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**FACTORS INFLUENCES ON THE
EMOTIONAL STABILITY AMONG CUSTOMS
OFFICERS IN MALAYSIA**

JULIANAH BINTI JUMAHAT



UUM
Universiti Utara Malaysia

MASTER OF SCIENCE (MANAGEMENT)

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JULIANAH BT. JUMAHAT

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(Name of 1st Supervisor)

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ABSTRACT

The main objective of this study is to examine the factors influences on the emotional stability among customs officers in Malaysia. In order to measure that, individual factor (interpersonal and skills) and Organizational factors (workload and organization procedures) were used. Data were gathered through questionnaire survey. A total of 398 Customs officers in Malaysia participated in this study. The study used SPSS 22.0 to analyze the data. The methodology used in this research is method descriptive that involves the use of frequencies and percentages for analyzing the demographics of respondents. The two main data analysis techniques, correlation analysis and multiple regression analysis were used to verify the hypotheses. The Pearson correlation analysis confirmed a significant relationship between independent variables and dependent variable. Individual factors (interpersonal and skills) have positive relationship with emotional stability while organizational factors (workload and organization procedures) have negative relationship with emotional stability. Analysis of standard multiple regression shows that interpersonal, skills, workload and organization procedures effect 68.4 percent of emotional stability. The findings are believed to help the organization to have better understanding about employees emotions and to take advantage on enhancing emotional stability officers to achieve better performance.

Keywords : emotional stability, personality, interpersonal, skills, organizational.

ABSTRAK

Objektif utama kajian adalah untuk mengkaji faktor-faktor yang mempengaruhi kestabilan emosi di kalangan pegawai Kastam di Malaysia. Bagi tujuan tersebut, faktor individu (interpersonal dan kemahiran) dan faktor Organisasi (beban kerja dan prosedur organisasi) telah digunakan. Data dikumpulkan melalui soal selidik. Seramai 398 pegawai Kastam seluruh Malaysia telah mengambil bahagian dalam kajian ini. Kajian ini menggunakan SPSS 22.0 untuk menganalisis data. Kaedah yang digunakan dalam kajian ini adalah kaedah deskriptif dan analisis statistik inferensi yang melibatkan penggunaan frekuensi dan peratusan untuk menganalisis demografi responden. Kedua-dua teknik analisis data utama, korelasi Pearson dan analisis regresi berganda telah digunakan untuk mengesahkan hipotesis. Korelasi Pearson mengesahkan hubungan yang signifikan di antara pembolehubah bebas dan pembolehubah bersandar. Faktor individu (interpersonal dan kemahiran) mempunyai hubungan positif dengan kestabilan emosi manakala faktor-faktor organisasi (beban kerja dan organisasi prosedur) mempunyai hubungan negatif dengan kestabilan emosi. Analisis regresi berganda menunjukkan bahawa standard interpersonal, kemahiran, beban kerja dan organisasi prosedur melaksanakan 68.4 peratus daripada kestabilan emosi. Penemuan ini dipercayai dapat membantu organisasi untuk mendapatkan pemahaman yang lebih baik tentang emosi pekerja dan organisasi boleh meningkatkan kestabilan emosi pegawai untuk mencapai prestasi yang lebih baik.

Kata kunci: kestabilan emosi, personaliti, interpersonal, kemahiran, organisasi.

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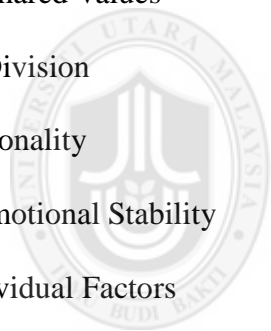
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LIST OF ABBREVIATIONS

DV	Dependent Variable
IV	Independent Variable
MACC	Malaysian Anti-Corruption Commission
MOF	Ministry of Finance
RHCA	Regional heads of Customs Administration
RMCD	Royal Malaysia of Customs
SPSS	Statistical Package for the Social Sciences
UUM	Universiti Utara Malaysia
WCO	World Customs Organization



CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

Emotion play an important role in organization. There are many definition of emotions according to scholars and the most agreed definition regarding emotion is related to psychology (inner signal) which resulted from physical and psychological changes that indirectly influence the way of our actions (behaviour) or thought towards ourselves or surroundings (Holodynski, 2013; Keller & Otto, 2009; Kumar, 2013). Many researchers considered emotional stability as an important determinants of the personality patterns. According to Kumar (2013), emotional stability able to control the stage of adolescent development and stable emotions may reflect the normal emotions development. On the contrary, neuroticism are emotional instability in which a person would show negative behaviour such as anger, jealous or depress (Foulkrod, Field and Brown, 2010). Therefore, high in emotional stability staffs are very important in organizations. Emotional stability is also one of the indicator of job performance (Rothmann & Coetzer, 2003). On the other hand, job performance can affect the company profitability, productivity and in achieving the goals that has been set by organization (Rothmann & Coetzer, 2003).

Apart from the above, this chapter discusses on the background of the study, problem statement, research question, significant of the study, definition of variables and organization of the study.

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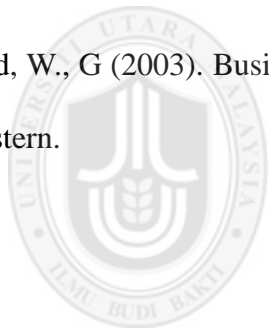
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Appendix A



BORANG SOAL SELIDIK/ QUESTIONNAIRE
FACTORS INFLUENCES ON THE EMOTIONAL STABILITY
AMONG CUSTOMS OFFICERS IN MALAYSIA

Responden yang dihormati,

Saya merupakan seorang pelajar Sarjana (Sains) Pengurusan di Universiti Utara Malaysia. Borang soal selidik ini mengandungi EMPAT (4) bahagian iaitu bahagian A, B, C, dan D Tujuan borang soal selidik ini dibuat adalah untuk mengenalpasti faktor yang mempengaruhi kestabilan emosi pegawai kastam di Malaysia. Semua maklumat yang diberikan adalah RAHSIA dan hanya digunakan bagi tujuan akademik sahaja. Kami tidak akan menerbitkan sebarang maklumat yang akan melibatkan sebarang individu atau organisasi bagi tujuan lain. Terima kasih atas masa dan dan kerjasama anda dalam menjayakan usaha penyelidikan ini.

Dear respondent,

I am a student of Master (Science) Management in Universiti Utara Malaysia. The questionnaire contains Four (4) parts, A, B, C and D. The purpose of this questionnaire is to identify the factors that influences on the emotional stability among Customs officers in Malaysia. All information provided is CONFIDENTIAL and only used for academic purposes only. We will not publish any information that would involve any individual or organization for other purposes. Thank you for your time and cooperation in the success of this research.

Penyelidik: Julianah binti Jumahat 819239

Sarjana Muda (Sains) Pengurusan. Universiti Utara Malaysia

Email: juliaj1547@gmail.com

BAHAGIAN A/ PART A :

LATAR BELAKANG RESPONDEN/ BACKGROUND OF RESPONDENT

Seksyen ini bertujuan untuk mendapatkan maklumat tentang latar belakang responden. Responden dikehendaki tandakan [√] pada pilihan yang berkenaan. Hanya satu pilihan sahaja yang diperlukan untuk setiap soalan.

This section is intended to obtain information about the background of the respondents. Respondents are required to tick [√] in the appropriate selection. Only one option is only necessary for each question.

