Job Stress and Emotional Intelligence among Police Officer at General Operation Force, Royal Malaysia Police

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Abstract--- *Stress management and good emotional intelligence among police officer are crucial for the work environment that always shifting from time to time. This article purpose of study is to identify the job stress and emotional intelligence level among Police Officer at General Operation Force, Royal Malaysia Police. This study applied a quantitative approach through fieldwork research method. The research instrument that have been used in this study are the questionnaire that adapted from Schutte et al (1998) entitled Emotional Intelligence, and job stress survey from McCreary & Thompsom's (2006) as the key data collection instruments to address research question and examine the conclusion of past literature review. The location of this study was conducted at the Battalion 6 PGA Bakri, Muar, Johor. By using simple random sampling method, the sample size of this research is 196 respondents. Descriptive analysis of this research show that stress levels are at a moderate level while the emotional intelligence is at a high level. The implication of this study is that organizations need to emphasize intrinsic factors to employees, need to explain the role of employees in the organization, need to provide career development to employees and employees and management need to have a positive relationship.*

Keywords--- *Emotional Intelligence, Job Stress, Royal Malaysia Police*

I. INTRODUCTION

General Operation Force is a one of unit in Royal Malaysia Police. It was established in 1948 by British administration before Malaysia Independence on 1957. Their main role on that time was to against with the communist terrorist that attack Malaya. When Malaysia is form in 1963, this unit was changed to Police Field Force and then also known as the Jungle Squad because of their skill in the jungle operation. After communist disarmed in 1989, this unit changed to General Operation Force.

The General Operation Force (GOF) is trained to act as support team to various roles of Royal Malaysia Police whether in times of peace or during emergency. Those duties could involve control armed criminal, protect the region border, deal with terrorist and protect ocean security. The GOF also involve on public security in the city and trafficking vigilance. When it comes to conflict period, the GOF will face the terrorist and avoid culprit battle from happen. Fundamentally, the GOF have to undergoing two different training which are military base training and for major urban assignation. All officers have to pass in Police Training School and also GOF Training Center which train them in military training and anti-culprit battle. GOF also have to prepare against riot and harmfull protest if necessary [3].

The various roles in GOF that always shifting from time to time can seem as disturbing to GOF personnel. The emergence roles that can change anytime need them to stay on call to be assigning in any

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duties that need a various skill and knowledge. The unpredictable duties of GOF and the changing of their job environment that always shifting resulted in the rise of psychology problem among them. This job stress causes them to unable to control their emotion and link to the delinquent attitude. There is suicide cases, murder cases and mental health problem issues among them that show their job stress and emotional intelligence need to be address in order to ensure the efficient of their duties and commitment. This is because the success in national defense and security are depends on every single personnel in police force. If the services to the society are done in precisely role of the unit, then they already achieve their aim and vision. But if there is a negative attitude among them, it is not only giving bad reputation on their unit or police force but it also effect on the building of peaceful country.

By according to the crucial need of stress management and good emotional intelligence among GOF personnel, this article are to answer a research question on what are the level of the job stress and emotional intelligence among General Operation Force in Battalion 6, Muar, Johor, Malaysia.

II.   LITERATURE REVIEW

Loosemore & Water (2004) [18] study show that there is a higher job stress among male employee rather than female employee. The male employee state that their stress factor are caused by job risk, effect from their mistake on job, job burden and career development whereas for female workers, conditions such as opportunities for self-development, wage rates, having to think of new ideas and having to work outside the district are a major source of stress.

Job stress study among Chinese factory workers using OSI version 2 was also conducted by Siu et al (1996) [29] on 340 subjects who found a high percentage of subjects perceived high job stress. The "in-work factor" is a major source of stress, and the "control" action strategy is the most frequently used plan. Environmental factors are major factors that predict job satisfaction, mental and physical health. The relationship between job satisfaction, mental and physical well-being among Chinese workers was found to support the findings of the western study.

In Bogg & Cooper's (1995) [6] study, however, they found different profiles of job stress between public and private sector workers. Public sector workers show poor health and well-being and low job satisfaction. On the contrary, private-sector workers report higher job stress, particularly in management roles, work relationships, career barriers, and work and home barriers. Long-term private-sector workers report higher job stress on instructional factors in employment, such as wages, compared to private workers, as well as long working hours and less job diversity.

