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**JOB STRESS AND EMPLOYEE ASSISTANCE PROGRAMS  
(EAPs) AMONG POLICE PERSONNEL AT ROYAL POLICE  
HEADQUARTERS IN KUCHING**

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## THE ABSTRACT

### Abstract

Police personnel work in a wide variety of environments under different circumstances and part of the work involves stressful situations. Job stress is increasingly becoming an epidemic in the work environment. Psychological and physiological strain from work increases the risk of job stress. This research study focuses on the job stress and Employee Assistance Programs (EAPs) among police personnel at Royal Police Headquarters in Kuching. Organizations can help reduce the overall effects of job stress by developing and implementing prevention and intervention methods to help employees manage and cope with job stress. To reduce job stress of police personnel, this study suggests several measures along with Employee Assistance Programs (EAPs). This programme is focused on the employee's total mental and physical condition. There are five main objectives in this research study which includes to identify the level of stress among police personnel, to study the stressors that affect the police personnel, to study the relationship between stressors and the need of EAPs among police personnel, to identify the feedbacks among police personnel about the need of EAPs and lastly to provide recommendations for the police personnel on how to improve EAPs in order to reduce their stress level. A random sampling of 120 respondents is being selected from all level of the department in the Royal Police Headquarters in Kuching. This research study are using questionnaires to collect the information and data from the respondents. The results has shown that the police personnel was not experienced a high level of stress and the highest stressors affect them is work environment due to poor equipment, excessive paperwork, lack of recognition and operational stressors such as hoax calls, missing meals, dealing with the public. Our findings also focus on to identify the relationship of stressors and the need of Employee Assistance Programs (EAPs). Based on the result, it shows stressors which are management, co-workers and work environment statically significant with very weak relationship. This paper therefore provides not only information on stress factors, but also sheds light on how the level of stress and stressors can be reduced through the need of EAPs.

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# CHAPTER 1 INTRODUCTION

## 1.0 Introduction

This chapter focuses on the background of the study which focused on the job stress among the police personnel. It also emphasize on the relationship of Employee Assistance Programs (EAPs) and job stress that is faced by the police personnel. Section 1.1 discusses the background of the study, Section 1.2 explains the problem statement and Section 1.3 states the research questions. Sections 1.4 on the other hand, states the research objectives and Section 1.5 is on the information regarding the scope of study. In addition, Section 1.6 explains the significance of study and lastly Section 1.7 is all about the definition of terms/concepts.

## 1.1 Background of Study

Research has shown that as a consequence, policing is an extremely stressful occupation. This statement is defined by Selye (1978) which stated that police work has been cited as a stressful occupation. According to Gaines, Southerland, and Angell (1991), they still agree that officers experience many stress-related problems in their work. From the survey which has been conducted by Jabatan Kesihatan Masyarakat Pusat Perubatan Universiti Kebangsaan Malaysia (PPUKM) from 2007 until 2009, they found that 53.7% of 453 samples

## **CHAPTER 2 LITERATURE REVIEW**

### **2.0 Introduction**

This chapter provides a review on the literature on the Job Stress and Employee Assistance Programs (EAPs). Section 2.1 explain on the stress which the police personnel faced. Section 2.2 is determining on the job stress which specifically discussed on the occupational stress among the police personnel and Section 2.3 discussing about one of the counselling programs which is called Employee Assistance Programs (EAPs). On the other hand, Section 2.4 explains about the stressors among police personnel, whereas Section 2.4.1 explain about job itself. In Section 2.4.2, it provides information on the co-workers and Section 2.4.3 discussed about management of the police personnel. Section 2.4.4 provides the information on the relationship in the work environment. Finally, Section 2.5 is identifies the conceptual framework.

### **2.1 Stress**

The term "Stress" has come into wide use in behavior study only within the past two decades, originating in the physical sciences, the term has the meaning of a force which, acting on a body, produces strain or deformation. Stress is a process in which environmental events or personal factors pose a challenge to the physical or mental health of an individual and in which the individual tries to face such