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THE RELATIONSHIP OF PERSONALITY TRAITS, GENDER, OCCUPATIONAL STRESS AND JOB SATISFACTION AMONG POLICE OFFICERS IN PUNJAB, PAKISTAN

UMBREEN KHIZAR

Universiti Utara Malaysia

DOCTOR OF PHILOSOPHY

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Awang Had Salleh
Graduate School
of Arts And Sciences

Universiti Utara Malaysia

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Abstrak

Matlamat kajian ini adalah untuk menyiasat hubungan ciri-ciri personaliti (neuroticisme, exstraversion, keterbukaan kepada pengalaman, keserasian, ketelitian), tekanan kerja dan kepuasan pekerjaan dalam kalangan pegawai-pegawai polis di Punjab, Pakistan. Kajian juga bermatlamat untuk mengkaji perbezaan ciri-ciri personaliti, tekanan kerja, dan kepuasan pekerjaan dalam kalangan pegawai-pegawai polis mengikut jantina. Selain itu, kajian ini juga mengkaji perihal di antara ciri-ciri personaliti yang mempunyai pengaruh lebih kuat ke atas kepuasan pekerjaan. Responden terdiri daripada 300 orang pegawai polis kanan dari Punjab, Pakistan. Kaedah persampelan berperingkat yang merangkumi teknik persampelan bertingkat dan teknik persampelan rawak mudah telah digunakan. Instrumen kajian termasuklah Inventori Neo Lima Faktor (NEO-FFI), Soal Selidik Tekanan Polis (PSQ), dan Tinjauan Kepuasan Pekerjaan (JSS). Pakej Statistik untuk Sains Sosial digunakan untuk membuat analisis statistik penerangan dan inferensi. Hasil kajian menunjukkan wujudnya korelasi yang signifikan antara pemboleh ubah-pemboleh ubah dalam kajian ini. Kajian ini menemui korelasi positif antara ciri-ciri personaliti exstraversion, keserasian dan ketelitian dengan kepuasan perkerjaan. Di samping itu, korelasi yang negatif didapati wujud antara neuroticisme dan tiada korelasi keterbukaan kepada pengalaman dengan kepuasan pekerjaan. Korelasi negatif ditemui antara tekanan kerja dengan kepuasan pekerjaan. Kajian ini turut memaparkan wujudnya perbezaan yang signifikan antara pegawai-pegawai polis lelaki dan wanita dalam ciri-ciri personaliti. Dapatan-dapatan kajian lain yang berkaitan dengan jantina adalah perihal mengenai pegawai-pegawai polis wanita yang didapati mempunyai tekanan kerja yang lebih tinggi berbanding dengan pegawai-pegawai polis lelaki. Sementara itu, pegawai-pegawai polis lelaki pula memaparkan tahap kepuasan pekerjaan yang lebih tinggi berbanding dengan pegawai-pegawai polis wanita. Hasil kajian menunjukkan keserasian memberi kesan yang lebih signifikan ke atas kepuasan pekerjaan berbanding dengan ciri-ciri personaliti yang lain.

Kata kunci: Ciri-ciri personaliti, Jantina, Tekanan Kerja, Kepuasan pekerjaan.

Abstract

The aim of this research was to investigate the relationship between personality traits (neuroticism, extraversion, openness to experience, agreeableness, conscientiousness), occupational stress and job satisfaction among police officers in Punjab, Pakistan. Another aim was to examine the differences in police officers' personality traits, occupational stress and job satisfaction according to their gender. This study also examined which personality trait has more effect on job satisfaction. The respondents were 300 senior police officers from Punjab, Pakistan. The multistage sampling method consisting the stratified sampling technique and the simple random sampling technique was used. The research instruments consisted of the Neo Five Factor Inventory (NEO-FFI), the Police Stress Questionnaire (PSQ) and the Job Satisfaction Survey (JSS). The Statistical Package for Social Sciences was utilized to perform descriptive and inferential statistical analysis. The results of this research indicated that a significant correlation exists among the variables in this research. This study found a positive correlation between extraversion, agreeableness and conscientiousness personality traits and job satisfaction, while neuroticism has a negative correlation, but there is no correlation between openness to experience and job satisfaction. There is a negative correlation between occupational stress and job satisfaction. This study also revealed significant differences in male and female police officers' personality traits. The other findings related to gender are that female police officers have higher occupational stress than male police officers, while job satisfaction level is higher among male police officers compared to females. The results of the study showed that agreeableness has a more significant effect on job satisfaction compared to other personality traits.

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Keywords: Personality traits, Gender, Occupational stress, Job satisfaction.

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CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

Job satisfaction concerns each worker in the whole world. Human factor assumes a critical part in the advancement and progression of any country. Job satisfaction is essential for the individuals, the association and the country so it stays one of the well known points for researchers. Having an organization of employees high employment fulfillment implies more noteworthy participation, low non-appearance, high maintenance, more noteworthy representative exertion, less interpersonal clash, less grievances, and more. Dissatisfied employee will generally spread negative impression of organization among workmates (Ghazi & Shahzada, 2012).

