

**THE INFLUENCE OF JOB STRESS FACTORS TOWARD
JOB PERFORMANCE AMONG ROYAL MALAYSIAN
POLICE AT KUALA LUMPUR**

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By

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Thesis submitted to
Othman Yeop Abdullah Graduate School of Business,
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DECLARATION

I declare that the thesis work described in this research paper is my own work (unless otherwise acknowledged in the text) and that there is no previous work which has been previously submitted for any academic Master's program. All sources quoted have been acknowledged by reference.

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ABSTRACT

Job Stress can affect individuals and lead to job performance. This study was conducted to assess the influence of job stress factors on the job performance among Royal Malaysia Police at Kuala Lumpur. In this cross sectional study all 112 police members at KLPCH. Job stress and job performance was measured using standard questionnaires provided by researcher adopted from previous studies. The data obtained were analyzed by using the software of *Statistical Package for the Social Science (SPSS)* version 19 was used to estimate the effect of job stress factors on the job satisfaction. In this study the result explained that 14.3% of variance that describes the DV (job performance of police members) was accounted to the IVs (job stress) where the F value = 5.991 and significant value is 0.001 ($p < 0.05$). The dimension of role conflict is significant and describes that $\beta = 0.342$, the significant value is 0.043 which is less than 0.05 ($p < 0.05$) but role ambiguity demonstrates that $\beta = 0.057$, the significant value is 0.719 and job control describes that $\beta = 0.133$, the significant value is 0.243 which is more than 0.05. A Pearson correlation analysis shows that role ambiguity, role conflict and job control with job performance of police members have a positive correlation in which $r = 0.294$, 0.353, and 0.303, 0.475, and $p = 0.000$; $p < 0.05$. The weak of the relationship between these two variables also was weak for role ambiguity, role conflict and job control. This study showed that job performance is influenced by role conflict and not influence by role ambiguity and job control of job stress. Therefore, for improvement of job performance in workers, different parameters of these three dimensions of job stress should be considered.

Keywords: Job performance; Job Stress; Role Ambiguity; Role Conflict; Job Control, Royal Malaysia Police

ABSTRAK

Kerja Tekanan boleh memberi kesan kepada individu dan membawa kepada prestasi kerja. Kajian ini dijalankan untuk menilai pengaruh faktor-faktor tekanan kerja terhadap prestasi kerja di kalangan Polis Diraja Malaysia di Kuala Lumpur. Dalam kajian keratan rentas semua 112 anggota polis di KLPCH. Tekanan kerja dan prestasi kerja diukur dengan menggunakan soal selidik yang standard yang disediakan oleh penyelidik diambil daripada kajian sebelum ini. Data yang diperolehi dianalisis dengan menggunakan perisian Pakej Statistik untuk Sains Sosial (SPSS) versi 19 telah digunakan untuk menganggarkan kesan faktor-faktor tekanan kerja terhadap kepuasan kerja. Dalam kajian ini hasilnya menjelaskan bahawa 14.3% daripada varians yang menerangkan DV (prestasi kerja anggota polis) telah menyumbang kepada IVs (tekanan kerja) di mana nilai $F = 5,991$ dan nilai signifikan adalah 0.001 ($p < 0.05$). Dimensi konflik peranan menerangkan bahawa $\beta = 0,342$, nilai signifikan adalah 0.043 iaitu kurang daripada 0.05 ($p < 0.05$) tetapi peranan kekaburan menunjukkan bahawa $\beta = 0.057$, nilai signifikan adalah $0,719$ dan kawalan kerja yang menerangkan $\beta = 0,133$, nilai signifikan adalah 0.243 iaitu lebih daripada 0.05 . Analisis korelasi Pearson menunjukkan bahawa peranan kekaburan, peranan konflik dan kawalan kerja terhadap prestasi kerja anggota polis mempunyai hubungan yang positif di mana $r = 0,294, 0,353$ dan $0,303, 0,475$, dan $p = 0.000; p < 0.05$. hubungan antara kedua-dua pembolehubah juga lemah untuk kekaburan peranan, konflik peranan dan kawalan kerja. Kajian ini menunjukkan bahawa prestasi kerja dipengaruhi oleh konflik peranan dan tidak mempengaruhi oleh kperanan kekaburan dan kawalan kerja. Oleh itu, untuk meningkatkan prestasi kerja dalam pekerja, parameter yang berbeza bagi ketiga tiga dimensi tekanan kerja perlu dipertimbangkan.

Kata Kunci: *Prestasi Kerja; Tekanan Kerja; Peranan Kekaburan; Peranan Konflik; Kawalan Kerja, Polis Diraja Malaysia*

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LIST OF ABBREVIATION

Abbreviation		Meaning
RMP	=	Royal Malaysia Police
KLPCH	=	Kuala Lumpur Police Contingent Headquarter
JP	=	Job Performance
RA	=	Role Ambiguity
RC	=	Role Conflict
JC	=	Job Control
DV	=	Dependent Variable
IV	=	Independent Variables

CHAPTER 1

INTRODUCTION

1.1 Background of the Study

Over the past few decades, the stress had become a growing dilemma in organization and cause unfavorable effects on job performance. The idea of stress presents into life science by Selye (1936). Stress is a universal element that affects employees worldwide (Imtiaz& Ahmad, 2009). There are many barriers that affecting the employees in the workplace. Work stress often affects the employees in the workplace, where each employee will feel it at least once in their workplace. Work stress is a real life problem that not only affects the organization, but the employees mainly become victims of stress.

According to Shah and Hasnu (2013), stress become a familiar element in organization and nowadays, the workplace become more complicated which bring more negative impacts to the employees compared to positive impacts. Stress among workers is greater than before which also give an impact on the whole performance of the employees. Besides that, stress in which occurred in workplace declared as harmful to physical and emotional responses that happen within a human being when the requirement of the job do not match the employees' capacity, resources and needs. In

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