KAJIAN HUBUNGAN CIRI-CIRI KERJA DAN BEBAN TUGAS DENGAN KETERIKATAN KERJA (*WORK ENGAGEMENT*) ANGGOTA POLIS TERHADAP ORGANISASI PASUKAN POLIS DIRAJA MALAYSIA

OLEH
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KAJIAN HUBUNGAN CIRI-CIRI KERJA DAN BEBAN TUGAS DENGAN KETERIKATAN KERJA
***(WORK ENGAGEMENT)* ANGGOTA POLIS TERHADAP ORGANISASI PASUKAN POLIS DIRAJA**
MALAYSIA (PDRM)

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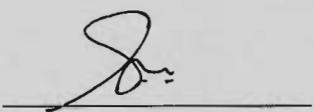
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ABSTRAK

Keterikatan kerja penting di dalam organisasi penguatkuasaan seperti PDRM kerana keterikatan anggota polis di dalam menyelesaikan kes-kes jenayah terutamanya jenayah komersil yang dianggap sebagai jenayah yang akan menjejaskan ekonomi jika tidak dibendung segera. Berdasarkan statistik Jabatan Siasatan Jenayah Komersil, Polis Diraja Malaysia (PDRM) Bukit Aman, nilai kerugian berpunca akibat kegiatan jenayah komersil sudah mencecah lebih RM1.047 bilion dalam tempoh tujuh bulan pertama tahun ini. Jumlah tersebut merekodkan peningkatan tinggi berbanding lebih RM1.619 bilion dicatatkan bagi tempoh sepanjang tahun lalu. Jabatan Siasatan Jenayah Komersil (JSJK) adalah sebuah jabatan baru di dalam PDRM. Ianya merupakan satu jabatan yang menyiasat kes-kes jenayah komersil, perdagangan, 'kolar putih' dan ekonomi seperti kes-kes penipuan, pecah amanah jenayah, pemalsuan, jenayah siber, *African Scam*, dan sebagainya sebelum ini. Di samping itu, bertugas di ibu negara dan juga kotaraya yang penuh profil politik, ekonomi, sosial dan aktiviti-aktiviti jenayah termasuklah jenayah-jenayah komersil sangat mencabar ketahanan anggota kerja dari segi kognitif, emosi dan fizikal. Hasil kajian dijangka dapat memberikan maklumat dan kefahaman tentang isu keterikatan kerja anggota kerja polis terhadap organisasi PDRM dan mengenalpasti faktor-faktor yang mempengaruhi tahap keterikatan kerja dalam lingkaran perkhidmatan polis di negara ini. Tahap keterikatan kerja akan dapat memberi justifikasi dalam konteks bentuk sikap dan pola tingkah laku anggota kerja PDRM. Hasil kajian juga dapat memperlihatkan sama ada kerangka teoritikal, pendekatan dan kajian-kajian yang pernah dibuat di negara-negara Barat sesuai diaplikasikan untuk bidang penyelidikan yang sama berasaskan persekitaran organisasi di Malaysia. Hasil dapatan kajian juga

diharapkan dapat memberi sumbangan informasi baru dalam bidang psikologi keorganisasian, psikologi pekerjaan, sikap anggota kerja di tempat kerja dan tingkah laku keorganisasian terutamanya berkaitan dengan isu keterikatan kerja anggota polis sebagai sebuah peneraju utama agensi penguatkuasaan di Malaysia. Kajian ini menjurus kepada hubungan di antara faktor ciri-ciri kerja yang merangkumi kepelbagaian kemahiran, identiti tugas, kepentingan tugas, autonomi dan maklumbalas serta sumber kerja iaitu beban tugas anggota polis. Data diperolehi daripada 130 sampel yang terdiri daripada Pegawai Pangkat Rendah (PRP) dan pegawai kanan polis di Jabatan Siasatan Jenayah Komersil Kuala Lumpur (JSJK KL). Pengumpulan data diperolehi melalui borang soal selidik yang disediakan secara berstruktur.

