

THE LEVEL OF JOB STRESS AND COMMITMENT IN SAFETY ORGANIZATIONS

Mohd Hamram Mohd Yusof ^{1*}
Sakinah Muslim²

¹ College of Law, Government and International Studies, Universiti Utara Malaysia, Kedah, Malaysia
(E-mail: mhd_hmr@yahoo.com)

² College of Law, Government and International Studies, Universiti Utara Malaysia, Kedah, Malaysia
(E-mail: mhd_hmr@yahoo.com) (E-mail: sakinah@uum.edu.my)

*Corresponding author: mhd_hmr@yahoo.com

Article history

Received date : 23-5-2025

Revised date : 24-5-2025

Accepted date : 19-6-2025

Published date : 20-6-2025

To cite this document:

Mohd Yusof, M. H., & Muslim, S. (2025). The level of job stress and commitment in safety organizations. *Jurnal Penyelidikan Sains Sosial (JOSSR)*, 8 (27), 30 - 37.

Abstract: *Every employee needs to improve their work performance in line with their job goals and objectives. However, there are many factors that influence work performance among employees, including among RMP members. Therefore, the main objective of this study is to identify the level of job stress and work commitment among RMP members in IPK Kedah. This study uses a quantitative method in which 100 respondents from IPK Kedah members have been the study sample. The results of the study show that job stress among RMP members in IPK Kedah is high. Similarly, the aspect of work commitment among RMP members in IPK Kedah is also high. The results of this study have provided an overview of the work performance shown by RMP members in IPK Kedah today. Therefore, these findings are important for RMP top management in assessing the job stress factors that exist in the organisation and also the scope of RMP members' duties. Indirectly, efforts like this can encourage the implementation of more comprehensive RMP policies and policies to help RMP members manage job work stress factors and work commitment better.*

Keywords: *Job Stress, Commitment, Safety Organization*

Introduction

In life in this world, every human being will certainly not escape from facing problems or stress, both personally and at work. According to Nur Izzaty et al. (2015), stress usually involves two (2) categories, namely positive and negative. Positive stress means that it gives constructive pressure to an individual. While negative stress refers to the physiological aspects of an individual which are more related to physical and psychological health (mental health aspects). When we talk about stress, various trials that every person has to experience in daily life come to mind, both in terms of disputes between partners, financial problems, family, friends and also the work environment. In terms of stress in the work environment, situations that often occur related to excessive workload are the cause of most individuals being stressed. This is because the information related to the tasks given is not clear to the point of role conflict. In addition, according to Haryati (2023), in addition to excessive workload, aspects of relationships and organisations, work characteristics, organisational environment, work management and others are also causes of stress in the work environment.

According to Kubendran (2019), many studies conducted previously have shown that work stress has a negative impact on a person's mental health in addition to inviting risks to the organisation in addition to reducing a person's productivity and work commitment if not addressed immediately.

One organisation that always puts pressure on individuals in their jobs is the security field, such as policing. According to Irwan Hardy (2014), the routine conditions of the work environment among the police that are uncertain both in terms of skill guidance, knowledge and time cause most police officers to face higher work stress compared to other jobs such as doctors, nurses, teachers, firefighters and others. This is in line with a study conducted by Nursyazlin Yatie and Noraini (2017) showing that the job in Malaysia that experiences the most stress is police officers. The study findings show that police jobs are in the top position compared to other organisations such as firefighters (47.3%), teachers (45.8%), nurses (42.3%) and doctors (40.7%).

Policing is a public service that requires a lot of contact with the community and always involves emotions (Ayub, 2008). Published reports show that in a three-year period, an average of 450 suicides were detected among law enforcement officers in the United States, and this is two to three times greater than the number of deaths in the line of duty. Failure to control work stress has been identified as a factor in the increase in suicide attempts, depression and drug and alcohol abuse among police officers (Jamil et. al., 2021).

Previous studies conducted by Kubendran (2019), Lisa (2014), Noorhafeza and Ferlis (2010), Nor Liyana and Mansor (2010), Bano (2011), Faudziah and Nor Ba'yah (2011), Irwan Hardy (2014), Kaur et. al. (2013), Vijayan (2016), Harvard (2016) and Noor Atiqah (2016) have shown that there are various factors that cause police officers to be stressed to the point of affecting their work productivity performance. According to Yozgat et al. (2013), among the factors that contribute to work stress among police officers are the work environment, workload, challenging working hours and increasing living standards. All of these factors have interfered with improving work performance and commitment among members.

