

UNIVERSITI TEKNOLOGI MARA

**THE EFFECT OF WORKING
ENVIRONMENT, CAREER GROWTH
OPPORTUNITIES AND STRESS ON
EMPLOYEE SATISFACTION: A STUDY
AMONG INVESTIGATION OFFICERS
IN IPD JOHOR BAHRU SELATAN**

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ABSTRACT

Employee satisfaction has been regarded as a major issue in relation to law enforcement officers, including Royal Malaysia Police (RMP) investigation officers. Employee satisfaction is a crucial aspect of human resources in RMP. This research aims to explore the relationships between various factors that contribute to employee satisfaction among Royal Malaysia Police (RMP) officers, especially investigation officers in IPD Johor Bahru Selatan. In this regard, this research attempts to investigate the relationship between the working environment, career growth opportunities, and stress on employee satisfaction. This quantitative study was conducted at IPD Johor Bahru Selatan and focused on 110 investigation officers. Data were collected using the survey method, and questionnaires were used as the survey instruments. A total of 110 questionnaires were distributed and successfully retrieved. The findings of this study resulted in acceptance or rejection of some of the hypotheses formulated for this study. The research findings indicated that working environment and career growth opportunities have positive and significant relationships with the investigation officers' job satisfaction, whereas stress relationships were found to have no significant relationships with employee satisfaction. Therefore, addressing the specific needs and concerns of police officers through questionnaires can help identify areas for improvement and tailor strategies to enhance their satisfaction levels. This study is important to provide invaluable information based on the gathered results and analysis to the IPD Johor Bahru Selatan's top management to enhance service delivery in police forces.

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CHAPTER ONE

INTRODUCTION

1.1 INTRODUCTION

The chapter begins with some background information on the study. Then, it goes on to detail an existing problem and explain why it is essential to carry out research in order to obtain a deeper understanding of the situation and any problems that are related to it. In this chapter, the objectives of the study and the issues that will be investigated are discussed. The next part of this chapter will then focus on analyzing both the relevance of the findings as well as the breadth of the study that was conducted. Before the chapter is brought to a close by providing a review of the information presented, there is a section devoted to the examination of the definitions of the study variables that were used.

1.2 BACKGROUND OF RESEARCH

People nowadays keep going no matter what they do because they push the bounds of their talents and constraints. Individuals are juggling the demands of their organizations with the demands of keeping up with the constantly changing nature of today's workplace. An employee is an essential component in the process of achieving the company's mission and vision. In any organization, employee satisfaction is vital. Employees are more likely to be enthusiastic and motivated when management expresses gratitude. As a result, employees will become more driven to work harder, which will have an enormously positive effect on their performance (Al-Fakeh et al., 2020).

Employee satisfaction is fundamental for ensuring the long-term efficiency and effectiveness of organizations in both the public and private sectors. Factors found to be influencing employee satisfaction have been explored in several studies. It has previously been observed that satisfied employees perform better and contribute to the overall success of the organization (Shmailan, 2016). Extensive research has shown that employee satisfaction has a significant, positive effect on employee performance (Kotamena et al., 2020). It illustrates that unhappy employees perform badly and hamper