Job is an identification of a person. It satisfies desires, creates a sense of pride and emotional well being. Many researchers have been interested in factors associated with job satisfaction. Organizational and environmental factors have been emphasized as important predictors of job satisfaction. Some researchers have found that organizational factors are important in job satisfaction (Opkara, 2002). Others concluded environmental factors to be more influential (Balci, 2011).

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APPENDICES

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APPENDIX: A

Inform Consent

Universiti Utara Malaysia

College of Arts and Science

School of Social Development

This study is undertaken to fulfill the requirement of the academic program leading to a Ph.D. the College of Arts and Science, University Utara Malaysia, By taking of your valuable time, you are providing information that is pertinent to the study. The data collected will be kept confidential and will not lead to any negative results or eventual damages. The researcher would like to sincerely thank all who participate in responding to this questionnaire. Your answers are very important to the accuracy of the study.

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Thank You for Your Kind Cooperation.

Sincerely Yours,

Umbreen Khizar

APPENDIX: B

Demographic Sheet

Name: _____

Gender: _____

Age: _____

Job Position: _____

Job Experience: _____

Marital Status: _____

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APPENDIX: C

NEO-Five Factor Inventory (NEO-FFI)

(English Version)

SD=Strongly Disagree D=Disagree N=Neutral

A=Agree SA=Strongly Agree

No	Statement	SD	D	N	A	SA
1	I am not a worrier.	1	2	3	4	5
2	I like to have a lot of people around me.	1	2	3	4	5
3	I don't like to waste my time daydreaming.	1	2	3	4	5
4	I try to be courteous to everyone I meet.	1	2	3	4	5
5	I keep my belongings neat and clean.	1	2	3	4	5
6	I often feel inferior to others.	1	2	3	4	5
7	I laugh easily	1	2	3	4	5
8	Once I find the right way to do something, I stick to it.	1	2	3	4	5
9	I often get into arguments with my family and co-workers.	1	2	3	4	5
10	I'm pretty good about pacing myself so as to get things done on time.	1	2	3	4	5
11	When I'm under a great deal of stress, sometimes I feel like a I'm going to pieces.	1	2	3	4	5
12	I don't consider myself especially "light-hearted".	1	2	3	4	5
13	I am intrigued by the patterns I find art and nature.	1	2	3	4	5

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14	Some people think that I'm selfish and egoistic person	1	2	3	4	5
15	I am not a very methodical person	1	2	3	4	5
16	I rarely feel lonely or blue.	1	2	3	4	5
17	I really enjoy talking to people.	1	2	3	4	5
18	I believe, letting students hear controversial speakers can only confuse and mislead them.	1	2	3	4	5
19	I would rather cooperative with others than complete with them.	1	2	3	4	5
20	I try to perform all the tasks assigned to me consciously.	1	2	3	4	5
21	I often feel tense and jittery.	1	2	3	4	5
22	I like to be where the action is.	1	2	3	4	5
23	Poetry has little or no effect on me.	1	2	3	4	5
24	I tend t ob cynical and skeptical of others' intentions.	1	2	3	4	5
25	I have a clear set of goals and work towards them in an orderly fashion.	1	2	3	4	5
26	Sometimes, I feel completely worthless.	1	2	3	4	5
27	I usually prefer to do things alone.	1	2	3	4	5
28	I often try new foreign foods.	1	2	3	4	5
29	I believe that most people will take advantage of you if you let them.	1	2	3	4	5
30	I waste a lot of time before settling down to work.	1	2	3	4	5

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31	I rarely feel fearful or anxious.	1	2	3	4	5
32	I often feel as if I'm bursting with energy.	1	2	3	4	5
33	I seldom notice the moods or feelings that different environments produce.	1	2	3	4	5
34	Most people I know like me.	1	2	3	4	5
35	I work hard to accomplish my goals.	1	2	3	4	5
36	I often get angry at the way people treat me.	1	2	3	4	5
37	I am a cheerful and high-spirited person.	1	2	3	4	5
38	I believe we would look to our religious authorities for decision on moral issues.	1	2	3	4	5
39	Some people think of me as cold and calculating.	1	2	3	4	5
40	When I make a commitment, I can always be counted on to follow through.	1	2	3	4	5
41	Too often, when things go wrong, I get discouraged and feel like giving up.	1	2	3	4	5
42	I am not a cheerful optimist.	1	2	3	4	5
43	Sometimes, when I am reading poetry or looking at a work of art, I feel a chill or wave of excitement.	1	2	3	4	5
44	I am hard-headed and tough-minded in my attitudes.	1	2	3	4	5
45	Sometimes, I'm not as dependable or reliable, as I should.	1	2	3	4	5
46	I am seldom sad or depressed.	1	2	3	4	5

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47	My life is fast-paced.	1	2	3	4	5
48	I have little interest in speculating on the nature of the universe or the human condition.	1	2	3	4	5
49	I generally try to be thoughtful and considerate.	1	2	3	4	5
50	I am a productive person who always gets the job done.	1	2	3	4	5
51	I often feel helpless and want someone else to solve my problems. .	1	2	3	4	5
52	I am a very active person.	1	2	3	4	5
53	I have a lot of intellectual curiosity.	1	2	3	4	5
54	If I do not like people, I let them know it.	1	2	3	4	5
55	I never seem to be able to get organized.	1	2	3	4	5
56	At times I have been so ashamed I just wanted to hide.	1	2	3	4	5
57	I would rather go my own way than be a leader of others.	1	2	3	4	5
58	I often enjoy playing with theories of abstract ideas.	1	2	3	4	5
59	If necessary, I am willing to manipulate people to get what I want.	1	2	3	4	5
60	I strive for excellence in everything I do.	1	2	3	4	5