1. Jantina / Gender

Lelaki/ Male Perempuan/ Female

2. Bangsa/ Race

Melayu/ Malay India/ Indian
 Cina/ Chinese Lain-lain/ Others

3. Pendidikan Tertinggi / Highest Qualification

Penilaian Menengah Rendah (PMR) Sijil Pelajaran Malaysia (SPM)
 Diploma / Asasi Sarjana muda/ First Degree
 Sarjana / Master Degree Phd

4. Jumlah Tahun Berkhidmat / Length of Service

Kurang dari setahun / Less than a year 1-5 tahun / years
 6-10 tahun/ years 11-15 tahun/ years
 16 tahun dan lebih/ years and above

5. Kumpulan Perkhidmatan / *Service Group*

- Pengurusan dan Professional (Jusa A, Jusa B, Jusa C)
Management and Professional (Jusa A, Jusa B, Jusa C)
- Pengurusan dan Professional (WK41-WK54)
Management and Professional (WK41-WK54)
- Kumpulan Sokongan (WK19-WK36)*
Support Group (WK19-WK36)

6. Taraf Perkhawinan/ *Marital Status*

- Bujang/*Single* Bercerai/*Divorce*
- Berkhawin/*Married* Balu / *Widow*

7. Tempat bertugas Sekarang/ *Current Department*

- Bahagian Penguatkuasaan
Enforcement Division
- Bahagian Perkastaman
Customs Division
- Bahagian Cukai Barang & Perkhidmatan
Good & Service Tax (GST) Division
- Bahagian Perkhidmatan Teknik
Technical Service Division
- Bahagian Khidmat Pengurusan & Sumber Manusia
Management Service & Human Resource Division
- Bahagian Pengurusan Pematuhan
Compliance Management Division
- Bahagian Perancangan Korporat
Corporate Planning Division
- Bahagian Teknologi Maklumat
Information Technology Division
- Akademi Kastam Diraja Malaysia
(AKMAL)
- Cawangan Integriti/ *Integrity Branch*

BAHAGIAN B/ PART B

FAKTOR INDIVIDU / INDIVIDUAL FACTORS

Bahagian ini terbahagi kepada dua sub-section iaitu B1 (interpersonal) dan B2 (kemahiran). Tandakan setiap item mengikut ketepatan penerangannya mengenai diri anda semasa bertugas. Sila tandakan (√) jawapan di ruang yang disediakan mengikut skala penilaian berikut./

This section divided into two sub section B1 (Interpersonal) and B2 (Skills). Rate each item as to how accurately or inaccurately its describe you during working. Please (√) answer in the space provided in accordance with the following rating scale.

Skala Penilaian/ Rating scale

1- Sangat Tidak Tepat/ *Very Inaccurate*: 2- Tidak Tepat/ *Somewhat Inaccurate*:
3- Biasa/ *Neutral*: 4- Tepat/ *Somewhat Accurate*: 5- Sangat Tepat/ *Very Accurate*.

B1 : Interpersonal / *Interpersonal*

NO	ITEM SOALAN / QUESTIONS	1	2	3	4	5
1	Saya selalunya bersikap terbuka untuk mengenali orang lain dan memulakan hubungan dengan mereka. <i>I'm usually open to getting to know people personally and establish relationship with them.</i>					
2	Saya boleh untuk tidak bersetuju dengan pendapat orang lain. <i>I'm comfortable disagreeing with others.</i>					

3	<p>Saya memulihkan perasaan saya dengan cepat apabila orang melukakan perasaan saya.</p> <p><i>I can recover quickly when people hurt my feelings.</i></p>					
4	<p>Saya menerima pendapat dan pandangan orang lain.</p> <p><i>I accept others point of view.</i></p>					
5	<p>Saya selalu berusaha untuk meluangkan masa bersama kawan-kawan saya.</p> <p><i>I usually make an effort to spend time with friends.</i></p>					
6	<p>Saya lebih suka bekerja sendirian pada kebanyakan masa.</p> <p><i>I prefer to work in individual task most of the time.</i></p>					
7	<p>Saya selalu memastikan orang lain akan mengikuti kemahuan saya.</p> <p><i>I always ensure that others will follow what I want.</i></p>					
8	<p>Saya sedar apabila seseorang memerlukan privasi.</p> <p><i>I recognize when others need privacy.</i></p>					

