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**THE RELATIONSHIP BETWEEN WORKLOAD, WORK
ENVIRONMENT, PERSONAL CONFLICT AND STRESS
AMONG POLICE OFFICERS AT JOHOR BAHRU
SOUTH DISTRICT POLICE DEPARTMENT**



**Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia,
in Fulfillment of the Requirement for the
Master of Human Resource Management**



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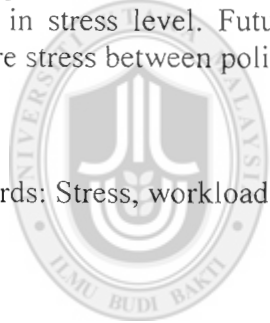
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ABSTRACT

Police work is highly stressful, since it is one of the few occupations where employees are asked continually to face physical dangers and to put their lives on the line at any time. The aim of this study was determine relationship between stress and workload, working environment and personal conflict. This quantitative study was conducted among police officers at Police Department of Johor Bahru South District. 297 questionnaires were successfully collected from the police officers to examine the level of stress and the most dominant factors that influenced stress among police officers. Data were analyzed using Statistical package for the Social Sciences (SPSS) version 19. The findings from the analysis showed that majority of the respondents experienced moderate to high level of stress. Report also showed that workload and staff shortage (76.2%) were the most dominant factors that caused stress among police officers. Meanwhile, unhealthy working environment such as excessive administration and add hock duties, constant changes in policy and legislation, staff shortage overall, unequal sharing of work legislative and inconsistent leadership style reported 58.6% impact on the level of stress. Personal conflict (62%) which include family problems, economic problems and personality was found to have moderate impact in stress level. Future studies should look at a wider coverage and should compare stress between police officers in rural and urban areas.

Keywords: Stress, workload, work environment, personal conflict, police officers



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ABSTRAK

Pekerjaan polis adalah sangat tertekan, kerana ia merupakan salah satu pekerjaan yang akan berhadapan risiko yang tinggi dari segi fizikal. Tujuan kajian ini untuk menentukan hubungan diantara tekanan dan beban tugas, persekitaran kerja serta konflik peribadi. Kajian kuantitatif telah dijalankan dalam kalangan anggota polis di Jabatan Polis Daerah Johor Selatan. 297 soal selidik telah berjaya dikumpulkan untuk menyelidik tahap tekanan dan faktor yang paling dominan yang mempengaruhi tekanan di kalangan pegawai polis. Analisis data menggunakan perisian “Statistical Package for the Social Sciences” (SPSS) versi 19 menunjukkan majoriti responden mengalami tahap stres yang rendah hingga ke tahap tinggi. Laporan juga menunjukkan bahawa bebannan kerja dan kekurangan kakitangan (76.2%) adalah faktor yang paling dominan. Tambahan lagi, 58.6% menunjukkan persekitaran kerja yang tidak sihat seperti pentadbiran yang berlebihan dan tugas kerja yang banyak adalah salah satu punca tekanan dalam kalangan anggota polis. Perubahan yang berterusan dalam dasar dan perundangan, kekurangan kakitangan keseluruhan serta perkongsian kerja yang tidak sama rata antara penyebab lain dalam kajian tersebut. Malah gaya kepimpinan perundangan dan tidak konsisten memberi kesan terhadap tekanan. Antara faktor lain ialah konflik peribadi (62%) antaranya masalah keluarga, ekonomi dan personaliti seseorang memberi kesan yang terhadap tahap tekanan.

Kata kunci: Tekanan, beban tugas, persekitaran kerja, konflik peribadi, pegawai polis

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Stress is often described as the feeling of being under pressure. Generally, the word 'stress' is used when a person feel that everything seems to have become too much and struggle to cope with overloaded works or wondering of possibilities to cope with the pressure placed upon a task (Robbins, 2001).

Historically, policemen come with challenges in different situation which require physical and mental ability. Stressors for most of the law enforcement can be grouped into four categories. First, organizational practices and characteristics; second is criminal justice system practices and characteristics; third is public practices and characteristics; and last but not least, police work itself. Zakir & Murad (2011) found that the 15 most prevalent stress warning signs for police officers include sudden changes in behavior, erratic work habits, increased sick time due to minor problems, inability to maintain a train of thought, and excessive worrying. Although precise figures are unavailable, police department officials have reported informally that as many as 25 percent of the officers in their respective departments have serious alcohol problems. Although uncommon among young police officers, suicides are prevalent among older, retiring or just retired officers. Sever and Cinoglu (2010) stated that male police officers are more likely to kill themselves than men in other occupations. They also discussed stress and the police administrator, stress and the police family, and marital problems as an administrative concern. Organizational and individual

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