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The Impact of Stress Management on Employee and Productivity Performance: A Study on Policewomen in Kuala Lumpur

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Abstract

Introduction: Purpose of this study is to analyze the influence of stress management on employee and productivity performance among Malaysian women police officer living in Kuala Lumpur. Kuala Lumpur is chosen because of the more population compare to another city and the most urban city.

Methodology: This study uses survey to collect data from primary sources which can answer the research questions. This is a cross-sectional study where data is collected once to answer the research questions. The analysis that were done by SPSS as the technical analysis to determine the demographic, descriptive, reliability and correlation between the independent variables and the dependent variable.

Result and Discussion: To evaluating the impact of stress management on efficiency and productivity of the employees. This study also addresses among the independent variable the main factors influencing policewomen: working long hours, working environment, job satisfaction, work life balance, depression and dependent variable that is work performance in Kuala Lumpur.

Conclusion and Recommendation: The study benefits the employer, policy making, the government in order to overcome the stress among the Malaysian police officer In addition, this study also recommendations to future study on further improving and refining the results achieved in this study.

Keywords: Stress management, productivity performance, women police officer.

1. INTRODUCTION

Nearly 3 billion employees have been subjected to immense work stress at their workplace over the last few years, and their overall job performance is performed regularly (Maria & Gioia, 2014). Stress if there is a sufficient amount to tackle by the workers, helps to display encouraging effects and reduce or even prevent negative side effects (Malach_pines & Keinan, 2007). It is therefore critical for them to play an enormous task of maintaining a safe work atmosphere (Mohamed, et al., 2019), encouraging a positive preventive culture in industry, efficiency that would ultimately contribute to improved economic growth and influence overall 'employee output' excellence. (Maria & Gioia, 2014; Mohamed et al., 2018). In the last few years, mentally impacted individuals, creating such impactful strain on the output of employees (Lee, 2013). Another study reported suggested that an increase in suicidal cases has been complemented during the economic recession or decline, resulting in a rise of around 0.79 percent for cases of suicide of persons within the 65of age. Increased unemployment by 1% and deaths from substance misuse by about 4.45% (Maria & Gioia, 2014). Unfortunately, those who have been impacted are mostly disadvantaged classes, including under or workers of low-skilled, the elderly, people with disabilities, migrants and temporary workers (Monica et al. 2013). Table 1 shows maximum work tension for 2019.

Table 1: Most Stressful Job in 2019

Rank	Top Ten Stressful Job	Stress Score	Media Salary	Growth Outlook
1	Enlisted Military Personnel	72.58%	26,802	N/A
2	Firefighter	72.38%	49,080	7%
3	Airline Pilot	61.20%	111,930	4%
4	Police Officer	51.94%	62,96	7%
5	Broadcaster	51.27%	62,910	N/A
6	Event Coordinator	51.19%	48,920	11%
7	Newspaper Reporter	49.96%	43,490	-9%
8	Public Relations Executive	49.49%	111,280	10%
9	Senior Corporate Executive	48.97%	104,700	8%
10	Taxi Driver	48.17%	25,980	5%

Source: careerCast.com Job Stressful Report 2019

The study, referring to the 20,000 views of business owners and executives in 95 nationals, 48% of Malaysian respondent agreed that their levels of stress has increased. that more than 42% slept Less because of job concerns; 33 % of respondents were worried about job losses, 32% lacked trust in the sector in which they worked; 53 % of respondents reported that their family and friends were distracted by work and another 47% indicated stress was harmful to their personal relationships. However, many Malaysians make on average 15 hours more than the normal working hour per week, outstripping Singapore, Hong Kong and Australia, but the country has among the highest productivity impairment levels.