B2 : Skill / Skills

NO	ITEM SOALAN / QUESTIONS	1	2	3	4	5
1	Saya sangat bagus dalam merancang dan menguruskan masa. <i>I'm very good in planning and time management.</i>					
2	Saya berkebolehan untuk belajar sesuatu yang baru dengan cepat. <i>I have a capacity to learn new things very fast.</i>					
3	Saya boleh melakukan pelbagai tugas dalam masa yang sama. <i>I'm able to do multiple task at a time.</i>					
4	Saya mempunyai keupayaan untuk bekerja secara bebas. <i>I have the ability to work autonomously.</i>					
5	Saya sangat bagus dalam mengendalikan komputer. <i>I'm very good at computers.</i>					
6	Saya boleh memujuk seseorang dengan hanya bercakap dengan mereka. <i>I can persuade people by talking to them</i>					

7	<p>Saya belajar dari kesilapan saya dan boleh menerima teguran.</p> <p><i>I learn from my mistakes and can accept feedback.</i></p>					
8	<p>Saya boleh bekerja dan menjayakan sesuatu pelan tindakan bagi mencapai matlamat tertentu bersama-sama dengan rakan sekerja yang lain.</p> <p><i>I'm able to make and carry through an action plan with others to achieve a given objective.</i></p>					



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BAHAGIAN C/ PART C

FAKTOR ORGANISASI / ORGANIZATIONAL FACTORS

Bahagian ini terbahagi kepada dua sub-section iaitu C1 (Beban Kerja) dan C2 (Prosedur Organisasi). Tandakan setiap item mengikut ketepatan penerangannya mengenai diri anda semasa bertugas. Sila tandakan (√) jawapan di ruang yang disediakan mengikut skala penilaian berikut./

This section divided into two sub section C1 (Workload) and C2 (Organization Procedures). Rate each item as to how accurately or inaccurately its describe you during working. Please (√) answer in the space provided in accordance with the following rating scale.

Skala Penilaian/ Rating scale

1- Sangat Tidak Tepat/ *Very Inaccurate*: 2- Tidak Tepat/ *Somewhat Inaccurate*:
3- Biasa/ *Neutral*: 4- Tepat/ *Somewhat Accurate*: 5- Sangat Tepat/ *Very Accurate*.

C1 : Beban kerja / *Workload*

NO	ITEM SOALAN / QUESTIONS	1	2	3	4	5
1	Saya mampu menyelesaikan semua tugas yang diberikan kepada saya dalam tempoh masa yang telah ditetapkan. <i>I manage to complete the task given to me within the time frame.</i>					
2	Saya selalunya terpaksa terus bekerja walaupun tempoh masa bekerja sudah tamat untuk hari tersebut bagi menyiapkan kerja-kerja saya di pejabat.					

	<i>I usually have to stay back after office hour to finish my work.</i>					
3	Saya merasakan kerja saya setimpal dengan jumlah gaji yang saya terima. <i>I feel the task given to me is appropriate with my salary.</i>					
4	Saya selalu mempunyai masa lapang di pejabat. <i>I always have free time during office hour.</i>					
5	Saya terlepas peluang bersama-sama dengan keluarga kerana kebanyakan masa saya dihabiskan untuk bekerja. <i>I have to miss family activities due to the amount of time I must spend on work responsibility.</i>					
6	Saya sering rasa kepenatan mental dan fizikal bila sampai ke rumah setiap kali saya balik dari kerja. <i>I often felt emotional drained when I get home from work.</i>					
7	Saya tidak dapat melakukan kerja-kerja hakiki saya kerana begitu banyak kerja tambahan yang telah diberikan kepada saya (contoh: tugas EKSA & ISO). <i>I'm unable to do my work due to so many extra work that has been given to me i.e. EKSA & ISO task.</i>					

8	<p>Saya sentiasa letih kerana kerja saya memerlukan begitu banyak kekuatan fizikal (contoh: kerja diluar pejabat).</p> <p><i>I'm always tired because my work required so much physical strength i.e. outdoor work</i></p>					
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C2 : Prosedur Organisasi / Organizational Procedures

