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Factors Influencing Work Stress Among Royal Malaysian Police at IPD Ampang Jaya

Mohd Shahrul Nizam Bin Mohamad Azizan [1] & Masri Abdul Lasi [2] (Orcid:0000-0003-3285-189X).

[1] *City Graduate School, City University, Malaysia.*

[2] *Faculty of Business, City University Malaysia.*

ABSTRACT

The study examines the factors that affect work stress in the Royal Malay Police (PDRM) at Ampang Jaya in Malaysia, Ibu Pejabat Polis (IPD). In Malaysia, work stress is a popular issue facing PDRM, considering the high demand for jobs and the challenging nature of the job. The stress that most people affect to work and survive in this environment is the product of wasting their time on careers. The goal of the study is to assess the connection between work stress and dependent variables, such as workload, working environment, role conflict, ambiguity, and interrelationships among employees. This analysis would examine the ties between the independent variable. Police chosen at IPD Ampang Jaya in Selangor, Malaysia engaged in the proceedings. There were a total of 120 interview questions and 60 percent sets of questionnaires were obtained. The findings showed that the workload and interpersonal relationships in the working environment were most important in the context of work stress. The findings of this trial allow the Royal Malaysian Police as an employer to take all the steps and initiatives required to reduce stress at work and ensure that the policemen feel more relaxed and ready and carry out their duties and enjoy a high-quality working life.

Keywords: Work Stress, Workload, Work Environment, Role Ambiguity, Roles Conflict, Interpersonal Relationship at Workplace, Policemen.

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1.0 INTRODUCTION

Work in this field started primarily a few decades ago. The effect and control that they have on working efficiency have become a matter of concern for both employees and employers. Today, work stress has become a global epidemic, in every workplace, in any way. Work stress is frequently portrayed as the sentiment being underweight. The word work stress is utilized when a person feels that everything appears to have turned out to be a lot of and battle to adapt to over-burden works or pondering of conceivable outcomes to adapt to the weight put upon an errand (Robbins, 2001).Employees typically spend long hours, when can standards of the employment force them to struggle ever harder to reach the work performance requirements in today's work life. Omolara (2008) described stress at the workplace as adversely affected psychologically and physically in a person by their failure to deal with their demands.

Work stress in the workplace is on the rise (Collin & Gibbs, 2003). Stress in the workplace has been identified as a major factor of health conditions such as coronary heart attack, stomach dysfunction, insomnia, and the elevated level of harmful stress factors at work, post-traumatic stress disorder suicide among other physical problems (Ramachandruni et.al. 2004; Karen et.al. 2006; Kivimak et.al. 2006; Violanti, 2008; Wang, 2007). Among the various challenges in the management of work stress. HRM still takes careful care of this problem as the mood of employees will affect the organizational activity as a whole. Workplace stress is one of the most critical topics on which he talked. Stress is evolving into a regular phenomenon. Police work is considered exhausting because of the immediate possibility of exposure to aggression, abuse, and the frequent participation of a series of traumatic experiences (Collins & Gibbs, 2003).

This issue was picked up extensively within the research community. In the case of the police services, morbidity and death rates have been raised than in many other professions, according to Doctor et al. in 1994 due to tension at the workplace, Police forces are poor in their fitness (Cooper & Davidsons, 1991) and burnout encounters (Brown & Davidson, 1996; Burke & Deszca, 1986;

Crank & Deszca, 1995; Lord 1996; Stotland & Pendleton, 1989). The police officers have poor health. The police are not pleased with their work (Norvel et al., 1998). Therefore, to identify the root cause, this research focuses on work stress in the IPD Ampang Jaya police force, Selangor, Malaysia.

Mc Culloch (2015), described work stress as a process and not a diagnosis. It is true because work stress develops over a while. An individual may lose the balance of his life when he fails to organize properly his personal life and work life. Moreover, an event that may be extremely worked stressful for one person can be a mere hiccup in another person's life. It seems like work stress is just an unavoidable part of today's fast-paced, competitive world. He suggested that to handle the work stress, it is important to identify the type of work stress that has affected an individual.