In the past there have been a lot of studies on workplace tension in connection with work satisfaction. For example, In Pakistan, Imna & Hassan (2015) study of work stress and employee retention amongst flight crew, while Ali et al. (2013) conducted work stress research and effect on the job engagement of hospital nurses in Iran. Sai and Bhatti (2014) also conducted similar studies in Ghana, on Work-related tension for hotel front-line workers. Also, in Nigeria,

Ekienabor (2016) conducted a report on work stress in connection with efficiency and engagement of employees. In India, too, Raja et al. (2014) examined effect of stress on work on retention of employees in India. There have been several researches on the Malaysian background such as Lee (2013) conducted a study in the Malaysian education sector on work stress and job efficiency. Yusof et al. (2014) conducted Work stress study and the effects for organizational management. Hassan (2019) investigate the effect of job stress on Malaysian work-life balance. Research for influence of the work stressors of Malaysian nurses was conducted by Long et al. (2014)

A study literally revealed that increased work stress between Malaysian institutions becomes a familiar problem. (Lee, 2014). Chairman of the National Institute of Occupational Safety and Health (Niosh) Tan Sri Lee Lam Thye said that workers face a high degree of stress as it is an unknown problem in the company that results in them falling ill, incapable of managing their emotional workplace, the survey found that 70 percent of Malaysian workers suffer from work-related illness (Sai & Bhatti, 2014). As a result, because workers are their key asset, organization will struggle to recover the situation. This study highlights the causes of job stress that affect employee efficiency in police forces.

2. LITERATURE REVIEW

2.1 Productivity and Performance

Performance describes as employee achievements and production that Robbins (1996) works acceptance accepted by organization in employees (Morsy, et al., 2016; Alharthi, et al, 2020). Competency, commitment and the essence of the working situation are mixtures that reflect job output (Khalifa, 2019, 2020; Alameri, et al., 2019). The company incentives give to workers may in a form of financial such as gratuities, pay increases or non-monetary gain such as holiday days, the recognition of certificates for an employee's specific achievement in a company render employee experience highly satisfied and encouraged to produce amazing efficiency in work. Study indicated a person's job performance is a measure for the employees so that the incentives will produce a high job satisfaction for the worker (Alsaadi, et al., 2019; Alareefi, et al., 2019; Binnawas, et al, 2020).

2.2 Stress Management

Stress management is a key element that should be implemented in your life, aimed at reducing the chronic stress of an individual, particularly that is usually intended to encourage you to enhance the daily functioning of your life. Regardless of the stress frequently seen as a subjective experience, stress levels can be measured using various physiological tests. It can be difficult to assess stress management techniques, since it is limited and would be different in various types of people (Kamarulzaman et al., 2011). Not all strategies fit various types of individuals. It may take different strategies for different people to have the same stress factor. Stress management is the one that every person should follow in everybody's life as it will be useful not to damage themselves and effectively carry out their daily routines and live happily. There are various methods of stress reduction and some of them are addressed in the next section, namely long hours of work, work environment, job satisfaction, work life balance and depression Sharma et al., (2016).

2.3 Work Long Hours

Jacobs and Gerson (1998), and Bluestone and Rose (1997) comment on 1991 Scholar 's book of overburdened American are optimistic because the revived curiosity within the matter of hours

worked, in particular the concern of improvements in overtime hours worked, are due mainly of long working hours (Alkhateri, et al., 2019). In addition, are more common in the majority of study occupational groups (Robbins, 2003; Almatrooshi, et al., 2020).

There are significant theoretical and analytical difficulties in assessing the effect on organizational success of the long hours work. Overall, however, it is not possible to determine conclusively on the basis of the current evidence whether long hours of work have overall beneficial, detrimental or neutral effects (Gharama, et al., 2020a, 2020b). However, the effect of reducing working hours is difficult to isolate, as decreases in long working hours are usually followed by other innovations such as improvements in the structure of work, new investment in infrastructure, etc.

H1 Working long hours positively influence the employee and productivity performance

2.4 Work Environment

Important components of a standard working atmosphere are representatives of physical and behavioural nature. Elements associated with the willingness of workers to physically bind themselves to the work environment are called physical environments. Thus, work environment excellence serves as an important role in deciding the degree of motivation, efficiency, and success of employees and staff (Sharma et al., 2016). Employee productivity is the most critical concern today and is influenced in many ways by the working environment (Mwendwa et al., 2017). Workplace environment is a significant component of work life for workers as employees spend a large part of their time at work and in one way or another it looks at them (Al-Ali, et al., 2019). It is concluded that employees who are happy with their working environment will contribute to more positive results from their work (Kamarulzaman et al., 2011).