The same thing is also with PDRM, which is now facing increasing psychological problems among its officers, where there are cases of murder, injuring people, suicide and mental problems in the country which have been reported by the mass media involving police officers

who have failed to control their emotions due to stress within themselves and the work environment (Azizah, 2017).

In addition, the increase in various criminal activities has now increased the workload among RMP members, leading to stress and disrupting work commitment. This scenario has increased the job challenges for RMP members, including RMP members at the Kedah Police Contingent Headquarters (IPK), which is also seen by many of its members facing this problem.

Therefore, it can be seen that there are many social and environmental factors that cause work performance among PDRM members, especially those related to the stressful work faced by RMP members, thus affecting their commitment to their duties. Indirectly, this is one of the factors that causes many RMP members to experience unsatisfactory work until their commitment performance is declining. Therefore, this article was done to see the extent of the level of work stress and work commitment among staff at IPK, Kedah.

Literature Review

Job Stress

Job stress is stress that arises from or involves work. Negative stress, whether mental, physical or emotional, is an important factor that can affect the harmony of an employee's quality of life (Cyrill et. al., 2020).

There are many studies related to the work stress faced and given by a person affecting various aspects of their life. Fakhira et al. (2023) in their study stated that stress is any disturbance that can affect a person's daily life, whether positive or negative, which will be determined by the individual's reaction. The same situation is also encountered among RMP members who are faced with various stress factors at work, such as safety risks, work commitments during the day and night and so on. Houdmont (2020) also said that stress is a physiological and psychological response to unpleasant and threatening stimuli or events in the environment. Cyril et. al. (2020) also stated that stress is any form of response that exists to the source of stress, stimuli or factors that affect the emotional and physiological state of an individual.

Waiphot (2020), in a study conducted on police officers, found that the work stress faced by police officers is high. This is due to the risky jobs that must be faced, such as the need to maintain the security of the community and the country, threats from criminal activities against oneself and family, complaints from the community about the credibility of the police organisation to combat crime and so on. Muhammad and Nurul Hidayana (2021) said that workplace environmental factors and also employee achievement are among the factors that contribute to the work stress faced by employees. When employees feel that their importance in the organisation is decreasing, employees' negative self-perceptions and negative colleagues' perceptions of employees are among the situations in the organisation that can increase employee work stress.

Work Commitment

Work commitment is the level of dedication of an employee towards the responsibilities assigned to him/her at work (Khatijah et. al., 2019). It is the sense of duty that a person has towards the objectives, mission, and vision of the organisation they are affiliated with. High levels of employee engagement and work dedication are associated with high levels of employee satisfaction in an organisation. Superior business performance leads to higher profits,

productivity, employee retention, and an overall improvement in the work environment for employees.

Chong and Daisy (2021) stated that police officers who have high integrity values will always show satisfactory work commitment. They will also always focus on their work and strive to improve work performance.

According to Jamil et. al. (2021), they have studied the factors that contribute to the decline in work commitment among police officers. The study findings show that low work commitment among police officers is not only influenced by sources of danger and risk in the job. On the other hand, it is also influenced by the personal qualities possessed by police personnel, such as work motivation, love of work, the goal of protecting the community and the country from the threat of crime, a high level of professionalism and also honesty in service. All of these moral values are key elements that have increased work commitment among police officers.