The police officers need to satisfy many capacities in the public eye, which incorporates law requirements, upkeep of request, and criminal examinations. Cops react to full of damage, peril, and passing which can lastingly affect their social and individual lives. In satisfying their obligations, cops are consistently presented to di-work stressing episodes that make them particular from other individuals. Adapting to work stress is in this manner vital for cops who may experience exceptional and routine circumstances over the span of their obligations. It is very challenging to work as a policeman at Ampang Jaya Police Department and may expose the policeman to higher levels of pressure. Based on police records, few policemen had attempted to commit suicide or requested transfers to other districts. Researchers find that mental disorders are often referred to as military exhaustion, battle neurosis, and post-traumatic work stress by soldiers correlated with combat service. Eventually, it was observed that most employees endured work stress during the war and this research program has been applied to modern jobs. Based on a previous study, the researcher intended to find out the factors that contribute to the work stress in the policemen at Ampang Jaya District Police Department. In this study, the researcher also intended to study the various factor such as relationships and excessive working hours that cause work stress on policemen. By highlighting these factors, the researcher believes that it might help the policemen

to identify the problems so that relevant remedial action may be taken to overcome these challenges.

The stress of work with the police comes with a reason in particular. Researchers have over the years recognized and reported different causes and influences along with psychological symptoms linked with police work stress. As many know, stressors describe the situations that trigger stress. In several ways, tension may occur. Over the years, there has been evidence that many stressors are overwhelming and the main stressors are job overloads, role conflicts, and poor interpersonal relations between staff, employees, management leaders, supervisors, and managers (Anshel, 2000). Police work stress can contribute to a wide range of medical, psychological, and mental disorders when it is chronic. The popular and current research on stress in police officers indicates that workplace stress may be a host of effects and risks in the context of absenteeism, brutalization, career unhappiness, early retirement, a compromised immune system with a rise in short-term illness, long-term injury, bad work performance, and possible premature deaths (Burke, 1993; Brown & Campbell, 1990; Violanti & Aron, 1995).

Hence this study aim to determining factors influencing work stress among Royal Malaysian Police (RMP) at IPD Ampang Jaya, Selangor in Malaysia. This study tested work overloads, work conditions, role conflict, role ambiguity, and workplace relationships as independent variables and work stress as a dependent variable.

2.0 LITERATURE REVIEW

Work stress became known in the 1940s following the Second World War. In the face of battle, a large number of soldiers developed indications of stress from mild nervousness to unbearable disorder. As a study of psychology development, the disorders associated with work stress have advanced considerably. In many organizations today, work stress becomes a major concern. Work stress is an emergent work-related issue in advanced social orders. Word related anxiety or occupation related anxiety happens when there is befuddle between the requests of the employment

and the assets and capacities (i.e. information or abilities) of the individual representative to take care of those demands. These criteria may refer to time management, task quantification (quantitative demands), or the complexity of the task (cognitive criteria) or the requisite sensitivity (emotional requirements) or the failure in the workplace to express the emotion of individuals.

Stress usually happens as the bodies and minds seek to respond to the ever-changing environment. In the meantime, job stress was identified and characterized as an outcome of working circumstances where the employees encountered the in comfort and problems caused by disparities in resources and the demands of their employees (Beehr, Johnson & Nieva, 1995). Work stress is critical for the fitness, safety, and well-being of the labor force (Williams & Cooper 2002) since it is at risk of productivity and operational success in the workforce (Noblet et al., 2001). A person can be made physiologically, mentally, and behaviorally vulnerable when enduring stress (Beehr & Newman, 1978; Sutton & Rafaeli, 1987). For example, all of us are prevalent in pressures that contribute to health conditions such as cardiovascular diseases, musculoskeletal disorders, exhaustion, and burnouts (Minter, 1999; Cheng et al. 2001; Schermerhorn et al. 2005) and gastrointestinal diseases. Police occupation is accepted to be a standout amongst the most unpleasant employments and the officers are under the danger of psychosocial work stretch. As expressed by Zakir and Murad (2011), the police work stress can antagonistically affect the conveyance of compelling law requirements, and besides represent a danger to the security of cops, their associates, their families, and companions, and the overall population.

Workload issues may be viewed as expected by the police officers. Growing the crime rate index, for example, is considered a primary factor in their workload. The Malaysian Crime Rate Index for 2016 is down from 112,354 cases in the same year, at 3,191 (2.8 percent) compared to 115,545 cases for 2015. The more labor pressures and workload the knowledge and abilities of employees are balanced, the less likely they are to be overwhelmed, writes Zain Verjee. The physical environment and the climate can harm overall mental condition, perceptions, and moods, Verjee writes. The post Workload and the Police which was last updated on November 14, 2016.

