

**PERSONALITY, OCCUPATIONAL STRESS AND WELLNESS
AMONG PRISON OFFICERS: THE MEDIATING ROLE OF SELF
EFFICACY AND PERCEIVED FAIRNESS**

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**DOCTOR OF PHILOSOPHY
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**PERSONALITY, OCCUPATIONAL STRESS AND WELLNESS AMONG
PRISON OFFICERS: THE MEDIATING ROLE OF SELF EFFICACY
AND PERCEIVED FAIRNESS**

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Abstrak

Kajian ini bertujuan menyelidik isu-isu yang dihadapi oleh pegawai-pegawai penjara semasa kerja: i) tahap kesejahteraan, tekanan pekerjaan, personaliti, efikasi sendiri dan tanggapan terhadap keadilan pegawai-pegawai penjara, ii) perbezaan pemboleh ubah kesejahteraan, tekanan pekerjaan dan personaliti mengikut jantina, umur dan tempoh perkhidmatan pegawai penjara, iii) hubungan di antara pemboleh ubah kesejahteraan, tekanan pekerjaan, personaliti, efikasi sendiri dan tanggapan terhadap keadilan, iv) efikasi sendiri dan tanggapan terhadap keadilan sebagai pemboleh ubah pengantara dan akhir sekali, v) melakarkan model kesejahteraan yang bersesuaian untuk pegawai-pegawai penjara di penjara. Responden terdiri daripada 417 pegawai penjara dari lapan lokasi penjara. Teknik persampelan tahap berganda, iaitu persampelan rawak berstrata dan persampelan rawak mudah telah digunakan. Analisis statistik deskriptif dan inferensi dijalankan menerusi Pakej Statistik untuk Sains Sosial (SPSS) dan *Analysis of Moments Structures (AMOS)*. Penemuan kajian menunjukkan terdapat pertalian yang signifikan di antara pemboleh ubah kajian. Terdapat perbezaan kesejahteraan yang signifikan mengikut tempoh perkhidmatan pegawai penjara. Selain itu juga, terdapat perbezaan yang signifikan bagi tekanan pekerjaan berdasarkan jantina. Kajian juga mendapati adanya perbezaan signifikan dari segi domain personaliti pegawai penjara, iaitu *neuroticism*, *extraversion*, *openness*, *agreeableness* dan *conscientiousness* berdasarkan jantina. Selain itu, didapati efikasi sendiri dan tanggapan terhadap keadilan berperanan sebagai pengantara. Penemuan juga mendedahkan model cadangan bersesuaian dengan data setelah diubahsuai. Kesimpulannya, kajian ini dapat menambah pengetahuan mengenai kesejahteraan diri para pegawai penjara dan kaitannya dengan faktor-faktor personaliti, tekanan pekerjaan, efikasi sendiri dan tanggapan terhadap keadilan, khususnya dalam bidang tingkah laku organisasi dan dalam bidang pengurusan penjara di Malaysia.

Kata kunci: Kesejahteraan, Personaliti, Tekanan pekerjaan, Efikasi sendiri, Tanggapan terhadap keadilan

Abstract

The aim of this research is to examine issues confronting prison officers at work: i) the level of wellness, occupational stress, personality, self efficacy and perceived fairness of prison officers, ii) the difference in wellness, personality and occupational stress variables according to prison officers' gender, age and tenure, iii) the relationship between wellness, personality, occupational stress, perceived fairness and self efficacy variables, iv) self efficacy and perceived fairness as possible mediators and lastly, v) the model fit of prison officers' wellness. Respondents were 417 prison officers from eight prison locations. Multistage sampling technique consisting of stratified random sampling and simple random sampling was used. Descriptive and inferential statistical analyses were performed via Statistical Package for Social Sciences (SPSS) and Analysis of Moments Structures (AMOS). Findings of the study indicated that there were significant correlations between variables in the study. There was a significant difference in wellness according to prison officers' tenure group. There was also a significant difference in occupational stress according to prison officers' gender. The study also revealed significant differences in prison officers' personality domains i.e. neuroticism, extraversion, openness, agreeableness and conscientiousness, according to their gender. Self efficacy and perceived fairness were revealed as mediators. The finding also showed that the model fitted the data after modification. In conclusion, this study had contributed and further enhanced the knowledge about prison officers' wellness in relation to their personality, occupational stress, self efficacy and perceived fairness specifically in areas pertaining to organizational behavior, and prison management studies in Malaysia.

Keywords: Wellness, Personality, Occupational stress, Self efficacy, Perceived fairness

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CHAPTER ONE

INTRODUCTION

1.1. Introduction

Employee wellness issues are currently expanding in organizations especially of those dealing with high risk at work such as the prison professionals. The necessity of maintaining wellness among prison professionals is imperative to guarantee performance at work and effective prison service that entails long-term benefit to the society. In high risk and harsh workplace environment, prison officers' wellness and occupational stress are two interrelated issues. According to research and subjective evidences, occupational stress among prison officers is massive and it seriously retards and causes prison officers' wellness to deplete unswervingly at long-term run (Senol-Durak, Durak & Gencoz, 2006; Pfeffer, 2010; Purcell, Kinnie, Hutchinson, Rayton & Swart, 2003; Karasek & Theorell, 1990). Remarkably, some officers are still committed to their work until their pension dates. Such officers show intense focus and high levels of enthusiasm that expectedly boost their wellness level. Perhaps they possess certain personality traits that cause them happiness instead of illness. Or perhaps they perceive fairness in the organization as reasonable that motivates them to stay on.

Today, the societies are more aware of the influence of employee wellness at work (Els & De La Rey, 2006; Myers & Sweeney, 2005; Tsui, 2008). This is mainly due to the critical expansion of stress in the workplace jeopardizing wellness of employees as well as organization performance. According to Zafir and Fazilah (2006), the increasing

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