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APPENDIX: C 2

NEO-Five Factor Inventory (NEO-FFI)

(Urdu Version)

نمبر شمار	بیانات	مکمل غیر متفق	زیادہ تر غیر متفق	غیر جانبدار	زیادہ تر متفق	مکمل متفق
1	میں پریشان حال نہیں ہوں۔	1	2	3	4	5
2	میں بہت سے لوگوں کے درمیان رہنا پسند کرتا /کرتی ہوں۔	1	2	3	4	5
3	میں جاگتی آنکھوں خواب دیکھنے میں اپنا وقت ضائع کرنا پسند نہیں کرتا/ کرتی ۔	1	2	3	4	5
4	میں اپنے بر ملنے والے سے ، خوش اخلاقی سے پیش آنے کی کوشش کرتا / کرتی ہوں۔	1	2	3	4	5
5	میں اپنی چیزیں صاف ستھری رکھتا/رکھتی ہوں۔	1	2	3	4	5
6	اکثر اوقات میں اپنے آپ کو دوسروں سے کمتر سمجھتا ہوں/ سمجھتی ہوں	1	2	3	4	5
7	میں آسانی سے ہنس لیتا ہوں،/لیتی ہوں۔	1	2	3	4	5
8	جب کوئی کام کرنے کا صحیح طریقہ مجھے معلوم ہو جاتا ہے ، تو میں اس پر جم جاتا ہوں/جم جاتی ہوں۔	1	2	3	4	5
9	میری اکثر اپنے خاندان اور اپنے ساتھ کام کرنے والوں کے ساتھ تُوتُو میں میں ہو جاتی ہے۔	1	2	3	4	5
10	میں اپنے کام کی رفتاریوں کو متعین کرتا ہوں/ کرتی ہونکہ سب کا م وقت پر کر سکوں۔	1	2	3	4	5
11	بعض اوقات شدید زہنی دباؤ ہو، تو مجھے محسوس ہوتا ہے کہ میرا وجود ٹوٹ کر بکھر جائے گا۔	1	2	3	4	5
12	میں اپنے آپ کو خوش دل طبیعت کا مالک نہیں سمجھتا/ سجھتی۔	1	2	3	4	5
13	آرٹ اور قدرت کے نمونے مجھے محسو رکردیتے ہیں۔	1	2	3	4	5
14	بعض لوگو کا خیال ہے کہ میں خود غرض اور انا پرست ہوں۔	1	2	3	4	5

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15	میں زیادہ منظم شخص نہیں ہوں ۔	1	2	3	4	5
16	میں شاذو نادر ہی تنہائی یا افسردگی محسوس کرتا/ کرتی ہوں۔	1	2	3	4	5
17	مجھے لوگوں سے بات چیت کرکے واقعی لطف آتا ہے۔	1	2	3	4	5
18	میرے خیال میں طالب علموں کا متنازعہ مقررین کو سننا ، انہیں الجھا اور بھٹکا سکتا ہوں۔	1	2	3	4	5
19	میں دوسروں سے مقابلہ کرنے کے بجائے ان سے تعاون کرنے کو ترجیح دوں گا / دونگی ۔	1	2	3	4	5
20	میں وہ تمام کام جو میرے سپرد کئے گئے ہوں ، اپنے ضمیر کے مطابق کرنے کی کوشش کرتا / کرتی ہوں۔	1	2	3	4	5
21	میں اکثر اوقات ذہنی تناؤ اور گھبراہٹ محسوس کرتا ہوں / کرتی ہوں	1	2	3	4	5
22	مجھے اکثر ولولہ انگیز صورت حال کی تمنا ہوتی ہے۔	1	2	3	4	5
23	شاعری کا مجھ پر بہت ہی کم یا نہ ہونے کے برابر اثر ہوتا ہے ۔	1	2	3	4	5
24	میں دوسروں کی نیت کے بارے میں بدگمان اور شکی ہوں۔	1	2	3	4	5
25	میرے مقاصد بہت واضح ہیں اور ان کے لیے بہت منظم طریقے سے کام کرتا ہوں / کرتی ہوں۔	1	2	3	4	5
26	بعض اوقات میں خود کو ایک کوری کا بھی نہیں سمجھتا / سمجھتی ہوں۔	1	2	3	4	5
27	عموماً میں اکیلے ہی کام کرنے کو ترجیح دیتاہوں / دیتی ہوں۔	1	2	3	4	5
28	میں اکثر نئے اور غیر ملکی کھانے آزماتا ہوں / آزماتی ہوں۔	1	2	3	4	5
29	مجھے یقین ہے اگر آپ موقع دیں ، تو دوسرے لوگ آپ سے ناجائز فائدہ اٹھائیں گے۔	1	2	3	4	5
30	میں کام شروع کرنے سے پہلے کافی وقت ضائع کرلیتا ہوں/ لیتی ہوں	1	2	3	4	5
31	میں شاذونادر ہی خوف یا پریشانی محسوس کرتا ہوں/ کرتی ہوں۔	1	2	3	4	5
32	میں اکثر اپنے آپ کو توانائی سے بھر پور محسوس کرتاہوں / کرتی ہوں	1	2	3	4	5
33	ماحول اور حالات کی وجہ سے پیدا ہونے والے موڈ یا	1	2	3	4	5