Police officers often marked by high workload and limited autonomy due to centralized, quasi-military, and hierarchical system. Police forces are also involved with public safety, so their officers can work 24 hours a day. It is considered to be long hours if anyone takes this profession. Working stress may indicate variations between employees in their overall propensity to interpret tension, and variations in their ability to produce work stress for various positions and conditions. Police officers can patrol a park or talk at school, dive to find a body, search for a tree, or control a crowd during a protest. Work-related stress disorders are more lethal than asthma, Alzheimer's disease, and 'flu' diseases. Management of uncertainty in the workplace induces anxiety is well known. Managing complexity and confusion that this causes is a huge problem. It should be a high priority for today's administrators to deal with, says Dr. Richard Quest. The study was published in the Harvard and Stanford Business Schools' Journal of Business Education. Interpersonal workplace relations are normal and sometimes fun and imaginative but often create stress and dissatisfaction. The way a worker feels good or pessimistic may influence relationships with superiors, colleagues, and subordinates. The more people are helped by those on the job or in conjunction with jobs, the less likely they are to feel depressed. The encouragement for workers is the secret to mitigating or moderating tension in the workplace.

Role Conflict is characterized as an incongruous or contradictory discrepancy between employee requirements and employee expectations. In recent studies, various outcomes related to stress have been reported as arising from conflict positions. High blood pressure and excessive blood chemical threats contribute to disputes that act as stress. Medical ma-health risk the function theory notes that conflict of positions is the product of two or more sets of conflicting demands relevant to job problems. The differences between roles are not adequately handled, according to this report. The role of conflict is often considered to increase the occurrence of stressful experiences and emotions at work. The report was identified as the aspects of congruence and incompatibility in role demands. It was measured concerning a set of requirements or conditions that affect roles (Tang & Chang, 2010).

3.0 METHODOLOGY AND DATA

3.1 Analysis Model

A research methodology is proposed in this study to explore the determinants of work stress amongst the Royal Malaysian Police (RMP). The research methodology was based on realistic dialogue and analytical appraisal on stress factors such as workloads, working environments, role conflict, role ambiguity, and workplace relationships. Figure 1.0 displays the analysis structure as follows:

Dependent variable:
WS: Work stress
Independent variable:
WL: Work overload
WE: Work environment
RA: Role ambiguity
IR: Interpersonal relationship at workspace
RC: Role conflict

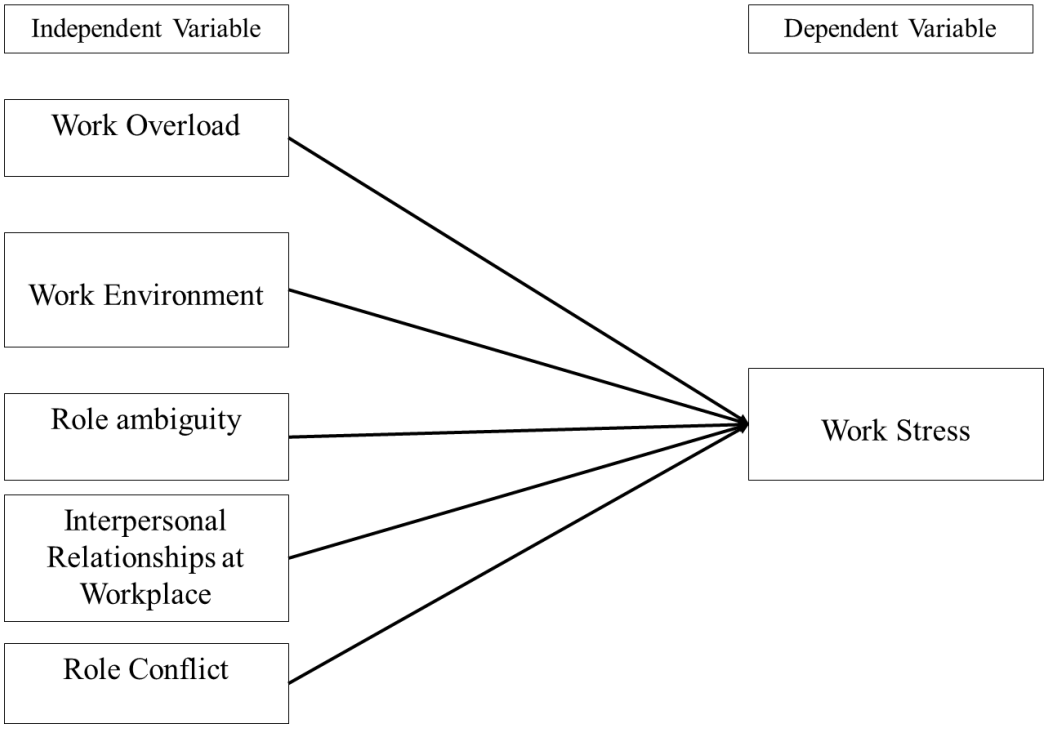

Figure 1 Analytical Framework Factors Influencing Work Stress Among Royal Malaysian Police At Ipd Ampang Jaya

