses and some declined to do so. Further analysis using the cross-tabulation indicates that married respondents mostly tick “indifferent” response compared to “strongly disagree” response. The “strongly disagree” response are being tick by both the single (20 responses) and married (18 responses).

The next statement refers to the quarreling with spouses and most disagree with that statement. The following two statements refer to the time for the kids and childcare and again the respondents are reluctant to indicate their opinion. The same “indifferent” score is indicated regarding their parents or in-laws. Although the score range from “strongly disagree” to “strongly agree” were given by the respondents but majority prefer not to give their opinion regarding the influence of family on the perceived job stress. The following descriptive analysis will look into the final independent variable i.e. the financial elements of the respondents.

**Table 4.7: Descriptive Analysis on Financial Elements**

<b>Element</b>	<b>SD</b>	<b>D</b>	<b>N</b>	<b>A</b>	<b>SA</b>	<b>Total %</b>
I was plagued by personal debt (friends, relatives, other individuals).	8.2	18.0	<b>43.4</b>	30.3	0	100
I have a debt with financial institutions (banks) a lot.	6.6	16.4	<b>46.7</b>	30.3	0	100
I'm having a high commitment to family obligations.	6.6	<b>32.8</b>	29.5	31.1	0	100
My income enough to cover the high cost of living.	6.6	11.5	<b>45.9</b>	36.1	0	100
I make extra work 'part time job' to add income to my family.	13.1	26.2	<b>36.1</b>	24.6	0	100
I am satisfied with the pay and allowances received by the work done by me.	4.9	11.5	41.0	<b>42.6</b>	0	100

The descriptive analysis on financial elements as shown in Table 4.7 above indicates that the respondents prefer to tick “indifferent” rather than other scores regarding their opinion of money related issues. As a whole, respondents again are not gauging their true opinion regarding personal financial matters.

### **4.3 CORRELATION ANALYSIS**

The purpose of correlation analysis is to determine the association and type of the association between the dependent and independent variable in the study. Table 4.8 below refer to the correlation analysis carried out for the variables in the study.

**Table 4.8: Correlations Analysis**

		Stress	TaskTime	JobLoad	Family	Financial
Stress	Pearson Correlation	1	.304**	.268**	.443**	.497**
	Sig. (2-tailed)		.001	.003	.000	.000
	N	122	122	122	122	122

\*\* . Correlation is significant at the 0.01 level (2-tailed).

In the above Table 4.8, the relationship between the dependent variable i.e. perceived stress is a positive relationship with all the independent variables namely (i) the career factors which are the task time and job load whereas (ii) the personal factors which are the family and financial variable. As indicated in the table above, the relationship between the dependent variable and all four independent variables are all positive relationship.

As stated in the table, the degree of significant of each independent variable in relation to perceived stress factors is 0.497 for financial factors, 0.443 for family factors, 0.304 for task time and 0.268 for job load factor. Among the independent variables, a financial factor has a greater relationship followed by family, task time and job load. Among all the factors, the financial factor has the most significant relationship among all the independent variable towards the perceived stress.

#### **4.4 CONCLUSION**

This chapter discusses the results of the analysis of the descriptive and inferential statistical analysis on the data collected. The finding shows that there is a positive correlation between all the independent variables i.e. the task time, job load, family and financial element with the dependent variable i.e. the perceived stress. All the correlations are however considered weak correlation accepts for the financial element where it is considered as moderately correlated to the perceived stress.

