

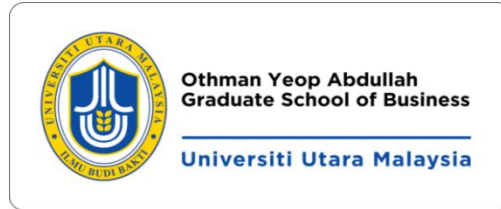
**A STUDY ON THE PERCEIVE STRESS AMONG POLICE
PERSONNEL AT THE WORKPLACE**

BY

VALARMATHY D/O RAMASWAMY GOUNDAR

Thesis submitted to
Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia,
in Fulfillment of the Requirement for the Degree of Master of Science (Management)

April, 2014



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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 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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May GOD always bless us.

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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

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Royal Malaysia Police Official Website:

<http://www.rmp.gov.my/base.cfm?path=about/about.cfm?mod=3> (2013)

Protal Rasmi Jabatan Perangkaan Malaysia:

http://www.statistics.gov.my/portal/index.php?searchword=kuala+lumpur&searchphrase=all&Itemid=1&option=com_search&lang=bm

http://www.statistics.gov.my/portal/index.php?option=com_content&view=article&id=213&lang=bm (2013)

**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.

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

NO	SUBJECT	SD	D	RA	A	SA
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.

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

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