

UNIVERSITI TEKNOLOGI MARA

**INTERNAL FACTORS AFFECTING
JOB SATISFACTION AMONG
POLICE OFFICERS IN
KUCHING DISTRICT POLICE
HEADQUARTERS
(IPD KUCHING)**

**TANIA EVA KOH
MOHD. DZULKARNAEN AZMI
NURZATUL AQMA ABDUL HAMID**

**Dissertation submitted in partial fulfilment
of the requirement for the degree of**

Master in Business Administration


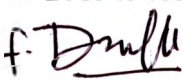
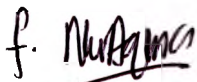
Arshad Ayub Graduate Business School

July 2017

AUTHORS' DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulation of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This dissertation 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.

1. Name of Student : Tania Eva Koh
Student ID. No. : 2015278034
Signature of Student : 
2. Name of Student : Mohd Dzulkarnaen Bin Azmi
Student I.D. No. : 2015454654
Signature of Student : 
3. Name of Student : Nurzatul Aqma Binti Abdul Hamid
Student ID. No. : 2015496124
Signature of Student : 
- Programme : Master in Business Administration
Faculty : Arshad Ayub Graduate Business School
Dissertation Title : Internal Factors Affecting Job Satisfaction
Among Police Officers in Kuching District
Police Headquarters (IPD Kuching)
Date : 8 July 2017

ABSTRACT

PDRM (Polis Di Raja Malaysia) has been the pillar of strength in combating crime and providing secured and safe surroundings in this country. Job satisfaction is a crucial and important aspect on human resource in PDRM. Thus, having employees who are satisfied with their career should be the main priority to the employer especially in the case of Kuching District Police Headquarters (IPD Kuching) as one of the largest enforcement agencies in Sarawak. The objective of this study is to measure the relative importance of internal factors (relationships with co-workers, supervision, learning and growth, salary, security, and task conditions) affecting job satisfaction by the police officers in IPD Kuching. This study adopts a qualitative and quantitative approach where a questionnaire each was administrated to the respondents. This study examined job satisfaction of purposively selected sample respondents of 265 police officers with respect to 59 items. The analysis of the survey data from a sample of police officers from nine (9) police stations and eleven (11) departments and branches under IPD Kuching suggested that task conditions is the strongest factor in determining their job satisfaction. Co-workers, supervision, learning and growth, salary and security also played important, but weaker factors in the shaping of police officers' job satisfaction. The importance of this study is to provide invaluable information based on the gathered data to yield analysis results for the IPD Kuching's top management and the related parties to enhance the quality of the service delivery system in the police force.

Keywords: Job satisfaction, police officers, human resources, PDRM, IPD Kuching

TABLE OF CONTENTS

AUTHORS' DECLARATION	i
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	iv
LIST OF TABLES	vii
LIST OF FIGURES	viii
LIST OF ABBREVIATIONS	ix
CHAPTER ONE: INTRODUCTION	1
1.1 INTRODUCTION	1
1.2 BACKGROUND OF STUDY	2
1.3 BACKGROUND OF COMPANY	3
1.3.1 The Core Duties, Changes and Challenges of PDRM	3
1.3.2 Administration and Logistic, Front Liners and Operational and Investigations	5
1.3.3 Kuching Police District Headquarters (IPD Kuching)	6
1.3.4 Job Satisfaction among Police Officers in IPD Kuching	7
1.4 PROBLEM STATEMENT	10
1.5 RESEARCH QUESTIONS	10
1.6 RESEARCH OBJECTIVES	11
1.7 SIGNIFICANCE OF STUDY	11
1.8 LIMITATIONS	13
1.9 SCOPE OF STUDY	14
1.10 DEFINITION OF TERMS	14
CHAPTER TWO: LITERATURE REVIEW	17
2.1 INTRODUCTION	17

CHAPTER ONE

INTRODUCTION

This chapter consists of background of study, background of company, problem statement, research questions, research objectives, significance of study, limitation, scope of study and the definition of terms. This chapter presents the overview of the entire study.

1.1 INTRODUCTION

The role of Malaysian government is not to govern the country politically and economically but be responsible for crime prevention and public safety. Royal Malaysian Police (PDRM) is the primary law enforcement agency and their role in ensuring safety and security of the states and country is very important and undeniable. Modern societies in Malaysia are looking at greater freedom, accountability and transparency in their living style which lead to more challenging task for police officers in PDRM. Whereby, crime is evolving (increasing complexity, diversity, scale, speed and sophisticated), police officers must be equipped with necessities to carry their mandate effectively. The job satisfaction among the police officers should be prioritized due to job satisfaction has the tendency to influence work productivity, staff turnover, labor market behavior, work effort and employee morale (Nwidag & Okwendi, 2015). Understanding job satisfaction among the police officers in IPD Kuching is as complex as understanding a human-being. What satisfies them today may not satisfy them tomorrow or what satisfies them in one place might not satisfy them elsewhere. The police officers' perceptions, expectations and attitude in the workplace or performing duties might influence their overall job satisfaction. Therefore, the study aims to examine the relationship between the internal factors and job satisfaction in the Malaysian public sector for the case of police officers in IPD Kuching.