Methodology

This study employed a quantitative research design, specifically a survey method, conducted through the distribution of structured questionnaires to personnel of the Royal Malaysia Police (RMP) at the Kedah Contingent Police Headquarters (IPK Kedah). A total of 100 respondents were selected as the study sample using simple random sampling from a population of 550 staff members. The research instrument was adapted and modified based on established instruments from previous studies to ensure its suitability for the current research context. The questionnaire items were derived from three main sources: the Job Stress Scale developed by Parker and DeCotiis (1983), the Organizational Commitment Scale by Meyer and Allen (1997), and the Individual Work Performance Questionnaire (IWPQ) by Koopmans et al. (2014). All constructs were measured using a five-point Likert scale, ranging from 1 = Strongly Disagree to 5 = Strongly Agree. A pilot test was conducted involving 30 respondents to examine the reliability of the instrument. The Cronbach's Alpha values obtained for each construct were as follows Job Stress: $\alpha = 0.83$, Work Commitment: $\alpha = 0.87$ and Job Performance: $\alpha = 0.85$. These values indicate a high level of internal consistency, confirming the reliability of the instrument for use in the actual study. The data collected were analysed using descriptive statistics through SPSS software version 24.0, which provided a summary of respondent characteristics and the distribution of responses for each construct.

Result

Based on the descriptive analysis in Table 1, it shows that the mean for work stress is 4.39. Meanwhile, the mean for commitment is 4.19. This means that both of these variables have a high level of tendency.

Table 1: Mean Level of Job Stress and Commitment

Variable	Mean	Level
Job Stress	4.39	High
Commitment	4.19	High

Based on the breakdown of items found in work stress in Table 2, it shows that all 10 aspects of work stress have high mean values. For example, the mean for high workload contributing to the respondent's work stress is 4.63; the mean for safety risks and threats faced by the respondent while on duty also increases work stress to 4.72; the mean for safety threats to family

members also affects the increase in the respondent's work stress, which is 4.22; and also the mean for leadership practices in the organisation that are less than satisfactory also affects the increase in the respondent's work stress, which is 4.34.

In the meantime, the descriptive analysis displayed in Table 2 also shows that the mean for the respondent's social relationships in the organization which also affects the increase in the respondent's work stress is 4.22, the mean for the effectiveness of communication with top leadership can affect the respondent's work stress is 4.32, the mean for the effectiveness of communication with colleagues also has an effect on the respondent's work stress is 4.33, the mean for the less conducive organizational environment also increases the respondent's work stress is 4.65 and also the mean for grievances and complaints from the public which give the respondent's work stress is 4.62. The findings of this study show that respondents have various sources of work stress in their jobs that can affect their work performance. Meanwhile, the mean average for work stress has a high level of tendency of 4.39.

Therefore, it can be concluded that work stress factors also have the potential to influence work performance among study respondents.

Table 2: Mean Levels of Items in Job Stress

Job Stress Item	Mean	Level
The heavy workload contributes to respondent work stress	4.63	High
The security risks and threats respondent face while on duty also increase work pressure	4.72	High
Security threats against family members also affect the increase in respondent work pressure	4.22	High
Leadership practices in organizations that are less than satisfactory also affect the increase in respondent work pressure	4.34	High
Policy goals and policies of respondent department that are difficult to achieve	3.87	High
My social relationships in the organization also affect the increase in respondent work pressure	4.22	High
The effectiveness of communication with top management can affect respondent work pressure	4.32	High
The effectiveness of communication with colleagues also has an impact on respondent work pressure	4.33	High
The less conducive organizational environment also increased respondent work pressure	4.65	High
Grievances and complaints from the public give respondent work pressure	4.62	High

Based on the findings of the descriptive analysis for the commitment items in Table 3, it shows that work commitment among the study respondents also influences their work performance. The results of the study obtained show that the mean for commitment to essential tasks at work is high, namely 4.32; the mean for attitude towards important tasks and responsibilities is 4.13; the mean for low focus on work is 4.59; the mean for low commitment to carry out instructions excellently is 4.33; and also the mean for commitment to ensure effective communication in

the workplace is 4.28.

Meanwhile, the mean for low commitment to convey information effectively is 4.18, the mean for commitment to teamwork is 4.46, the mean for commitment to improve personal integrity and accountability also puts pressure on me because I need to achieve the set KPI, which is 4.11, the mean for commitment to improve departmental integrity and accountability also influences work commitment, which is 4.11, and the mean for commitment in helping the community is 3.25. Based on the findings of this descriptive analysis, it can be seen that the nine aspects of work commitment have a high level of tendency, which gives the impression that the respondents' work commitment is also influenced by all nine elements and also influences their work performance.

While the mean average for work commitment is also high, namely 4.19, as shown in table 4.12. This also means that the respondents' work commitment factor among the study respondents has an influence on their work performance at work, namely at Kedah IPK.