Next, in a study conducted by Narimah et al (2003) [21] to examine the relationship between job stress and job satisfaction and its impact on action strategies among nurses in government and private hospitals. The study also aimed to look at differences in job stress according to marital status, education level, age and duration of work. A total of 160 nurses from both government and private hospitals were selected as subjects. The instrument used was the Occupational Stress Indicator (OSI). Data were analyzed using Pearson Correlation, t-test and one-way analysis. The results showed that there was no negative relationship between stress and job satisfaction. However, there is a positive relationship between stress and action strategies. The study also found that there were no differences in job stress according to marital status, academic status and duration of employment among nurses. However, there are differences in age.

Meanwhile, the results of a study by Khairul Bariah (2003) [13] look at the relationship between job stress and job satisfaction and coping strategies with aspects of mental health and physical health among private hospital nurses. In addition, the study also looked at differences in job stress according to academic status and work experience. The study subjects consisted of 25 private hospital nurses. The test instrument used was the Occupational Stress Indicator (OSI). Data were analyzed using Pearson Correlation, t-test and one-way ANOVA. The findings show that there is no difference in job stress among hospital nurses in terms of academic status and work experience. Meanwhile, job stress is negatively associated with job satisfaction, physical activity and physical and mental health.

A. Job Stress

According to Cox & Griffiths (2010) [7], the concept of Transactional Stress Theory explains that workplace stress involves a process consisting of three elements, namely exposure to organizational psycho-social hazards, cognitive perceptual processes that involve emotional stress and the relationship between the effects of stress on individuals (involving psychological, behavioral, and health problems) by affecting the organization (involving dizziness, lack of commitment, and so on). Transactional Stress Theory focuses on the dynamic engagement between employees and the work they do, which emphasizes the cognitive process of coping with job stress [1, 15].

According to Lazarus (1991) [16], Transactional Stress does not only occur to the individual or the environment but it also occurs between the two. The element of stress is to describe the influence of emotion on all aspects of stress [17]. Holroyd & Lazarus (1982) [11] through the Transactional Stress Model defines stress as an assessment of the effects of environmental stress on individuals who threaten their well-being. Folkman & Lazarus (1980) have identified two ways of dealing with stress that is problem-focused (focused on managing stressors) and emotion-focused (focused on controlling emotions). Subsequently, Folkman (2011) [8] has developed methods of dealing with stress that is meaning-centered coping and relationship-social coping.

B. Emotional Intelligence

Goleman's (1996) [9] emotional intelligence model describes this life, the fears, and anxieties that affect every day human life. He added that the tendency to control emotions well is a determining factor in a person's professional or professional success. The model has four domains namely (i) emotional awareness, (ii) Self-management, (iii) Social awareness and (iv) relationship management each domain has its own sub-factors.

According to Goleman (2001) [10], the first skill that every individual must master is to recognize one's own emotions. The individual needs to be aware of what he or she personally wants. In addition, individuals need to identify their feelings when something happens and how it affects their own performance. Individuals can also detect their own emotions, express their emotions in verbal, non-verbal ways and their own weaknesses. They know the level of ability and ability in doing what they want. They need to learn from their mistakes and try to ask others for their opinions.

The second skill is emotional control skills. These skills, in turn, provide individuals with the ability to manage factors that can bring frustration and anger to themselves and are able to respond positively to them. Individuals are able to avoid depression and self-destructive feelings. In addition, honesty is a key aspect of

controlling one's own emotions. This way others can build relationships because their values and principles are consistent and consistent.

Emotional intelligence requires that we recognize and evaluate the feelings of ourselves and others so that we can respond better to those feelings [9]. Emotional intelligence is one way of understanding and shaping how humans think, feel, and behave. Furthermore, emotions and ego are shaped by individual, physical and mental emotions that create a unique combination.

III. METHODOLOGY

This study uses a cross-sectional study design. According to Awang (2010) [4], in a cross-sectional study design, only one sample will be taken from the population and this data will only be taken once. This method was used for this study due to time constraints for collecting data. This study uses a quantitative design using a descriptive statistics method. Descriptive research is a survey questionnaire that explains the question of what is happening. The goal is to explore areas that have not been explored or explored. According to Sekaran & Bougie (2009) [28], in order to explain the variable characteristics used in a given situation, descriptive methods need to be developed.