	احساسات کی جانب میری توجہ بہت کم ہوتی ہے ۔					
34	میرے جاننے والے اکثر لوگ مجھے پسند کرتے ہیں۔	1	2	3	4	5
35	میں اپنے مقاصد کی تکمیل کے لیے بہت محنت کرتا ہوں/ کرتی ہوں۔	1	2	3	4	5
36	لوگ میرے ساتھ جو سلوک کرتے ہیں ان پر اکثر غصے ہو جاتا ہوں/ جاتی ہوں۔	1	2	3	4	5
37	میں ایک خوش باش اور بلند حوصلہ شخص ہوں ۔	1	2	3	4	5
38	میرا یقین ہے کہ ہمیں اخلاقی امور پر فیصلوں کے لیے مذہبی راہنماؤں سے رجوع کرنا چاہیے ۔	1	2	3	4	5
39	کچھ لوگ مجھے سرد مہر اور خود غرض سمجھتے ہیں ۔	1	2	3	4	5
40	جب میں کوئی منصوبہ شروع کروں تو ہمیشہ اسے ختم کرکے ہی دم لیتا ہوں/ لیتی ہوں۔	1	2	3	4	5
41	اکثر اوقات جب کام خراب ہونے لگتاہے تو میں نا امید ہو کر چھوڑ دیتا ہوں/ چھوڑ دیتی ہوں۔	1	2	3	4	5
42	میں ایک زندہ دل اور روشن پہلو دیکھنے والا نہیں ہوں/ والی نہیں ہوں۔	1	2	3	4	5
43	بعض اوقات شاعری کا مطالعہ کرتے ہونےیا کوئی آرٹ کا شاہکار دیکھ کر میرے اندر سنسنی وجوش کی لہر دوڑتی ہے۔	1	2	3	4	5
44	میں اپنے رویوں میں سخت اور اڑیل ہوں ۔	1	2	3	4	5
45	بعض اوقات میں اس حد تک قابل بھروسہ یا قابل اعتبار نہیں ہوتا / ہوتی جس حد تک مجھے ہونا چاہیے۔	1	2	3	4	5
46	میں شاذو نادر ہی اداس یا غم زدہ ہوتاہوں/ ہوتی ہوں۔	1	2	3	4	5
47	میری زندگی میں تیز رفتاری نمایاں ہے ۔	1	2	3	4	5
48	مجھے کائنات کے نظام یا انسانی حالت پہ غوروفکر کرنے میں کم دلچسپی ہے ۔	1	2	3	4	5
49	میں عام طور پر دوسروں کی فکر اور خیال کرنے کی کوشش کرتاہوں/ کرتی ہوں۔	1	2	3	4	5
50	میں ایک کارآمد شخص ہوں جو ہمیشہ اپنا کام کرلیتا ہے ۔	1	2	3	4	5
51	میں اکثر اپنے آپ کو بے بس محسوس کرتے ہوئے یہ چاہتاہوں/ چاہتی ہوں کہ کوئی اور میرے مسائل حل کردے۔	1	2	3	4	5

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52	میں نہایت سرگرم انسان ہوں ۔	1	2	3	4	5
53	میرے اندر دانش وارانہ تجسس بہت زیادہ ہے۔	1	2	3	4	5
54	اگر لوگ مجھے نہ پسندہوں، تو میں انہیں بتاتاہوں/ بتا دیتی ہوں۔	1	2	3	4	5
55	مجھے لگتا کہ میں خود کو کبھی منظم نہیں کرسکتا/کرسکتی۔	1	2	3	4	5
56	بعض اوقات شرم کے باعث چھپ جانے کو دل چاہتاہے۔	1	2	3	4	5
57	میں دوسرونکا راہنما بننے کی بجائے اپنے طرز سے رہنا پسند کروں گا/ کروں گی۔	1	2	3	4	5
58	میں اکثر اوقات نظریات اور تجریدی خیالات سے لطف اندوز ہوتاہوں/ ہوتی ہوں۔	1	2	3	4	5
59	اگر ضرورت پڑے تو میں اپنا کا م نکالنے کے لیے لوگوں کو استعمال کرنے پر آمادہ ہو جاتا ہوں / جاتی ہوں۔	1	2	3	4	5
60	میں ہر کام کو حد کمال تک کرنے کی کوشش کرتاہوں/ کرتی ہوں۔	1	2	3	4	5

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APPENDIX: D

Police Stress Questionnaire (PSQ)

(English Version)

Operational Police Stress Questionnaire (PSQ-op)

Below is a list of items that describe different aspects of being a police officer. After each item, please circle how much stress it has caused you over the past 6 months, using a 7-point scale (see below) that ranges from No Stress at all to A lot of Stress:

No Stress at all **Moderate Stress** **A lot of Stress**

1 2 3 **4** **5 6 7**

1	Shift work	1 2 3 4 5 6 7
2	Working alone at night	1 2 3 4 5 6 7
3	Over-time demands	1 2 3 4 5 6 7
4	Risk of being injured on the job	1 2 3 4 5 6 7
5	Work related activities on days off (e.g. court, community events)	1 2 3 4 5 6 7
6	Traumatic events (e.g. MVA, domestics, death, injury)	1 2 3 4 5 6 7
7	Managing your social life outside of work	1 2 3 4 5 6 7
8	Not enough time available to spend with friends and family	1 2 3 4 5 6 7
9	Paperwork	1 2 3 4 5 6 7
10	Eating healthy at work	1 2 3 4 5 6 7
11	Finding time to stay in good physical condition	1 2 3 4 5 6 7
12	Fatigue (e.g. shift work, over-time)	1 2 3 4 5 6 7
13	Occupation-related health issues (e.g. back pain)	1 2 3 4 5 6 7
14	Lack of understanding from family and friends about your	1 2 3 4 5 6 7

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	work	
15	Making friends outside the job	1 2 3 4 5 6 7
16	Upholding a "higher image" in public	1 2 3 4 5 6 7
17	Negative comments from the public	1 2 3 4 5 6 7
18	Limitations in your social life (e.g. who your friends are, where you socialize)	1 2 3 4 5 6 7
19	Feeling like you are always on the job	1 2 3 4 5 6 7
20	Friends / family feel the effects of the stigma associated with your job	1 2 3 4 5 6 7

Organizational Police Stress Questionnaire (PSQ-org)

Below is a list of items that describe different aspects of being a police officer. After each item, please circle how much stress it has caused you over the past 6 months, using a 7-point scale (see below) that ranges from No Stress at all to A lot of Stress:

No Stress at all **Moderate Stress** **A lot of Stress**

1 2 3 **4** **5 6 7**

1	Dealing with co-workers	1 2 3 4 5 6 7
2	The feeling that different rules apply to different people (e.g. favouritism)	1 2 3 4 5 6 7
3	Feeling like you always have to prove yourself to the organization	1 2 3 4 5 6 7
4	Excessive administrative duties	1 2 3 4 5 6 7
5	Constant changes in policy / legislation	1 2 3 4 5 6 7
6	Staff shortages	1 2 3 4 5 6 7
7	Bureaucratic red tape	1 2 3 4 5 6 7
8	Too much computer work	1 2 3 4 5 6 7

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9	Lack of training on new equipment	1 2 3 4 5 6 7
10	Perceived pressure to volunteer free time	1 2 3 4 5 6 7
11	Dealing with supervisors	1 2 3 4 5 6 7
12	Inconsistent leadership style	1 2 3 4 5 6 7
13	Lack of resources	1 2 3 4 5 6 7
14	Unequal sharing of work responsibilities	1 2 3 4 5 6 7
15	If you are sick or injured your co-workers seem to look down on you	1 2 3 4 5 6 7
16	Leaders over-emphasise the negatives (e.g. supervisor evaluations, public complaints)	1 2 3 4 5 6 7
17	Internal investigations	1 2 3 4 5 6 7
18	Dealing the court system	1 2 3 4 5 6 7
19	The need to be accountable for doing your job	1 2 3 4 5 6 7
20	Inadequate equipment	1 2 3 4 5 6 7

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APPENDIX: D 2

Police Stress Questionnaire (PSQ)

(Urdu Version)

ہدایات

مندرجہ ذیل سوالات پولیس اآفیسر ہونے کے ناطے مختلف ذمہ داریوں کو بیان کرتے ہیں۔ سات درجاتی پیمانے کو استعمال کرتے ہوئے جوکہ (ذہنی دباؤ نہیں ہے سے لے کر شدید ذہنی دباؤ) تک جاتا ہے۔ ہر سوال کے گرد دائرہ لگائیں کہ پچھلے چھ ماہ کے دوران آپ کوکس قد ر ذہنی دباؤ کا سامنا کرنا پڑا ہے۔

شدید دباؤ	معتدل دباؤ	بالکل کوئی دباؤنہیں
5	4	1
6		2
7		3

1	کام کی تبدیلی/ تبدیلی اوقات۔	7	6	5	4	3	2	1
2	رات کو اکیلے کام کرنا ۔	7	6	5	4	3	2	1
3	مقررہ وقت سے زیادہ کام کا مطالبہ۔	7	6	5	4	3	2	1
4	ملازمت کے دوران زخمی ہونے کا خطرہ۔	7	6	5	4	3	2	1
5	چھٹی کے دنوں میں کام سے متعلقہ سرگرمیاں (مثلاً عدالتی سماجی امور)	7	6	5	4	3	2	1
6	صدماتی واقعات (مثلاً گھریلو پریشانی اموات زخمی ہونا۔	7	6	5	4	3	2	1
7	ملازمت کے علاوہ اپنی زندگی کو منظم کرنا ۔	7	6	5	4	3	2	1
8	دوستوں اور اہل خانہ کے ساتھ گزارنے کے لیے وقت کا نا کافی ہونا۔	7	6	5	4	3	2	1
9	کاغذی کاروائی۔	7	6	5	4	3	2	1
10	کام کے دوران صحت مند خوراک لینا۔	7	6	5	4	3	2	1
11	اچھی جسمانی حالت کو برقرار رکھنے کے لیے مناسب وقت کا ملنا۔	7	6	5	4	3	2	1
12	تکان(مثلاً تبدیلی اوقات ، اضافی وقت)	7	6	5	4	3	2	1
13	پیشے سے متعلقہ صحت کے مسائل (مثلاً کمر درد)	7	6	5	4	3	2	1