Table 3: Mean Levels of Items in Commitment

Commitment Item	Mean	Level
Commitment to the real task at work also affects the increase respondent work commitment	4.32	High
The attitude towards duty and real responsibility also has a direct impact respondent work commitment	4.13	High
Low focus in work causes respondent to easily influence work commitment	4.59	High
The low commitment to execute the instructions excellently also increases respondent work commitment	4.43	High
The commitment to ensure effective communication at work also influences respondent work commitment	3.28	High
Low commitment to convey information effectively also affects respondent work commitment	4.18	High
Commitment to teamwork also has a direct impact on work commitment in the workplace	4.46	High
The commitment to improve integrity and self-accountability also puts pressure on respondent to achieve the set KPI	4.11	High
The commitment to improve the department's integrity and accountability also affects work commitment	4.11	High
Commitment to helping the community also increases respondent work pressure	3.25	Moderate

Discussion and Conclusion

Based on the findings of the study, it is shown that the level of work stress among Kedah GPA members is high. Several factors contribute to work stress among PDRM members in Kedah IPK such as workload, concerns about personal and family safety, social practices in the workplace, communication practices and several other factors. This supports the opinion of Muhammad Zulhelmi and Nurul Hidayana (2021), stating that the work environment has a high

influence on the work stress faced by RMP members. For example, RMP members who shoulder high responsibilities and workloads have the potential to have higher levels of work stress. This is due to the wider scope of work and demand commitment from RMP members to be more committed and complete each responsibility with excellence. In contrast to lower-ranking members who have a lower scope of work which does not expose them to high workloads and thus less affects their work performance. Similarly, according to Houdmont (2020), workload and concerns for safety risks as police officers are among the factors that contribute to increased work stress among police officers. Increased work pressure like this can cause police officers to not focus and concentrate on their work. As a result, their work performance can deteriorate and be affected, as also obtained in this study, where the high workload faced by PDRM members in IPK Kedah also directly affects their work performance.

In terms of commitment, the results of the study show that the mean average for work commitment is at a high level. This means that RMP members are always committed to their duties and responsibilities as RMP members. However, their work commitment is also high, which can affect their health levels and subsequently affect the work performance of RMP members. The results of this study have supported the scholar Waiphot et. al. (2022), who stated that work commitment will influence work performance among employees such as police officers. The higher the commitment to work, the higher the potential to improve work performance. On the other hand, the lower the commitment to work, the lower the work performance that employees will achieve. The same thing was also stated by Norsyamimi and Mohammad Majaheed (2019); high work commitment is important to ensure that employees can focus on their responsibilities in the organisation. The higher the commitment shown to the job, the higher the potential to improve work performance. Therefore, work commitment is important to be one of the motivations for employees to continue to excel in their service. The same goes for RMP members at IPK Kedah, who always show high commitment to their work, as described in the study findings section.

Therefore, it can be concluded that RMP members at the IPK Kedah workplace performance are influenced by work stress factors and work commitment. The higher the work stress faced, the higher the potential for RMP members to experience a decline in work performance. Similarly, high work commitment can improve the work performance of RMP members at IPK Kedah, as discussed in this study. Therefore, every leader in an organisation, including RMP organisations, needs to identify work stress factors and work commitment of RMP members so that they do not affect their work performance. This is important so that RMP members always focus on their roles and responsibilities as police officers, especially in maintaining and preserving the safety and well-being of the community and the country.