The location of this study was conducted at PGA Bakri 6 Battalion Camp, Muar, Johor. In this study, the researcher used simple random sampling method. This method was used by randomly selecting respondents from a population of 400 Police Officers. According to Krejcie and Morgan's (1970) [14] sample size determination table, if the population is 400, then the recommended sample is 196.

The research instrument that will be used in this study is the questionnaire form. The questionnaire for job stress are adapt from McCreary & Thompsom's (2006) [20] and the questionnaire for Emotional Intelligence was adapted from Schutte et al (1998) [27] as key of data collection instruments to address research concerns and test the conclusion of past literature [32]. The instruments of this study are divided into three sections. Part A will address demographic details, Part B will address questions related to Police Officers' job stress, and Part C will measure emotional intelligence.

The questionnaire will use the Likert scale. The Likert scale selection is because it is easy to construct and easy to understand by respondents. Brislin et. al (1873) argued that in order to formulate a questionnaire using the Likert Scale, it was necessary to use simple sentences of no more than 16 words, use active passages instead of passive sentences, use nouns instead of pronouns to avoid confusion, using specific words and not a very general word. To create the questionnaire form, the researcher used a set of forms from previous studies to be modified to fit the study title.

The questions of part A that will be answered by the respondents in this section will be on the demographics and personal details of the respondents. Among the particulars asked were gender, age, race, race, highest academic approval, marital status, service duration, and rank. The part B section contains questions regarding police workload. The questions will use the 'Police Stress Questionnaire (PSQ) adapted from McCreary & Thompsom's (2006) [20] study. This section consists of 18 items out of 40 items comprised of real instruments. All of these questions will use the five-point Likert scale as shown in Table 1.

Table 1: Five-Point Likert Scale to Measure Job Stress Level

Explanation	Value
No stress (NS)	1
Low stress (L)	2
Medium stress (M)	3
High stress (H)	4
Very High stress (VH)	5

The question in section C is about emotional intelligence. Question will use the 33 item emotional intelligence. This section has been adapted from the study of Schutte et al (1998) [27]. All of this question will also use a five-point Likert Scale as table 2 below.

Table 2: Five-Point Likert Scale to Measure Emotional Intelligence Level

Explanation	Value
Strongly Disagree (SD)	1
Disagree (D)	2
Somewhat Agree (SA)	3
Agree (A)	4
Strongly Agree (SA)	5

A. Data Collection Method

In this study, the researcher used simple random sampling method. This study was conducted using primary data obtained through field studies. Field studies were conducted by distributing questionnaires to respondents. All the details of the questionnaire were obtained through the research and relevance of the previous research. This study is descriptive and the data analysis method will use the questionnaire form. The findings from the questionnaire will be calculated based on the leadership style applied by the leader. Once the answer has been received and obtained, the researcher will look for the frequency and importance of the answer that the respondent answered. To facilitate the analysis, all the findings were included in the tables. Based on the data in the table, the researcher will make a descriptive description. The data obtained will be processed and analyzed and subsequently interpreted to provide a clear picture of the relevance of the relationship between the workforce of the Police Force and the Commitment of work in the Battalion 6 General Forces Battalion organization. All data will be collected through a questionnaire and analyzed using computer software. The computer software to be used is the Statistical Package for Social Science (SPSS) version 19.0. All data obtained will be processed using the software. It aims to obtain more accurate statistical results using a Likert scale as a measure.

B. Analyze Validity and Reliability

As a first step, this analysis was performed to examine the psychometric value of the questionnaire data. This study focuses on two aspects, namely, the analysis of the main factors with the oblimin rotations using direct oblimin. This method is able to show the correlation between each item and its associated variables [24, 25]. It also stated that the instrument developed by the researchers depends on the ability to provide

consistent values at each measurement stage. Good question items, as measured by the Cronbach's Alpha method have high reliability. According to Azizi et.al (2001), the value of a good reliability index should be greater than 0.60.