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14	خاندان اور دوستوں کا آپ کے کام کی نوعیت کو نہ سمجھنا۔	7	6	5	4	3	2	1
15	ملازمت سے غیر متعلقہ افراد سے دوستی۔	7	6	5	4	3	2	1
16	عوام میں اپنا اچھا تاثر قائم کرنا۔	7	6	5	4	3	2	1
17	عوام کی جانب سے منفی تبصرے ۔	7	6	5	4	3	2	1
18	آپ کی سماجی زندگی کا متاثر ہونا مثال کے طور پر آپ کے دوست کون ہیں؟آپ کہاں اپنا وقت گزارتے ہیں۔	7	6	5	4	3	2	1
19	ہر وقت کام پر ہونے کا احساس۔	7	6	5	4	3	2	1
20	دوستوں اور خاندان کا آپ کی ملازمت سے جڑ ے منفی تاثر کو محسوس کرنا۔	7	6	5	4	3	2	1

ھدایات

مندرجہ ذیل سوالات پولیس آفیسر ہونے کے ناطے مختلف ذمہ داریوں کو بیان کرتے ہیں۔ سات درجاتی پیمانے کو استعمال کرتے ہوئے جوکہ (ذہنی دباؤ نہیں ہے سے لے کر شدید ذہنی دباؤ) تک جاتا ہے۔ ہر سوال کے گرد دائرہ لگائیں کہ پچھلے چھ ماہ کے دوران آپ کوکس قد ر ذہنی دباؤ کا سامنا کرنا پڑا ہے۔

شدید دباؤ	معتدل دباؤ	بالکل کوئی دباؤ نہیں
5	4	1
6		2
7		3

1	ساتھی ملازمین کے ساتھ برتاؤ۔	7	6	5	4	3	2	1
2	یہ محسوس ہونا کہ مختلف لوگوں پر مختلف اصول لاگو ہوتے ہیں ۔ (جیساکہ جانبداری)۔	7	6	5	4	3	2	1
3	اس بات کا احساس کہ آپ کو ہر وقت اپنے ادارے کے سامنے خود کو ثابت کرنا پڑتا ہے ۔	7	6	5	4	3	2	1
4	انتظامی فرائض کی زیادتی۔	7	6	5	4	3	2	1
5	پالیسی / قانون سازی میں مستقل تبدیلی۔	7	6	5	4	3	2	1
6	عملے کی کمی۔	7	6	5	4	3	2	1
7	غیر ضروری قواعد و ضوابط	7	6	5	4	3	2	1

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8	حد سے زیادہ کمپیوٹر کا کام۔	7	6	5	4	3	2	1
9	جدید آلات کے استعمال میں تربیت کی کمی۔	7	6	5	4	3	2	1
10	فارغ اوقات میں بھی اپنے آپ کو دباؤ میں محسوس کرنا۔	7	6	5	4	3	2	1
11	نگرانوں کے ساتھ تعلقات/، رویہ۔	7	6	5	4	3	2	1
12	غیر مستقل قیادت ، لیڈر شپ کے طریقہ کار میں غیر مستقل مزاجی۔	7	6	5	4	3	2	1
13	وسائل کی کمی۔	7	6	5	4	3	2	1
14	انتظامی ، کام کی ذمہ داریوں کی غیر منصفانہ تقسیم۔	7	6	5	4	3	2	1
15	جب آپ بیمار یا زخمی ہوں تو آپ کے ساتھی ملازمین کا آپ کا رتبہ کم کرنے کی کوشش کرنا۔	7	6	5	4	3	2	1
16	لیڈر، قائدین کا منفی رویوں پر زور دینا۔	7	6	5	4	3	2	1
17	اندرونی تفتیش۔	7	6	5	4	3	2	1
18	عدالتی امور سے متعلق معاملات۔	7	6	5	4	3	2	1
19	آپ کو اپنی ملازمت میں جواب دہ ہونے کی ضرورت۔	7	6	5	4	3	2	1
20	ناکافی سامان۔	7	6	5	4	3	2	1

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APPENDIX: E

Job Satisfaction Survey (JSS)

(English Version)

Please circle the one number for each question that comes closest to reflecting your opinion about it.

