

AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

Police organizations in Malaysia are now facing a growing psychological problem among their staff in various cases of assassinations, public injuries, suicides and mental health problems in a country that has reportedly involved police members who failed to control their emotions due to internal pressure. Therefore, the purpose of this study was to identify the factors contributing to job stress as well as to see the relationship and influence between the dimensions of job stress as well as the differences between demographics and job stress. The design of this study was quantitative using the survey method (questionnaire form). Data collection was through questionnaires involving 169 samples of staff at the Terengganu Contingency Investigation and Enforcement Department. The data obtained in this study were then analyzed using the Statistical Package for Social Sciences (SPSS) 23.0 computer package. The results of the study show that the overall means are at a moderate level. Similarly, the dimensions of work pressure also indicate that the mean is moderate, unless organizational support indicates a high mean. Relating the differences between demographics shows that there is no significant difference in job pressure. In terms of the relationship and influence between work pressure and its dimensions there is a relationship and the effect of the four-dimensional meaning of work pressure. Although the findings of the study show moderate levels of improvement, the proposals mentioned above need to be taken into consideration by the organization in order to strengthen the organization in the future.

Keywords: Work stress, Work environment, Job rotation, Bureaucracy, Organizational support

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