C. Instrument reliability

The Cronbach's Alpha reliability index for this study was divided into three (3) constructs. Overall the Cronbach's Alpha reliability index for the instrument was developed was 0.942. A value approaching 1.00 is the perfect value for an instrument. In detail these three conclusions show the following findings in table 3, the first construct was job stress (18 items) with Cronbach's Alpha value 0.931, the second construct was Emotional intelligence (33 items) with Cronbach's Alpha was 0.951

Table 3: Cronbach's Alpha Reliability Index for each Construction

Construct	Cronbach's Alpha	Item
Job stress	0.931	18
Emotional Intelligence	0.952	33
Total	0.942	51

D. Mean Analysis

The mean score interpretation analysis was used to determine the level of stress and emotional intelligence level in this study. These interpretations refer to Oxford (1990) [23], which consists of three levels, namely (i) between 3.5 and 5.00, (ii) between 2.5 and 3.4 and (iii) between 1.0 and 2.4. The summary is as follows in table 4;

Table 4: Mean Score

Interpretation	Mean Score
High	3.5 - 5.00
Moderate	2.5 - 3.4
Low	1.0 - 2.4

IV. RESULT AND DISCUSSION

Two types of statistics (descriptive and inference) were used to achieve the three objectives of the study. Descriptive statistics of frequency and percentage were used to describe the profile of the respondents, while standard descriptive statistics and standard deviations were used to see and identify the levels of police personnel stress and emotional intelligence as stated in the study objectives.

A. Demographic Respondents Study

Table 5 shows that 136 (95.8%) of the respondents were male police and 6 (4.2%) were female police. In terms of age range 83 respondents aged 26 - 35 were 83 (58.5%), followed by 36 - 45 year olds 22 (15.5%), 46 years old and 19 (13.4) %) and 18 respondents between the ages of 20 - 25.

In terms of descent found 129 respondents (9.8%) were of Malay descent, followed by 6 (4.25) of other descent, 4 respondents (2.8%) were Indian and 3 (2.15) were Chinese. In addition, the highest level of

academic approval showed that 112 (78.9%) of the police had the highest level of education, followed by those with the highest diploma level of 20 diplomas (14.1%), 7 degrees (4.9%), 2 undergraduates (1.4%) and one PhD student. In terms of marital status, 114 respondents (8.3%) were married, only 24 (16.9%) were unmarried and 4 (2.8%) were widows.

For the period of service, 70 respondents (49,350 served 10 years and above, 40 (28.2%) served between 6 -10 years and 32 (22.5%) served less than 5 years. The rankings found that 67 respondents (47.2%) were Corporal, followed by Lance Corporal 23 (16.25), Sergeant 22 (15.5%) and Constable 12 (14.8%).

Table 5: Demographics of Police Officers based on Personal Background (N = 142)

Personal Background		Frequency	Percentage
Gender	Male	136	95.8
	Female	6	4.2
	Total	**142**	**100.0**
Age	20 - 25 year	18	12.7
	26 - 35 year	83	58.5
	36 - 45 year	22	15.5
	46 year and above	19	13.4
	Total	**142**	**100.0**
Race	Malay	129	90.8
	Chinese	3	2.1
	India	4	2.8
	others	6	4.2
	Total	**142**	**100.0**
Highest Education Level	Certificate	112	78.9
	Diploma	20	14.1
	Bachelor Degree	7	4.9
	Master Degree	2	1.4
	PhD	1	.7
	Total	**142**	**100.0**
Marriage Status	Single	24	16.9
	Married	114	80.3
	Widow	4	2.8
	Total	**142**	**100.0**
Services Period	5 year and below	32	22.5
	6 - 10 year	40	28.2

	10 year and above	70	49.3
	Total	**142**	**100.0**
Position	Superintendent of Police	2	1.4
	Deputy Superintendent of Police	3	2.1
	Inspector	2	1.4
	Sergeant Major	2	1.4
	Sergeant	22	15.5
	Corporal	67	47.2
	Lance Corporal	23	16.2
	Police Constable	21	14.8
	Total	**142**	**100.0**

The study found that the majority of the respondents were 96% of the study, and they were Malays. Respondents also 79 percent had a certificate degree and were married. Almost 70 percent of respondents have been working for over 5 years and over, which indicates that they are experienced workers.

B. Job stress Level

Based on the mean of each item shown in table 6, this study found that 44% of items were at a high stress level, whereas 56% of items were at a moderate stress level. In fact, the mean of the items was found to be between 3.18 and 3.78.