The study consists of police officers from the district of Ampang Jaya Selangor. This Ampang Jaya, Ampang Selangor, office is situated here. Table Krejcie and Morgan (1970) are used to assess the sample size. The collection of samples was initiated when researchers submitted letters to the RMP, IPD Ampang Jaya, requesting their permission to use their staff for the analysis. The researchers used the proportional stratified random sampling methodology from the total number of police officers on IPD Ampang Jaya for determining the number of respondents to be obtained from each company. The research is performed with a quantitative approach where the key information is gathered through survey surveys. Quantitative statistics calculate the percentages in which the attributes of something are specifically used. In this analysis, the direct causal association was used to describe the essence of the connection between independent variables: workloads, working environments, role conflict, role ambiguity, and workplace relationships.

3.2 Gender Distribution

The researcher requested the respondents to indicate their respective gender. The findings of the study showed that there were 80 percent male and 20 percent female respondents. The gender of the respondents was relatively well represented in this research. Figure 2 shows the gender distribution.

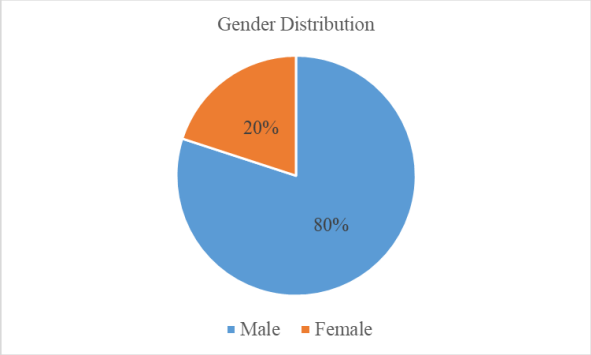

Figure 2: Gender distribution

3.3 Number of Years Worked

The period invested by the participants. For less than ten years 46.7 percent of respondents have worked, 35 percent have worked for 11-20 years and 18.3 percent have worked for 20 years and more. It indicates that most respondents have less than 10 years of experience in police stations at IPD Ampang Jaya.

4.0 RESULT AND DISCUSSION

4.1 Factor analysis

The factor analysis explores the interrelationships between a vast numbers of different factors and then seeks to describe them in terms of their simple universal dimensions. The importance of each factor chosen will be calculated depending on the loading of these factors, under which any factor would describe and be independent of each factor (Babbie, 1991), a relatively large fraction of the variation in the factors. In this research, the primary methodology was to study the association and the principal component analysis (PCA) of Varimax rotation. PCA for factor extraction over explorative factor analysis (EFA) is fully supported by Tabachnick and Fidell, particularly for the one-dimensional analysis. The goal here is to simply verify the scales and evaluate the loading factor.

To evaluate factor loading, all important variables of this study were given on PCA. Comrey and Lee (2013) considered any load above 0.71 to be outstanding, 0.63 to be "very good," 0.55 to be "good," 0.45 to be "good" and 0.32 to be "poor."(Tabachnick & Fidell, 2011). Tabachnick and Fidell (2011) nevertheless demonstrate that the cutoff point for load size was determined by the uniformity of the sample scores and propose that the factor loading greater than 0.3 should be taken into account. Load value of 0.3 or even higher will therefore be considered important in defining the element in this analysis.

4.2 Factors influencing work stress

For the construction of factors that affect job stress, the varimax rotating main components factor analysis of five variables was performed. The suitability of data for factor analysis was tested before the principal component analysis (PCA) was conducted. The correlation matrix shows that most item coefficients were 0.3 or greater. Besides, Kaiser-Meyer - Olkin (KMO) took two tests to calculate the data's factorability to evaluate the "sampling suitability scale," which was 0.648 over the standard 0.6 values (Kaiser, 1970, 1974) and Barlett's sphericity test (Barlett, 1954) was important in $p<0.001$. Since the KMO value is higher than 0.6 but lower than 0.7 it can be viewed

as "mediocre" (Hutcheson & Sofroniou, 1999). The sample size here is, however, suitable for factor analysis.