NO	ITEM SOALAN / QUESTIONS	1	2	3	4	5
1	<p>Saya selalu mendapat bantuan daripada penyelia saya.</p> <p><i>I always get assistance and advice from my superior.</i></p>					
2	<p>Saya selalu merasa mudah melakukan kerja-kerja saya kerana Jabatan sentiasa menyediakan semua peralatan dan kelengkapan sebagai bahan rujukan dan kegunaan saya semasa bertugas.</p> <p><i>I feel easy to do my work because RMCD always provide me with all the references and tools.</i></p>					
3	<p>Saya merasakan bahawa perubahan kerja (Job rotation) yang diamalkan di JKDM memberi peluang kepada saya untuk mempelajari sesuatu yang baru.</p> <p><i>I feel the job rotation practice in RMCD is giving me the opportunities to learn new things.</i></p>					

4	<p>Bila berkaitan dengan pengetahuan kerja, Saya tidak kisah untuk ditempatkan di mana sahaja kerana prosedur Jabatan adalah sama disemua tempat.</p> <p><i>I don't mind working anywhere when come to work knowledge because RMCD procedure at every states are the same.</i></p>					
5	<p>Saya mendapati semua pegawai mempunyai akses yang mudah mengenai tatacara atau panduan bekerja (SOP).</p> <p><i>I noticed that every staff have standard operating procedure regarding their work that can be access easily.</i></p>					
6	<p>Saya merasakan pertukaran pegawai dari satu negeri ke negeri yang lain adalah salah satu cara untuk mengukuhkan integriti pegawai.</p> <p><i>I feel that transferring of staff from one states to another states is one of the way to ensure integrity.</i></p>					
7	<p>Jabatan sangat menjaga kebajikan saya walaupun saya bekerja waktu giliran.</p> <p><i>I always feel even though I work in shift but I feel that RMCD always assure my welfare.</i></p>					

8	<p>Saya sentiasa berasa selamat setiap kali saya dikenakan tuduhan palsu kerana Jabatan sentiasa melindungi dan menjaga nama baik saya selagi mana saya tidak melakukan kesalahan tersebut.</p> <p><i>I always feel safe everytime I face with false allegations because RMCD will always help to protect me and clear my name as long as I'm not doing anything wrong.</i></p>					
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BAHAGIAN D/ PART D

FAKTOR KESTABILAN EMOSI / *EMOTIONAL STABILITY FACTORS*

Bahagian ini merupakan penilaian kestabilan emosi. Tandakan setiap item mengikut ketepatan penerangannya mengenai diri anda semasa bertugas. Sila tandakan (✓) jawapan di ruang yang disediakan mengikut skala penilaian berikut./

This section is to evaluate your emotional stability. Rate each item as to how accurately or inaccurately its describe you during working. Please (✓) answer in the space provided in accordance with the following rating scale.

Skala Penilaian/ Rating scale

1- Sangat Tidak Tepat/ *Very Inaccurate*: 2- Tidak Tepat/ *Somewhat Inaccurate*:
3- Biasa/ *Neutral*: 4- Tepat/ *Somewhat Accurate*: 5- Sangat Tepat/ *Very Accurate*.

NO	ITEM SOALAN / QUESTIONS	1	2	3	4	5
1	Saya mempunyai perasaan yang tidak cepat berubah-ubah. <i>My mood not easily goes up and down.</i>					
2	Perasaan saya tidak mudah terluka. <i>My feeling is not easily get hurts.</i>					
3	Saya tidak pernah rasa sangat tertekan atau patah semangat. <i>I never suffer from nerves breakdown.</i>					

4	Saya tidak pernah merasa keserangan. <i>I never feel lonely.</i>					
5	Saya rasa tenang dikebanyakan masa. <i>I'm relax most of the time.</i>					
6	Saya tidak cepat rasa marah. <i>I'm not easily get angry.</i>					
7	Saya tidak mempunyai perasaan yang berubah-ubah dengan kerap. <i>I seldom have mood swings.</i>					
8	Saya tidak pernah membiarkan emosi saya menguasai diri. <i>I'm not easy to get overwhelmed by emotions.</i>					
9	Saya tidak mudah rasa tersinggung. <i>I take offence easily.</i>					
10	Saya tidak pernah terperangkap dengan masalah saya. <i>I never get caught in my problems.</i>					