Katakunci: keterikatan kerja, ciri-ciri kerja, beban tugas

ABSTRACT

Commercial crime cases, had been considered a crime which would hurt the economy if not addressed immediately. Based on the statistic from Commercial Crimes Investigation Department, Royal Malaysian Police (PDRM), Bukit Aman, the losses caused by the commercial crime has reached more than RM1.047 billion in the first seven months of this year. The amount recorded increases more than RM1.619 billion recorded for the whole of last year. Commercial Crimes Investigation Department (CCID) is a new department in the police organization. It is a department that investigates criminal cases, commercial, trade, 'white collar' economy such as cases of fraud, criminal breach of trust, forgery, cyber crime, African Scam, etc before. In addition, working in the capital city and also full profile political, economic, social and criminal activities, including commercial crimes very challenging endurance employees in terms of cognitive, emotional and physical. The study is expected to provide the information and understanding about the issue of employee engagement with police against the police organization and identify the factors that influence the level of engagement in the circle of police services in the country. Level of engagement will be able to justify in the context of attitudes and behavior patterns of members of the police work. The results can also be a preliminary study on the measurement of the level of employee engagement across the organization before a comprehensive measurement Police do. The findings are also expected to contribute new information in the field of organizational psychology, occupational psychology, attitude of staff at the workplace and organizational behavior, particularly in relation to the issue of police staff engagement as a leading law enforcement agencies in Malaysia. Specifically, this

study examines the relationship between factors such as job characteristics that contains job resources such as skills variety, task identity, task significance, autonomy, feedback; and organizational supports such as workload, perceived supervisor's support, reward and recognition. The data was collected through questionnaires among CCID police personnel under the administration of Kuala Lumpur police headquarters.

PENGHARGAAN

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ISI KANDUNGAN

SENARAI JADUAL

SENARAI RAJAH

SENARAI SINGKATAN

PDRM   Polis Di Raja Malaysia

JSJK   Jabatan Siasatan Jenayah Komersil

IPK   Ibu Pejabat Polis Kontinjen

IPD   Ibu Pejabat Polis Daerah

BAB 1

PENGENALAN

1.1 Latar belakang kajian

Polis Diraja Malaysia (PDRM) adalah agensi keselamatan dan penguatkuasaan terulung di negara ini dan diketuai oleh Ketua Polis Negara iaitu IG Tan Sri Dato' Sri Khalid Bin Abu Bakar. PDRM terdiri daripada 112,145 orang pegawai dan anggota. Keanggotaan ini mencerminkan kepelbagaian penugasan yang dijalankan oleh PDRM, dari Tugas Am (*general duties*) yang menjalankan tugas tradisional kepolisan dan sentiasa berdampingan dengan rakyat, sehinggalah ke Pasukan Gerakan Am (PGA) yang menjalankan tugas-tugas *'non-regulatory'* seperti pencegahan kemasukan pendatang tanpa izin dan peperangan menentang kebangkitan pengganas komunis suatu ketika dahulu.

Dalam melaksanakan amanah serta tanggungjawab yang disandarkan oleh rakyat, PDRM dibantu oleh kumpulan sokongan yang terdiri dari Polis Tambahan, Sukarelawan Polis, Polis Bantuan, Kadet Polis dan kakitangan awam. Kumpulan ini memainkan peranan yang penting dalam menentukan keselamatan dan kesejahteraan negara. Demi kedaulatan negara dan kesejahteraan masyarakat dan kewibawaan pasukan, kewajipan asasi anggota Polis Diraja Malaysia adalah untuk memelihara undang-undang dan ketenteraman awam, mengekalkan keamanan dan keselamatan negara, mencegah dan mengesan penjenayah, menangkap dan mendakwa pesalah-pesalah dan mengumpul risikan keselamatan.

The contents of the thesis is for internal user only

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