Disagree very much	Disagree moderately	Disagree slightly	Agree slightly	Agree moderately	Agree very much
1	2	3	4	5	6

1	I feel I am being paid a fair amount for the work I do.	1 2 3 4 5 6
2	There is really too little chance for promotion on my job.	1 2 3 4 5 6
3	My supervisor is quite competent in doing his/her job.	1 2 3 4 5 6
4	I am not satisfied with the benefits I receive.	1 2 3 4 5 6
5	When I do a good job, I receive the recognition for it that I should receive.	1 2 3 4 5 6
6	Many of our rules and procedures make doing a good job difficult.	1 2 3 4 5 6
7	I like the people I work with.	1 2 3 4 5 6

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8	I sometimes feel my job is meaningless.	1 2 3 4 5 6
9	Communications seem good within this organization.	1 2 3 4 5 6
10	Raises are too few and far between.	1 2 3 4 5 6
11	Those who do well on the job stand a fair chance of being promoted.	1 2 3 4 5 6
12	My supervisor is unfair to me.	1 2 3 4 5 6
13	The benefits we receive are as good as most other organizations offer.	1 2 3 4 5 6
14	I do not feel that the work I do is appreciated.	1 2 3 4 5 6
15	My efforts to do a good job are seldom blocked by red tape.	1 2 3 4 5 6
16	I find I have to work harder at my job because of the incompetence of people I work with.	1 2 3 4 5 6
17	I like doing the things I do at work.	1 2 3 4 5 6
18	The goals of this organization are not clear to me.	1 2 3 4 5 6
19	I feel unappreciated by the organization when I think about what they pay me.	1 2 3 4 5 6
20	People get ahead as fast here as they do in other places.	1 2 3 4 5 6
21	My supervisor shows too little interest in the feelings of subordinates.	1 2 3 4 5 6
22	The benefit package we have is equitable.	1 2 3 4 5 6
23	There are few rewards for those who work here.	1 2 3 4 5 6

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24	I have too much to do at work.	1 2 3 4 5 6
25	I enjoy my coworkers.	1 2 3 4 5 6
26	I often feel that I do not know what is going on with the organization.	1 2 3 4 5 6
27	I feel a sense of pride in doing my job.	1 2 3 4 5 6
28	I feel satisfied with my chances for salary increases.	1 2 3 4 5 6
29	There are benefits we do not have which we should have.	1 2 3 4 5 6
30	I like my supervisor.	1 2 3 4 5 6
31	I have too much paperwork.	1 2 3 4 5 6
32	I don't feel my efforts are rewarded the way they should be.	1 2 3 4 5 6
33	I am satisfied with my chances for promotion.	1 2 3 4 5 6
34	There is too much bickering and fighting at work.	1 2 3 4 5 6
35	My job is enjoyable.	1 2 3 4 5 6
36	Work assignments are not fully explained.	1 2 3 4 5 6

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APPENDIX: E 2

Job Satisfaction Survey (JSS)

(Urdu Version)

برائے مہربانی نیچے دئیے گئے ہر سوال کے آگے اعداد میں سے ایک عدد پر دائرہ لگائیں جو کہ اس کے بارے میں آپ کی رائے کی عکاسی کرتا ہو۔	مکمل اختلاف	درمیانی اختلاف	تھوڑا اختلاف	تھوڑا اتفاق	درمیانی اتفاق	مکمل اتفاق
1۔ مجھے محسوس ہوتا ہے کہ مجھے میرے کام کا مناسب معاوضہ مل رہا ہے	1	2	3	4	5	6
2۔ میری نوکری میں ترقی کا امکان واقعی بہت کم ہے۔	1	2	3	4	5	6
3۔ میرے نگران اپنے کام میں خاصے ماہر ہیں۔	1	2	3	4	5	6
4۔ جو مراعات مجھے دی جاتی ہیں میں ان سے مطمئن نہیں ہوں۔	1	2	3	4	5	6
5۔ جب میں اچھاکام کرتا/ کرتی ہوں تو مجھے وہ شناخت ملتی ہے جوکہ ملنی چاہیے۔	1	2	3	4	5	6
6۔ ہمارے بیشتر قوانین اور طریقے کار اچھے خاصے کام کو مشکل بنا دیتے ہیں۔	1	2	3	4	5	6
7۔ میں جن لوگوں کےساتھ کام کرتا/ کرتی ہوں وہ مجھے پسند ہیں۔	1	2	3	4	5	6
8۔ بعض اوقات مجھے اپنا کام بے معنی لگتا ہے۔	1	2	3	4	5	6
9۔ اس ادارے میں ایک دوسرے سے روابط اچھے نظر آتے ہیں۔	1	2	3	4	5	6
10۔ تنخواہ میں اضافہ بہت کم اور شاذ و نادر ہوتا ہے۔	1	2	3	4	5	6
11۔ وہ لوگ جو کام اچھے طریقے سے سرانجام دیتے	1	2	3	4	5	6

