THE EFFECT OF THE ENVIRONMENTAL, ORGANIZATION CULTURE FACTORS ON JOB SATISFACTION STUDY OF ROYAL MALAYSIAN POLICE

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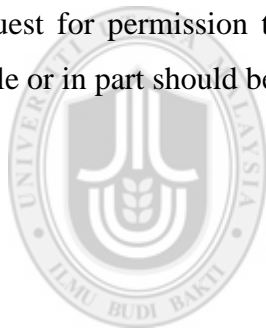
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Abstrak

Terdapat banyak faktor yang membawa kepada prestasi kerja yang rendah terhadap pegawai polis. Organisasi tidak boleh mencapai tahap daya saing yang tinggi dan kualiti perkhidmatan pelanggan yang bagus jika pekerja mereka tidak berasa puas hati. Dengan kata lain, bagi sesebuah organisasi untuk mempunyai pelanggan yang berpuas hati, ia mesti mempunyai pekerja berpuas hati. Oleh itu, mengekalkan dan meningkatkan kepuasan kerja adalah penting dalam usaha untuk mewujudkan pekerja berkualiti, tempat kerja dan kerja itu sendiri. Oleh itu, tujuan kajian ini adalah untuk mengkaji hubungan antara budaya organisasi (kesetiaan, cabaran kerja, kerjasama rakyat dan perpaduan sosial) dan kepuasan kerja; untuk menganalisis hubungan antara faktor persekitaran (penyeliaan, gaji dan insentif, persepsi awam, dasar organisasi dan strategi dan peluang kenaikan pangkat) dan kepuasan kerja. Model kesesuaian digunakan, telah diilhamkan dengan menggabungkan teori-teori, untuk mengkaji kesan kebudayaan dan alam sekitar terhadap kepuasan kerja. Data untuk kajian ini diperolehi dengan menggunakan borang soal selidik daripada pegawai 350 polis di Malaysia, dan dianalisis dengan menggunakan SPSS 17.0. Deskriptif, Kebolehpercayaan, Ujian-T, Korelasi dan Regresi Analisis telah dijalankan untuk menguji hipotesis ini. Kajian mendapati bahawa kesetiaan, cabaran kerja, gaji dan insentif, dasar organisasi dan strategi dan peluang kenaikan pangkat mempunyai hubungan dan tugas yang penting kepuasan secara langsung. Pelaksanaan teori, praktikal dan pengurusan juga dibincangkan, bersama-sama dengan cadangan untuk menjalankan penyelidikan pada masa hadapan.

Kata kunci : Kepuasan Kerja, Faktor Alam Sekitar, Faktor Budaya Organisasi, dan Polis Diraja Malaysia (PDRM)

Abstract

There are many factors that led to low performance of police work. Organizations cannot achieve high competitive levels of customer service quality if their employees do not feel satisfied. In other words, for an organization to have satisfied customers, it must first have satisfied employees. Therefore, maintaining and enhancing job satisfaction is important in order to establish quality worker, workplace and the work itself. The purpose of this study is to investigate the relationship between organizational culture (loyalty, job challenges, citizen cooperation and social choesion) and job satisfaction; to analyze the relationship between environmental factors (supervision, salary and incentives, public perception, organization policy and strategy and promotion opportunity) and job satisfaction. The congruence model used, was inspired by combining the theories, in order to study the effects of culture and environment on job satisfaction. The data for this study were collected, using questionnaires from 350police officers in Malaysia, and was analyzed, using SPSS 17. Descriptive, reliability, T-test, correlation and regression analyses were run to test these hypotheses. The study found that loyalty, job challenges, salary and incentives, organization policy and strategy and promotion opportunityhas a direct significant relationship and job satisfaction. Theoretical, practical and managerial implementations are also discussed, along with suggestions for future research avenues.

Keywords: Job Satisfaction, Environment Factors, Organizational Culture Factors, and Royal Police Malaysian (RMP)

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List of Abbreviations

RMP   Royal Malaysian Police

GTP   Government Transformation Programme.

NKRA   National Key Results Areas

NKPI   National Key Performance Indicators

SPSS   Statistical Package for the Social Sciences

BP   Police Station

MNC   Multinational Company

VIF   Variance Inflation Factor

JSS   Job Satisfaction Survey

JDI   Job Descriptive Index

JDS   Job Diagnostic Survey

LJSS   Level of Job Satisfaction Survey

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

This chapter introduces and focus on the background of this study, problem statement and the issues within the Royal Malaysian Police (RMP) in Malaysia, research objectives, research questions. Further elaborations will be made on the scope of the study followss by the purpose and significance of the study.

1.2 Background of This Study

One significant aspect of public sector organizations that has been addressed in recent years is job satisfaction (Ercikti *et al*., 2011). It has drawn this interest because of the complex issues that face governmental agencies in the 21st. Century due to the changing in Malaysian demand not only for the quality of the services but they also need for efficiency and effectiveness of the service delivery. As defined by Greenberg (2011), job satisfaction as a "positive or negative attitudes held by individuals toward their job". Job satisfaction has an influence on productivity in different ways. For instance, positive changes in working groups, supervision, incentives, and the work itself can increase the productivity and the quality of services in organizations (Argyle, 1972).

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