



LAPORAN PENYELIDIKAN

**STRES, KEPUASAN KERJA DAN KOMITMEN TERHADAP
ORGANISASI DALAM KALANGAN PEGAWAI POLIS DAN
PEGAWAI IMIGRESEN DI BANDARAYA KOTA KINABALU
SABAH.**

PATRICIA JOSEPH KIMONG

FERLIS HJ. BAHARI

NORZIHAN AYUB

WAN ANOR WAN SULAIMAN

UNIVERSITI MALAYSIA SABAH

GERAN PENYELIDIKAN SEEDMONEY

SEPTEMBER 2010



UMS
UNIVERSITI MALAYSIA SABAH

Abstrak

Kajian yang dijalankan ini bertujuan mengkaji sumber stres, strategi daya tindak, kepuasan kerja dan komitmen terhadap organisasi dalam kalangan pegawai polis dan pegawai imigresen di Bandaraya Kota Kinabalu, Sabah. Secara khususnya, kajian ini dilakukan bagi menjawab beberapa objektif khusus yang telah digariskan iaitu 1) menentukan hubungan antara sumber stres, strategi daya tindak, kepuasan kerja dan komitmen organisasi dalam kalangan pegawai polis dan imigresen, 2) menentukan perbezaan sumber stres, strategi daya tindak, kepuasan kerja dan komitmen organisasi antara pegawai penguatkuasa yang terlibat dalam operasi membanteras pendatang asing dan bahagian pentadbiran, 3) mengenal pasti perbezaan sumber stres, strategi daya tindak, kepuasan kerja dan komitmen organisasi berdasarkan jantina, status perkahwinan dan etnik. Data yang telah dikutip telah dianalisis dengan menggunakan analisis deskriptif yang melaporkan profil demografi responden. Bagi menentukan hubungan antara pembolehubah, analisis korelasi Pearson digunakan. Sementara, ujian-t sampel bebas digunakan bagi mengenal pasti perbezaan sumber stres, strategi daya tindak, kepuasan kerja dan komitmen organisasi berdasarkan jantina dan status perkahwinan. Akhir sekali, ujian ANOVA Sehalu Sampel Bebas digunakan bagi menguji perbezaan stres, kepuasan kerja, strategi daya tindak dan komitmen organisasi berdasarkan etnik. Kesemua ujian statistik telah dianalisis dengan menggunakan program *SPSS for Windows* versi 17.0. Seramai 163 pegawai polis dan imigresen telah dijadikan sebagai subjek kajian. Instrumen yang digunakan merupakan satu set soal selidik yang merangkumi bahagian profil demografi, Indikator Stres Pekerjaan (ISP), *Job Descriptive Index* (JDI) dan *Organizational Commitment Questionnaire* (OCQ). Hasil kajian menunjukkan terdapat hubungan positif yang signifikan antara sumber stres dan strategi daya tindak; hubungan positif yang signifikan antara strategi daya tindak dan komitmen organisasi; hubungan positif yang signifikan antara kepuasan kerja keseluruhan dan komitmen terhadap organisasi. Selain itu, kajian menunjukkan terdapat perbezaan yang signifikan bagi sumber stres antara kakitangan yang bekerja di bahagian pentadbiran dan kakitangan yang bekerja di bahagian penguatkuasa. Kajian turut mendapati wujud perbezaan kepuasan kerja keseluruhan antara kakitangan di bahagian pentadbiran dan penguatkuasa. Selain itu, kajian menunjukkan terdapat perbezaan yang signifikan bagi komitmen organisasi pekerja yang telah berkahwin dan belum berkahwin. Akhir sekali, kajian menunjukkan terdapat perbezaan yang signifikan bagi strategi daya tindak mengikut etnik. Didapati min strategi daya tindak etnik Melayu Brunei lebih tinggi dicatat berbanding etnik Bajau.

Abstract

The purpose of this research was to studied sources of stress, coping strategies, job satisfaction and organizational commitment among police and immigration officers in Kota Kinabalu, Sabah. The study was conducted to answer several specific objectives 1) to determine the relationship between sources of stress, coping strategies, job satisfaction and organizational commitment among police and immigration officers, 2) to determine the differences in sources of stress, coping strategies, job satisfaction and organizational commitment between law enforcement officers involved in operations to combat illegal immigrants and the staff working in administration section, 3) to identify the different sources of stress, coping strategies, job satisfaction and organizational commitment based on gender, marital status and ethnicity. The data collected were analyzed using descriptive analysis to report the respondents' demographical profile . Pearson correlation analysis were used to determine the relationship between variables. Independent sample t-test used to identify the different sources of stress, coping strategies, job satisfaction and organizational commitment based on gender and marital status. Independent sample one way ANOVA were used to test differences in stress, job satisfaction, coping strategies and organizational commitment based on ethnicity. All statistical tests were analyzed using SPSS for Windows version 17.0. A total of 163 police and immigration officers were involved in this research. Occupational Stress Indicator (OSI), Job Descriptive Index (JDI) and the Organizational Commitment Questionnaire (OCQ) were used in this research . Results showed that there were significant positive correlation between the sources of stress and coping strategies; significant positive relationship between coping strategies and organizational commitment; significant positive relationship between overall job satisfaction and organizational commitment. The result also showed significant differences in the sources of stress between staff working in the administration and staff working in the enforcement division. The finding of the study also showed that there were differences in overall job satisfaction between staff in the administration and enforcement. The study found significant differences in organizational commitment between married and single employees. Finally, the study showed significant differences in coping strategies according to ethnicity. Based on the mean, Malay Brunei ethnic was higher in terms of using coping strategies than Bajau ethnic.