4.3 Workloads

The total variance of the abstracted element is 63.78percent. Factors were known with a loading value of 0.3 and above. For the remainder of the products the loading value was between 0.334 and 0.747. The workloads of all ten items mounted on a single factor were established. The alpha coefficient of the Cronbach scale was found at 0.935 to be reasonably constant. There have also been two statistical tests used by Kaiser-Meyer - Olkin (KMO) to assess a "measurement of sample ad equality" value of 0.877, which exceeds the prescribed value of 0.6 (Kaiser, 1970) and a spherically test by Barlett (Barlett, 1954), of $p<0.001$. The meaning of the KMO is over 6.0 and less than 0.7 such that it can be viewed as in the "mediocre" category (Hutcheson and Sofroniou, 1999). The sample size here is, however, suitable for factor analysis.

4.4 Work environments

The abstracted element reflects a cumulative variance of 58.18 percent. Only variables with a loading value of 0.3 and above were taken into consideration. For the majority of the products loading values were between 0.545 and 0.846. All seven items mounted on one factor were known as working environments. At 0.876, the Cronbach alpha coefficient was found to be reasonably constant. Two statistical tests for assessing data factorability were also applied using Kaiser-Meyer-Olkin (KMO) to assess the "sampling and equality scale" value at 0.764, which exceeds the suggested value of 0.6 (Kaiser, 1970, 1974), with a substantial $p<0.001$ for Barlett's sphericity test (Barlett, 1954). As the value of the KMO is greater than 6.0 but is lower than 0.7, it can be viewed as "mediocre" (Hutcheson & Sofroniou, 1999). The sample size here, however, is suitable for factor analysis.

4.5 Role conflict

The abstracted component reflects an average variance of 64.57 percent. Only variables with a value of 0.3 and higher were taken into consideration. The loading factor displayed for the rest of the items reported a load value between 0.689 and 0.900. The ten items mounted on one element were classified as conflicting roles. The Cronbach alpha coefficient was found to be reasonably constant at 0.936. Two methodological tests were also taken by Kaiser-Meyer - Olkin (KMO) to calculate the "Sample Adequacy Factor" of 0.855 above a standard value of 0.6 (Kaiser 1970, 1974) and the Barlett Sphericity Test (Barlett 1954) at $p<0.001$. As KMO values are higher than 6.0 but lower than 0.7, they can be viewed as in the medium range (Hutcheson & Sofroniou, 1999). The sample size here, however, is appropriate for factor analysis.

4.6 Role ambiguity

The abstract factor is a cumulative variance of 81.55 percent. There were just variables with a loading value of 0.3 and higher. The factor loading showed a loading value between 0.658 and 0.912 for the remainder of the items. The role ambiguity was all six items mounted on a single element. At 0.954, the Cronbach alpha was found to be reasonably constant for the size. Two statistical tests were also taken by Kaiser-Meyer - Olkin (KMO) to assess the "sampling adequacy calculation" of a value that was 0,910, over the prescribed $p<0,001$ values of 0.6 (Kaiser, 1970, 1974) and Barlett's spherical test (Barlett, 1954). Since KMO is higher than 6.0 but lower than 0.7, it can be viewed as within the "mediocre" range (Hutcheson & Sofroniou, 1999). However, the sample size is suitable for factor review here.

4.7 Interpersonal relationships at the workplace

The abstracted factor represents a cumulative variance of 67.52 percent. Factors were known with a loading value of 0.3 or greater. For the remaining products loading values ranged from 0.749 to

0.914. The eight items in one element were classified as interpersonal relationships at work. At 0.853, the Cronbach alpha coefficient for the scale was found to be reasonably constant. Two statistical tests were also taken by Kaiser-Meyer - Olkin (KMO) to determine the sampling suitability parameter at 0.854, beating the standard 0.6 (Kaiser, 1970, 1974) and Barlett's sphericity test (Barlett, 1954) at $p<0.001$. As the KMO value is over 6.0 but lower than 0.7 it can be read as "mediocre" (Hutcheson & Sofroniou, 1999). The sample size here, however, is suitable for factor analysis.

4.8 Work stress

The total variance of the abstract element is 67.58 percent. There were just variables with a load value of 0.3 and above. The loading factor for the other products was between 0.497 and 0.799. The work stress was all seven items filled with a single element. The Cronbach alpha coefficient was considered at 0.917 to be reasonably constant. Besides two experimental tests were carried out by Kaiser-Meyer - Olkin (KMO) to evaluate the "sample adequacy level" value at 0.840, which was greater than 0.6 (Kaiser, 1970, 1974) and the sphericity test by Barlett, (Barlett, 1954) is important at $p<0.001$. As the KMO value is greater than 6.0 and lower than 0.7, it is interpretable as in the "mediocre" region (Hutcheson & Sofroniou, 1999). The sample size here is therefore suitable for factor analysis.