Table 6: Job Stress Level

Variables	Mean	S.D	Level
Overtime demands	3.57	1.223	High
Traumatic events	3.35	1.180	Moderate
Risk of betting injured at the job	3.65	1.238	High
Negative comments from the public	3.78	1.204	High
You find that work is taking more of your leaving time or time to spend with your family, friends and for recreation.	3.67	1.177	High
Responding to a shooting in progress between two gangs	3.51	1.303	High
Called to respond to a bank robbery in progress	3.37	1.350	Moderate
Responding to a major accident with multiple possible details.	3.51	1.225	High
Frequently tired and fatigued due to overtime and short work.	3.77	1.159	High
Changing shifts have interfered with your sleep pattern.	3.75	1.302	High
Making progress on a case when pulled off or political reasons	3.44	1.211	Moderate

Finding time for leisure and to stay in good physical conditions	3.18	1.273	Moderate
Lack of understanding from family and friends about your work	3.44	1.146	Moderate
Difficulty in eating healthy while at work	3.37	1.246	Moderate
Managing your social life outside of work	3.37	1.188	Moderate
Too much paper work	3.19	1.202	Moderate
Related health issues	3.37	1.212	Moderate
Feeling uncomfortable introducing yourself as a police officer	3.06	1.354	Moderate
Total Mean	**3.46**	**0.974**	**Moderate**

Overall this study found that the level of job stress among Police Officer in GOF at the Battalion Camp B.6 was moderate. The findings of this study showed that eight items with high stress were 35% extremely stressful from "negative comments from the public" (M = 3.78, SP = 1.20), where 30% of respondents were extremely "tired and tired" overtime and short breaks "(M = 3.77, SP = 1.16), where 37% of respondents were depressed by shifts that disturbed their sleep patterns (M = 3.75, SP = 1.30), of which 32% felt working spent more time than rest, or time with family and friends (M = 3.67, SP = 1.18), where 32% also felt strongly about the risk of injury at work (M = 3.65, SP = 1.18), of which 27% felt depressed with overtime (M = 3.57, SP = 1.22), and 21% of respondents felt very depressed in the face of major accidents and multiple injuries (M = 3.51, SP = 1.23).

According to Karasek & Theorell (1990) [12] the main causes of stress in the workplace in most organizations around the world are due to excessive workload and long working hours, lack of control, routine work, and individual conflict. This is in line with the seven highest stress items in the study.

The stress faced by Police Officers at the Battalion.6 PGA camp is in line with Azmi (2005) [5] definition that there are several conditions that lead to job stress. This condition is called a "stressor" or the cause of stress. Among these are workloads, time stress, poor supervisory quality, high levels of incompatibility compared to actual responsibilities, role conflicts, differing values between the organization and employees and frustration.

The finding of the stress level of Police Officers in the Battalion.6 PGA Camp is also in line with the findings of Aris et. al (2012); Salmah, (2009) [26] in her study looked at stress in public service. The impact on the performance and well-being of the public is evident in the stress on the public servants. The study found that workers in the public services sector were at a moderate level.

Overall this finding is contrary to the findings of a study conducted by the University of Malaysia's National Center for Public Health which found that the profession as a policeman is at the top of the job stress compared to other civil servants where the percentage of stress for Police Members is 53.7%.

C. Emotional Intelligence Level

Based on the mean of each item shown in table 7, this study found that 70% of items were at a high level of emotional intelligence, whereas 30% of items were at a moderate level of emotional intelligence. In fact, the mean of the items was found to be between 2.96 and 3.80.