References

- Ayub, N., Bahari, F., & Baco, BS (2008). Burnout dan komitmen terhadap organisasi di kalangan jururawat hospital. *Jurnal Kemanusiaan*, 12.
- Azizah Ahmad, (2017). *Faktor yang Mempengaruhi Prestasi Kerja Anggota Polis di Selangor, Malaysia*. Tesis Sarjana. Universiti Malaysia Terengganu.
- Bano, B. (2011). Job Stress among Police Personnel, *2011 International Conference on Economics and Finance Research, IPEDR vol.4*.
- Chong Kok Yeow & Daisy Mui Hung Kee, (2021). Kepentingan Amalan Integriti Terhadap Prestasi Tugas Polis Diraja Malaysia: Peranan Pengantara Komitmen Organisasi Dan Kepuasan Kerja. *Jurnal Antarabangsa Penyelidikan Sains Sosial*. Vol. 3, No. 2, 79-93, 2021
- Cyrill Frederick Ganing, Mohammad Mujaheed Hassan & Wan Nur Nazihah Wan Hamzah, (2020). Faktor-faktor yang Mempengaruhi Tekanan Kerja di kalangan Kakitangan Hospital Kerajaan. *Jurnal Sains Sosial dan Kemanusiaan Malaysia*, Jilid 5, Isu 10, halaman 151 – 177
- Fakhira Sarbini, Raja Mariam Raja Baniamin & Ahmad Suffian Mohd Zahari, (2023). Pengukuran Tekanan di kalangan Pegawai Polis Malaysia di Ibu Pejabat Polis Daerah Hulu Terengganu. *Jurnal Antarabangsa Penyelidikan Akademik dalam Perniagaan dan Sains Sosial*. Vol. 13, No. 4, 2023
- Haryati Kamarudin (2023). *Faktor tekanan kerja dalam kalangan kakitangan Mains Holdings Sdn. Bhd. Projek Penyelidikan*. Kuala Lumpur: Open University Malaysia.
- Houdmont, J. (2020). *Penekanan dalam Kerja Polis dan Akibatnya*. New York, NY: Routledge
- Irwan Hardy Borian. (2014). *Hubungan Tekanan Kerja Dengan Prestasi Kerja Di Kalangan Personel Cawangan Trafik, Polis Diraja Malaysia (PDRM) Di Iskandar Malaysia, Johor*. Masters Thesis. Skudai: Universiti Teknologi Malaysia.
- Jamil, PASM, Karuppiah, K., Rasdi, I., How, V., Tamrin, SBM, Mani, KK, & Hashim, NM (2021). Bahaya Pekerjaan dalam polis trafik Malaysia: Tumpuan Khas terhadap Pencemaran Udara. *Ulasan tentang Kesihatan Persekitaran*.
- Khatijah Othman, Siti Nurbaya Ismail, Shahrul Hafifi Mohd Fuad, Masni Md Hasim, Fadilah Othman, Muhammad Rahmat Abdullah, Norwini Zaidi, Nur Adlina Addenan & Nik Nadian Nisa Nik Nazli, (2019). Peranan Komitmen Sebagai Pengantara Dalam Mengukur Kesan Sikap Pekerja Terhadap Prestasi Kerja. *Jurnal Islam, Sosial, Ekonomi dan Pembangunan (JISED)*. Jilid: 4 Keluaran: 19 [Mac, 2019] ms.72-83]
- Noor Atiqah Sulaiman. (2016). Masalah kesihatan mental di Malaysia membimbangkan, artikel Berita Harian Online bertarikh 28 September 2016
- Nur Izzaty Mohamad, Azman Ismail, Mohamad Shahril Azwan Mohamad Rozi & Sholihien Ahmad. (2015). Tekanan kerja dan perkaitannya dengan kesihatan pekerja: Kajian empirikal sebuah kontinjen polis di Semenanjung Malaysia, *Malaysian Journal of Society and Space 11 issue 10 (63 - 75)*
- Nursyazlin Yatie Mohd Zaidi & Noraini Abdol Raop (2017). Faktor-faktor yang mempengaruhi tekanan kerja dalam kalangan anggota Polis: Satu kajian di Kem Batalion 9 PGA Kuala Terengganu. *Jurnal Sains Sosial*, Vol 1 (1), 103-116.
- Vijayan Kumar A/L Nadarajan. (2016). *Tekanan kerja dalam kalangan kakitangan di Jabatan Belia dan Sukan Negeri Pulau Pinang*. Tesis Sarjana. Pulau Pinang: Universiti Sains Malaysia.
- Waiphot Kulachai, Adi Tedjakusuma, Patipol Homyamyen & Pakorn Prechaporn, (2022). Hubungan antara Tekanan Kerja, Komitmen Organisasi dan Prestasi Kerja di kalangan Polis Thailand. *Jurnal Psikologi Sekolah Positif*. Vol. 6, No. 4, 7671 – 7679