4.9 Checking the relationship between variables.

Correlation analysis is a helpful and efficient method to analyze the interaction between variables. This study undertook a correlation review to assess if there were any connections between the contingent and the independent variables. The correlation coefficients are seen in Table 1.

Table 1: The Correlation results for all variable relationships

Variables	Correlation results (Pearson's)	Significant	Statistical Test	Result
WL – WS	0.619	0.000**	Moderate Correlation	Positive
WE – WS	0.746	0.000**	Moderate Correlation	Positive
RC– WS	0.661	0.000**	Moderate Correlation	Positive
IR – WS	0.703	0.000**	Moderate Correlation	Positive
RA – WS	0.756	0.000**	Moderate Correlation	Positive

** Correlation is significant at level 0.001 (2-tailed)

Table 1 reveals the workload (WL) is significantly associated with (.619, $p < .000$) work stress (WS). This suggests that WL can be a significant determinant of the work stress of employees. This finding indicates that the workload of police officers impacts employees' tension. A large association between workplace environment (WE) and work stress (WS) of (.746 $p<.000$) was also identified. This implies that the workplace of policemen has influenced employees ' work stress. Correlation study has also been used to assess the association between role conflict (RC) and work stress sources (WS). Table 1 indicates a strong association of position disputes to WS (.661, $p<.000$). This demonstrates that RC can assess the degree of work stress of employees. This result demonstrates that the position of police officers' dispute in IPD Ampang Jaya affects the police station's degree of work stress. A positive correlation between role ambiguity and stress (.756, $p<.000$) and (.703, $p<.000$) are also reported for a positive correlation between workplace interpersonal relationships and stress. It implies that the degree of employee work stress often affects task uncertainty and interpersonal relationships at a job.

The research questions and hypotheses (H1, H2, H3, H4, and H5) were tested using multiple regressions. These hypotheses examined the relationship between workload, work environment, role conflict, role ambiguity, and interpersonal relationships at the workplace the relationship towards employees' work stress.

H1: There is a significant relationship between work overloads and work stress.

The association between factors, unstandardized coefficients of regression (B), and coefficients standardized (β). The meaning Modified R Square was reached by the outcome of the regression test with a meaning of 0.372, F with a value of $p<0.001$ (less than 0.05) at 34.383. It reveals that the workload (independent variable) has dramatically clarified 37.2 percent of employee pressures. However, the magnitude of the other external variable used by this analysis is clarified by the magnitude of 62.8 percent. The regression model will also be used to determine how high the impact of the servant leadership component is. In other terms, the attribute of self-employed leadership affects employee efficiency to a limited degree. If the independent variable is negative, the constant meaning 1.139 would indicate that the result implies is 1.139. The 0.372 workloads decreased coefficients indicate that an improvement in work stress in workers is 37.2 percent with each rise in 1 workload level. This measure indicates that the variation in tension heterogeneity of the workers, not clarified by workload, is 62.8 percent. Based on the regression test which evaluated the correlation between workload and stress at work, a significant positive relationship between workload and stress at work has been observed with a standardized factor (β) (0.619) of 0.000 (sig = 0.000 (< 0.05). The test shows a significant positive association between workload and employee work stress at the IPD Ampang Jaya police stations as a consequence of positive sig < 0.05 and the uniform coefficient (β). Hypothesis H1 is also appropriate. It can be inferred that tension at work has a beneficial relation to tension at work in workers. This indicates that the occupational burden would often rise at a favorable price with any rise in workload.

H2: There is a significant relationship between the work environment and work stress.