Table 7: Emotional intelligence level

Variable	Mean	SD	Interpretation
I know when to speak about my personal problems to others	3.21	1.129	Moderate
When I am faced with obstacles, I remember times I faced similar obstacles and overcome them	3.55	.957	High
I expect that I will do well on most things I try	3.70	.938	High
Other people find it easy to confide in me	3.49	.848	Moderate
I find it hard to understand the non-verbal messages of other people	3.30	1.072	Moderate
Some of the major events of my life have led me to re-evaluate what is important and not important	3.70	1.031	High
When my good changes. I see new possibilities.	3.74	.905	High
Emotions are one of the things n that make my life worth living.	3.74	1.070	High
I am aware of my emotions as I experience them	3.64	.940	High
I expect good things to happen	3.49	1.009	Moderate
I like to share my emotions with others.	3.25	1.060	Moderate
When I experience a positive emotion. I know how to make it last	3.62	.920	High
I arrange events others enjoy.	3.43	1.013	Moderate
I see out activities that make me happy	3.68	.993	High
I am aware of the non-verbal messages I send to others	3.55	1.015	High
I present myself in a way that makes a good impression on others	3.69	.969	High
When I am in a positive mood , solving problems is easy for me	3.68	.933	High
By looking at their facial expressions, I recognize the emotions people are experiencing	3.62	.905	High
I know why my emotions change	3.69	.924	High
When I am in a positive mood, I am able to come up with new ideas.	3.69	1.040	High
I have control over my emotions	3.80	.877	High
I easily recognize my emotions as I experience them	3.77	.870	High
I motivate myself by imagining a good outcome to tasks I take on	3.75	.903	High
I compliment others when they have done something well	3.79	.913	High
I am aware of the non-verbal messages other people send.	3.67	.905	High

When another person tells me about an important event in his or her life .I almost feel as though I experienced this event myself	3.58	.901	High
When I feel a change in emotions, I tend to come up with new ideas	3.73	.826	High
When I am faced with a challenge, I give up because I believe I will fail.	2.96	1.208	Moderate
I know what other people are feeling just by looking at them	3.39	.967	Moderate
I help other people feel better when they are down	3.53	.951	High
I use good moods to help myself keep trying in the face of obstacles.	3.68	.894	High
I can tell how people are feeling by listening to the tone of their	3.44	.911	Moderate
It is difficult for me to understand why people feel the way they do.	3.37	.978	Moderate
Total Mean:	**3.57**	**0.963**	**High**

The findings of the study showed that there were twenty-three items of high intelligence among which 19% of respondents had emotional control (M = 3.80, SD = 0.88), of which 22% strongly agreed "I test others when they have done something good "(M = 3.79, SD = 0.913), where 19% of respondents strongly agreed with the item" I can easily identify my emotions when I am experiencing them "(M = 3.77, SD = 0.87), where 19% of respondents strongly agree with item "I motivate myself by imagining good results for my job" (M = 3.75, SD = 0.903) and the opposite can be seen in table 7 above. The findings show high intelligence among police personnel. In this regard, showing the Police are skilled in managing their emotional intelligence can help them reduce job stress and tend to think positively about the career they are pursuing [22].

The relationship between emotional intelligence and job stress among GOF personnel in Battalion.6 Camp is significant. Just what Gill et al (2006) said, job stress is referring to emotional respond to the work surrounding that may affect them. That is why it really has connection between job stress and emotional intelligence.

This study findings also exactly same as the study by Syed Sofian & Rohany (2010) [30, 31] that found the emotional intelligence has negative relationship and significant. In addition, they also stated that stress and the ability to control the job stress are absolutely linked to the emotional intelligence. This is because, emotion symptom likes easy to be angry, depressed, emotional changing, insecure, too sensitive, aggressive, and exhausted will affect both person and organization as well.

This study finding also connects to the finding from Mayer & Salovey (1990) [19]. According to them, when a person has a good emotional intelligence, they can control any emotion that come to them and also can control emotion that involves other person around them as well. That is why this ability will give a satisfaction and good commitment in any job and any organization.

V.   CONCLUSION

Based on his findings and discussions above, the conclusions that can be drawn from this study are the findings indicate that the level of stress of the Police Officers in the Battalion Camp B.6 is moderate. This is because the Police Officer did not face the high stress of work. Accordingly, it was found that the Police Officer at Battalion.6 camp was able to manage eight stress factors well which are work and work relationships; Organizational structure and climate; Manager role; Career and achievement; Work relationships; Work environment; Personal and family issues and Disciplinary issues.

The findings indicate the level of emotional intelligence of the Police Officers in the Battalion Camp.6 shows a high level. The ability to handle job stress is certainly related to the dimension of emotional intelligence. This is because, emotional symptoms caused by stress such as restlessness, depression, mood swings, insecurity, sensitiveness, aggressive or hostile attitudes, emotional exhaustion and lack energy can give impact to the entire life of the individual and organization involved.

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