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ہیں ان کے ترقی کے امکانات زیادہ ہوتے ہیں۔						
12۔ میرے نگران میرے معاملے میں جانبدار ہیں۔	1	2	3	4	5	6
13۔ جومراعات ہمیں ملتی ہیں وہ اتنی ہی اچھی ہیں جتنے کہ دوسرے اداروں میں۔	1	2	3	4	5	6
14۔ مجھے نہیں لگتاکہ جوکام میں کرتا/ کرتی ہوناسے سراہا جاتا ہے۔	1	2	3	4	5	6
15۔ ایسا شاید ہی کبھی ہوا ہو کہ میرے اچھا کام کرنے کی کوشش کو ادارے سخت قوانین کے باعث روکا گیا ہو۔	1	2	3	4	5	6
16۔ مجھے محسوس ہوتا ہے کہ جن کے ساتھ میں کام کرتا /کرتی ہوں ان کی نااہلی کی وجہ سے مجھے اپنی نوکری میں سخت محنت کرنی پڑتی ہے۔	1	2	3	4	5	6
17۔ میں اپنی نوکری پر جو کام کرتا / کرتی ہوں وہ مجھے پسند ہے۔	1	2	3	4	5	6
18۔ اس ادارے کے مقاصد مجھ پر واضح نہیں ہیں۔	1	2	3	4	5	6
19۔ جب میں اپنی تنخواہ کے بارے میں سوچتا،/سوچتی ہوں تو مجھے ایسا محسوس ہوتا ہے کہ میرا ادارہ میرے کام کو سراہتا نہیں ہے۔	1	2	3	4	5	6
20۔ یہاں لوگ اتنی ہی جلدی سے آگے بڑھتے ہیں جیسے کہ دوسرے اداروں میں۔	1	2	3	4	5	6
21۔ میرے نگران اپنے ماتحتوں کے احساسات میں بہت کم دلچسپی ظاہر کرتے ہیں۔	1	2	3	4	5	6
22۔ ہمیں دی جانے والی مراعات منصفانہ ہیں۔	1	2	3	4	5	6
23۔ یہاں کام کرنے والوں کو بہت کم انعامات ملتے ہیں۔	1	2	3	4	5	6
24۔ مجھے اپنی نوکری پہ بہت زیادہ کام کرنا ہوتا ہے۔	1	2	3	4	5	6
25۔ میں اپنے ساتھیوں کے ساتھ لطف اندوز ہوتا/ہوتی ہوں۔	1	2	3	4	5	6
26۔ مجھے اکثر محسوس ہوتا ہے کہ مجھے نہیں معلوم کہ میرے ادارے میں کیا ہورہا ہے۔	1	2	3	4	5	6
27۔ مجھے اپنا کام کرنے مین ایک فخر کا احساس ہے۔	1	2	3	4	5	6

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28۔ میں اپنی تنخواہ میں اضافے کے امکانات سے مطمئن ہوں۔	1	2	3	4	5	6
29۔ کچھ مراعات ایسی ہیں جو ہمیں نہیں دی جارہی جو کہ ملنی چاہیے۔	1	2	3	4	5	6
30۔ میں اپنے نگران کو پسند کرتا /کرتی ہوں۔	1	2	3	4	5	6
31۔ میرے پاس بہت سارا کاغذی کام ہوتا ہے۔	1	2	3	4	5	6
32۔ مجھے نہیں لگتا کہ میری کاوشوں کا صلہ ویسے ملتا ہے جیسے ملنا چاہیے۔	1	2	3	4	5	6
33۔ میں اپنی ترقی کے امکانات سے مطمئن ہوں۔	1	2	3	4	5	6
34۔ نوکری پہ بہت زیادہ نوک جھوک اور لڑائی جھگڑا ہوتا ہے ۔	1	2	3	4	5	6
35۔ میرا کام پر لطف ہے۔	1	2	3	4	5	6
36۔ سونپے گئے کام کی پوری طرح وضاحت نہیں کی جاتی۔	1	2	3	4	5	6

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PUSAT PENGAJIAN PEMBANGUNAN SOSIAL
SCHOOL OF SOCIAL DEVELOPMENT
College of Arts and Sciences
Universiti Utara Malaysia
06010 UUM SINTOK
KEDAH DARUL AMAN
MALAYSIA

Tel: 604-928 5711/5717/5716/5720
Faks (Fax): 604-928 5757/5754
Laman Web (Web): http://ssd.uum.edu.my

KEDAH AMAN MAKMUR • BERSAMA MEMACU TRANSFORMASI

Our Ref : UUM/CAS/SSD/D-2
Date : 9 July 2015

The Inspector General Punjab Police
Lahore
Pakistan

Dear Sir/Madam

APPLICATION FOR DATA COLLECTION FOR RESEARCH PROM PUNJAB POLICE PAKISTAN

It is stated that Umbreen Khizar is a student of PhD Psychology at School of Social Development, Universiti Utara Malaysia. She is a Pakistani student and wants to conduct research on " The impact of personality traits, gender and occupational stress on job satisfaction of police officers in Punjab, Pakistan". Her sample is 300 senior police officers of Punjab (SHO-DIG). Survey method will be used for data collection. She also needs information about total number of senior male police officers and total number of senior female police officers in Punjab, Paksitan to conduct this study. Kindly allow her to collect data from police officers. We shall be very thankful for your cooperation.

Her National Identity Card no is 36401-4241768-6. Her home address is Bismillah Traders; Shop No. 80 Grain Market Qabula. Arifwala, District Pakpattan, Punjab, Pakistan

Supervisor Name : 1. Dr. Daisy Jane C. Orcullo
Email Address : jane@uum.edu.my

Supervisor Name : 2. Prof. Madya Dr. Jamaludin Mustaffa
Email Address : jam@uum.edu.my

Thank you.

"KNOWLEDGE, VIRTUE, SERVICE"

Your Sincerely

ASSOC. PROF. DR. JAMALUDIN MUSTAFFA
Head Department
Psychology & Social Work
School of Social Development
Universiti Utara Malaysia