The association between the variable, unstandardized (B) regression, and the standardized (β) coefficients; the meaning Modified R Square was derived from the regression test results at 0.548

F Estimated at 70.144 with a modest p < 0,001 amount (less than 0.05). It indicates that the work environment (independent variable) has dramatically clarified 54.8 percent of the work stress (dependent variable). However, the equilibrium is clarified by the particular external variable used in this analysis, 45.2 percent, meaning that the regression model can be used to estimate the effect of complex working environments. In other terms, subjective individual workplace environments marginally affect the work stress of the employees. The constant value of 0.557 is 0.557 if the independent variable is negative. The 0.548 regression coefficients of the working atmosphere indicate that, with each rise of 1 unit in the working environment, employee stress would rise 54.8 percent. This result indicates that the gap in workload attribute to the number of employees not clarified by the work environment is 45.2 percent. Based on the regressive test that has analyzed the relationship between the working environment and the job stress of employees, a substantial positive association between working environment and work stress of employees was observed with a normalized coefficient (β) of 0.746 at a meaningful value of 0.000 (sig = 0.000 (< 0.05)). Since sig < 0.05 and the normalized coefficient (β) was positive, the test outcome indicates that the working environment and stress of employees in police stations in the IPD Ampang Jaya have a favorable relationship. Hypothesis H2 is also recognized. It may be argued that the working environment has a good interaction with the work stress of employees. This indicates that the work stress of employees often rises at a favorable value with any rise in the workforce.

H3: There is a significant relationship between role conflict and work stress.

The relationship between the variables, unstandardized regression coefficients (B), and the standardized coefficients (β). From the regression test result, the Adjusted R Square value was obtained at 0.426, F Calculating at 43.344 with a significant level of p < 0.001 (less than 0.05). It shows that 42.6 percent of employees' work stress (dependent variable) has been significantly explained by role conflict (independent variable). Nevertheless, the balance of 57.4 percent is explained by the other dissimilar outside variable used in this research, so the regression model is useable for predicting how strong the role conflict variable influence is. In other words, the independent role conflict variable lightly influences the employees' work stress. The 1.053 Constant value shows if the independent variable is zero, the means of performance is 1.053. The 0.426 Regression coefficients of role conflict state that for every increment of 1 unit of role conflict, there will be an increase in employees' work stress by 42.6 percent. This value shows that

the amount of employees' work stress variable variance which is not explained by role conflict is 57.4 percent. Based on the result of the regression test which tested the relationship between role conflict and employees' work stress, it was found that there is a significant positive relationship between role conflict and employees' work stress with a standardized coefficient (β) of 0.661 at a significant value of 0.000 (sig = 0.000 (<0.05)). Since sig < 0.05 and the standardized coefficient (β) is positive, the result of the test shows that there is a significant positive relationship between role conflict and employees' work stress in the IPD Ampang Jaya police stations. Therefore, Hypothesis H3 is accepted. It can be concluded that role conflict has a positive relationship with employees' work stress. This shows that for every increase of role conflict, employees' work stress will also increase at a positive value.

H4: There is a significant relationship between role ambiguity and work stress.

The relationship between the variables, unstandardized regression coefficients (B), and the standardized coefficients (β). From the regression test result, the Adjusted R Square value was obtained at 0.564 F Calculating at 74.599 with a significant level of p < 0.001 (less than 0.05). It shows that 56.4 percent of employees' work stress (dependent variable) has been significantly explained by role ambiguity (independent variable). Nevertheless, the balance 43.6 percent is explained by the other dissimilar outside variable used in this research, so the regression model is useable for predicting how strong the role ambiguity variable influence is. In other words, the independent role ambiguity variable lightly influences the employees' work stress. The 1.465 Constant value shows if the independent variable is zero, the means of performance is 1.465. The 0.564 Regression coefficients of role ambiguity state that for every increment of 1 unit of role ambiguity, there will be an increase in employees' work stress by 56.4 percent. This value shows that the amount of employees' work stress variable variance which is not explained by role ambiguity is 43.6 percent. Based on the result of the regression test which tested the relationship between role ambiguity and employees' work stress, it was found that there is a significant positive relationship between role ambiguity and employees' work stress with a standardized coefficient (β) of 0.756 at a significant value of 0.000 (sig = 0.000 (<0.05)). Since sig < 0.05 and the standardized coefficient (β) is positive, the result of the test shows that there is a significant positive relationship between role ambiguity and employees' work stress in the IPD Ampang Jaya police stations. Therefore, Hypothesis H4 is accepted. It can be concluded that role ambiguity has a

positive relationship with employees' work stress. This shows that for every increase of role ambiguity, employees' work stress will also increase at a positive value.

H4: There is a significant relationship between interpersonal relationships at the workplace and work stress.