## CHAPTER FIVE

### DISCUSSION AND CONCLUSIONS

#### 5.1 Introduction

This chapter discusses and summarizes the findings obtained from the analysis of the data collected. The discussion is based on the research objectives and thus hypothesis testing through statistical analysis in the earlier chapter. To reinforce these findings, a discussion is made with reference to the findings of previous studies and opinion related figures. In summary, the discussion in this chapter will focus on the following areas:

#### 5.2 Assessment of the research objectives

The first objective of this study is to **identify the relationship between career factor and perceived stress**. The career factors is represented by the (i) task time and (ii) work load. Majority of the respondents agreed that they do not find problems regarding the task given to them as a contributing factor to their perceived stress of the job. This is shown in Table 4.4 in the Chapter 4. Based on the correlation analysis (see Table 4.8), there is a weak correlation between task time and dependent variable of perceived stress with a Pearson value of 0.304 at 2-tailed 0.01 significant level. The following variable is the job load. Most of the respondents neither agree nor disagree that the job load is contributing to their perceived stress as shown on Table 4.5 in Chapter 4. Based on the correlation analysis carried out on the job load variable against the dependent variable of

perceived stress, the relationship is a weak relationship with the reading of 0.286 (at 0.01 significant level) (see Table 4.8). From the above discussion, the career factors i.e. task time and job load, has a weak relationship to the perceived stress on the respondents who are the administrative police personnel. Even though the respondents are police personnel, the perceived stress level is low because these respondents are dealing with administrative job and not dealing with the public and the law where it is believed the stress level is rather high.

The following research objective is to **identify the relationship between personal factor and perceived stress**. The personal factors are represented by (i) family variable or element and (ii) the financial variable or element. In the family variable, most of the respondents feel that family matters do not interrupt and create perceived stress on their job by the respondents. In fact, they strongly disagree that their spouse does not support them in relation to their job. Family variable is moderately correlated at 0.443 (at 0.01 significant level) to their perceived stress level. The following financial variable indicates that the respondents prefer to be neutral in their responses. However, with the correlation analysis carried out, financial variable is moderately correlated to the perceived stress among the respondents. Overall, this financial variable has the highest correlation to perceived stress variables compared to other variables i.e. task time, job load and family factors. As this study is carried out in Kuala Lumpur, the cost of living in a metropolitan city might influence the perceived level of the stress compared to the nature and demand of the job itself.

The following objective of the study is to identify the relationship of demographic and perceive stress among police personal. The results indicate that the perceived stress among police personnel is obvious among the married police personnel followed by their rank in the organization.

### **5.3 Theoretical and practical implication**

This study attempts to investigate the perceived stress due to the nature of jobs. However the result of this study indicates that even in the armed forces such as the police force where physical and mental strength is very much required, the perceived stress is still low to moderate for personnel working in the administrative line.

### **5.4 Suggestion for future research**

This research focuses on the police personnel working in the administrative line. The outcome shows that there is no difference between the civilian worker and the armed forces such as the police in terms of the perceived stress especially those personnel working in the administrative office. It would be better to carry out a similar study on the police personnel working with the public at large or a crime related department where the perceived stress is relatively much higher. Secondly, future research should explore other variables than the variables use in this study as this study indicates that the correlations of the variables are mostly weak.



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**A STUDY ON THE PERCEIVE STRESS AMONG POLICE  
PERSONNEL AT THE WORKPLACE**

**VALARMATHY D/O RAMASWAMY GOUNDAR**

**(MATRIX: 810269)**

**( MSCs Management)**



**Thesis Research Title: The Perceive Stress Among Police Personnel At**  
**The Workplace**

Dear respondent,

The purpose of this research is to examine the stress among police. Kindly answer the questionnaire. The information given is the workplace treated as confidential and will only be used for the research purpose only. Your participation and cooperation are very much appreciated.

**PART A: Background of Respondents**

Please tick (✓) in the spaces provided. You just have to make a choice.

Gender		Race	
Male		Malay	
Female		Chinese	
		Indian	
		Other	

Age		Marital Status	
20 – 30		Single	
31 – 40		Married	
41 – 50		Widow/Widower	
More than 50 years			

Period of Service		Educational Level	
Less than 5 years		Bachelor Degree	
6 - 10 years		Diploma / STPM / HSC	
11 - 15 years		SPM / SPVM / PMR	
More than 16 years		Other (Please specify)_____	

Rank	
Sub Inspector	
Sergeant Major	
Sergeant	
Corporal	
Lance Corporal	
Constable	

## PART B : PERCEIVE STRESS SCALE

The questions in this scale ask you about your feelings and thoughts during the last month. In each case, please indicate with a check how often you felt or thought a certain way.