The relationship between the variables, unstandardized regression coefficients (B), and the standardized coefficients (β). From the regression test result, the Adjusted R Square value was obtained at 0.485, F Calculating at 54.593 with a significant level of $p < 0.001$ (less than 0.05). It shows that 48.5 percent of employees' work stress (dependent variable) has been significantly explained by interpersonal relationships at the workplace (independent variable). Nevertheless, the balance 51.5 percent is explained by the other dissimilar outside variable used in this research, so the regression model is useable for predicting how strong the interpersonal relationships at workplace variable influence is. In other words, independent interpersonal relationships at the workplace variable lightly influence the employees' work stress. The 1.465 Constant value shows if the independent variable is zero, the means of performance is 1.465. The 0.485 Regression coefficients of interpersonal relationships at the workplace state that for every increment of 1 unit of interpersonal relationships at the workplace, there will be an increase in employees' work stress by 48.5 percent. This value shows that the amount of employees' work stress variable variance which is not explained by interpersonal relationships at the workplace is 51.5 percent. Based on the result of the regression test which tested the relationship between interpersonal relationships at the workplace and employees' work stress, it was found that there is a significant positive relationship between interpersonal relationships at the workplace and employees' work stress with a standardized coefficient (β) of 0.703 at a significant value of 0.000 (sig = 0.000 (<0.05)). Since sig < 0.05 and the standardized coefficient (β) is positive, the result of the test shows that there is a significant positive relationship between interpersonal relationships at the workplace and employees' work stress in the IPD Ampang Jaya police stations. Therefore, Hypothesis H5 is accepted. It can be concluded that interpersonal relationships at the workplace have a positive relationship with employees' work stress. This shows that for every increase of interpersonal relationships at the workplace, employees' work stress will also increase at a positive value.

5.0 CONCLUSION

The goal of this research was to examine the factors that cause stress at work. The research was performed at RMP IPD Ampang Jaya and was focused on the following questions: what causes job stress? The emphasis was on the descriptive form of study. 82 police officers are the numerical target of RMP IPD Ampang Jaya. Data have been collected using uniform questionnaires. For the visualization of results, descriptive and predictive modeling was used, and research using tables and maps are published. Mean values have been defined to describe the major variables. The discrete regression logistic model has been used for the analysis of job pain variables. The general knowledge was gathered from those who surveyed; 80 percent of males and 20 percent of female studied displayed a gender-specific and female sample gap. The general details are collected. Around half of those questioned were less than ten years range of encounters of 46.7 percent of those examined, of age 11-20 years 35 percent and 18.3 percent more than 20 years. This indicates that the respondents had a very good experience in police stations at IPD Ampang Jaya.

Work stress handling practices at working place.

All of us can benefit from learning skills to manage fear and anxiety on the job. Several skills taught in cognitive behavioral therapy may help, including these:

a) Relaxation strategies-The neural effects of fight or flight reactions are counteracted by relaxation. Progressive muscle relaxation, for example, tends to alleviate anxious muscle strain. Sit quietly shut your eyes to learn this technique. Any big muscle group will work up from your thighs, regularly tense, and relax. Keep 10 seconds of stress; release 20 seconds of stress. Think about "relaxing" to you every time you lose muscle tension. This capacity and many other coping techniques will help alleviate depressive symptoms.

b) A Problem-solving-Problem solution is an aggressive coping technique that encourages people to take practical action to overcome a problem or difficulty. These steps would include specifying the question, finding possible alternatives, classifying the alternatives, drawing up an action plan, and evaluating the solution selected.

c) Mindfulness. Attention is the willingness of enthusiasm, honesty, and recognition to pay attention to the current moment. Stress can be compounded by ruminating about the past, the

thinking about the future, and the self-criticism we spend time. Carefulness may encourage the brain to overcome these negative behaviors. You may improve awareness skills through organized activity (such as directed meditation) and casual training (such as walking carefully), or try conscientiousness techniques or courses. Therapies based on vigilance alleviate stress and anxiety symptoms.

d) Reappraising negative thoughts. Chronic tension and anxiety will lead to a perceptual philter where circumstances can be viewed by a pessimistic lens immediately. Somebody could lead to a pessimistic opinion without evidence without justification ("I believe my manager is unable to deal with stressors") and question their capacity to deal with stressors ("When I don't get the promotion, I would be devastated"). To revisit pessimistic thoughts, interpret them rather than reality as theories, and make all changes into account. This capacity can allow people to minimize negative feelings in response to stress

6.0 RECOMMENDATION FOR FURTHER RESEARCH

Future developments are intended to improve this research-based on factors affecting the stress of the workers and further experiments on gender concerning job stress should be carried out. The study should explore the gap between men's and women's employees' stress and their effects, particularly in the Royal Malaysian Police (RMP).

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