<b>1</b>	<b>STRONGLY DISAGREE (SD)</b>
<b>2</b>	<b>DISAGREE (D)</b>
<b>3</b>	<b>RELATIVELY AGREE (RA)</b>
<b>4</b>	<b>AGREE (A)</b>
<b>5</b>	<b>STRONGLY AGREE (SA)</b>

<b>NO</b>	<b>SUBJECT</b>	<b>SD</b>	<b>D</b>	<b>RA</b>	<b>A</b>	<b>SA</b>
1	I am often upset because of something that happened unexpectedly.	1	2	3	4	5
2	I often felt that I am unable to control the important things in my life.	1	2	3	4	5
3	I often felt nervous and “stressed”.	1	2	3	4	5
4	I often have you felt confident about my ability to handle my personal problems.	1	2	3	4	5
5	I often felt that things were going my way.	1	2	3	4	5
6	I often found that I could not cope with all the things that I had to do.	1	2	3	4	5
7	I often was able to control irritations in my life.	1	2	3	4	5
8	I often felt that I am on top of things.	1	2	3	4	5
9	I often been angered because of things that were outside of my control.	1	2	3	4	5
10	I often felt difficulties were piling up so high that I could not overcome them.	1	2	3	4	5

## PART C: WORK STRESS FACTORS

Give statements describe the circumstances that you go through during or after work. Circle the statement that best fit you. You are only required to mark only one response only.

<b>1</b>	<b>STRONGLY DISAGREE (SD)</b>
<b>2</b>	<b>DISAGREE (D)</b>
<b>3</b>	<b>RELATIVELY AGREE (RA)</b>
<b>4</b>	<b>AGREE (A)</b>
<b>5</b>	<b>VERY AGREE (VG)</b>

### Factor : Task Time

No	Subject	SD	D	RA	A	VG
1.	I do not create problems to work in shift time.	1	2	3	4	5
2	I have no problem to work. More than 8 hours a day.	1	2	3	4	5
3	I have no problem working on the weekend.	1	2	3	4	5
4	I have no problem working on holidays or public holidays.	1	2	3	4	5
5	I need to do other tasks outside of work hours over a few hours apart from my official duties.	1	2	3	4	5
6	Time of my job is too dense.	1	2	3	4	5

### Factor : Load Job

No.	Subjects	SD	D	RA	A	VG
7	I do not have enough time to carry out their duties properly.	1	2	3	4	5
8	Feeling too heavy workload given to me.	1	2	3	4	5
9	Works every day feel as if I do not run out.	1	2	3	4	5
10	Feeling a given workload is heavier than what I'm capable of doing.	1	2	3	4	5
11	Feeling inadequate training given to me to perform a job.	1	2	3	4	5
12	Feel the work to be done is too much and this caused me to do it with less than satisfactory.	1	2	3	4	5

**Factor : Family**

No	Subject	SD	D	RA	A	VG
13	I work interfere with my family life.	1	2	3	4	5
14	I am having marital problems.	1	2	3	4	5
15	Husband / wife does not fully support member in my job.	1	2	3	4	5
16	Myself and husband / wife often quarrel about excessive in involvement in work.	1	2	3	4	5
17	I am not taking the time for my kids.	1	2	3	4	5
18	I'm having problems childcare.	1	2	3	4	5
19	I'm having problems with parents / in-laws	1	2	3	4	5

**Factor: Financial**

No	Subject	SD	D	RA	A	VG
29.	I was plagued by personal debt (friends, relatives, other individuals).	1	2	3	4	5
30.	I have a debt with financial institutions (banks) a lot.	1	2	3	4	5
31.	I'm having a high commitment to family obligations.	1	2	3	4	5
32.	My income enough to cover the high cost of living.	1	2	3	4	5
33.	I make extra work 'part time job' to add income to my family.	1	2	3	4	5
34.	I am satisfied with the pay and allowances received by the work done by me.	1	2	3	4	5