H2 Work environment positively influence the employee and productivity performance

2.5 Job Satisfaction

An approximation of the definition of job satisfaction includes, first, a general description of the satisfaction term. Researchers have made various attempts to describe the concept of satisfaction, and they all agree that satisfaction is the final condition of a psychological process. Influences the actions of workers of every organization (Igalens and Roussel, 2008; Alkheyi et al., 2020). Employee retention depends on emotional intelligence, location of employment, salary, coworker connections or promotions. These aspects generate optimistic feelings about this job as a result of its uniqueness evaluation. Most workers have a favorite job which is a difficult situation. Alsaadi et al. (2019) defined that employees must be given meaningful intrinsic and extrinsic incentives in order to accomplish organizational objectives and the establishment of a good and healthy relationship between employees is a key factor in encouraging employees to work hard (Sharma et al., 2016; Alneadi et al., 2020).

H3 Job satisfaction positively influence the employee and productivity performance.

2.6 Work Life Balance

Work-life balance is about finding the right work-life balance and becoming relaxed with work and family obligations (Alam et al., 2015). In essence, work-life balance is the balance between three elements, namely paid work, unpaid work and personal time. Bennett et al. (2004) defines work-life balance as the balancing at any point in time of five facets of one's life, namely job, family, friends, health and self. Chandrasekar (2011) described work-life balance as knowledge

of various resources and time demands, the ability to distribute time and energy between different areas of work and life and then apply and make choices. It was found that if companies want to retain their workers, they should have reasonable policies for work-life balance. Balance between work and life is important for marriage, family and job satisfaction and also helps to minimize absenteeism and employee turnover (Caral & Kachalia, 2016).

H4 Work of Balance positively influence the employee and productivity performance

2.7 Depression

Depression and suicide are major public health issues, with more than 40,000 Americans dying each year by suicide (Centers for Disease Control, 2017). Clinicians heading university counselling centres have registered dramatically increased caseloads in recent years, with far more students seeking assistance for mental health problems in the years after 2010 compared to a few years prior (Beiter et al., 2015). There have also been studies of increased use of therapy by high school students (Anderssen, 2013; Noguchi, 2014); If real, it would mean more young people suffering from mental health problems than in previous years, placing them at risk for suicide and other negative outcomes (Berman, 2009). Researchers have examined the relationship between these issues and the work environment or the pressure at work (Bennet, Williams, Page, Hood, & Woollard, 2004) and found depression, anxiety and stress contribute to reduced or negative workplace performance (Cavanaugh, Boswell, Roehling & Boudreau, 2000). In addition, depression, anxiety and stress also cause unhappiness with life (Alden & Phillips, 1990).

H5 Depression positively influence the employee and productivity performance

3. RESEARCH FRAMEWORK

The conceptual framework for evaluating the factor influencing stress management among employees and productivity performance in Kuala Lumpur is built on the basis of the reviewed literature in Figure 3.0.

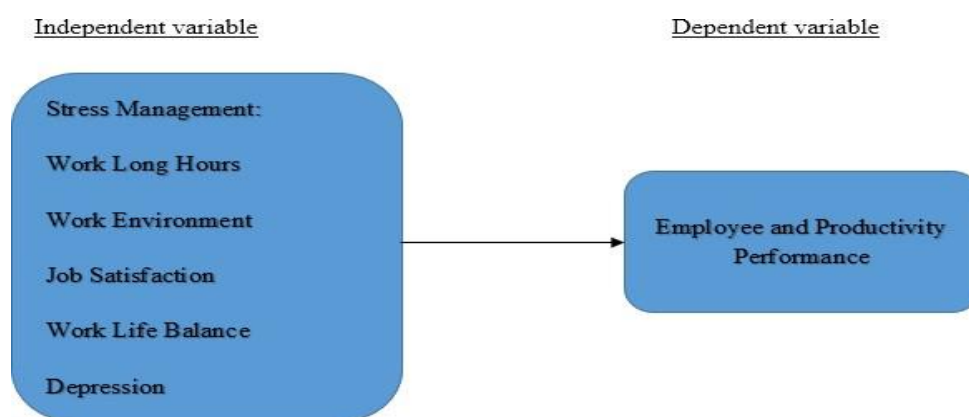


Figure 3.0 Conceptual Framework

3.1 Research Methodology

The essence of the research study is descriptive. Descriptive research was also the analysis which it explains the trends and patterns rather than describing or evaluating them (Creswell, 1994).). The key aims of descriptive studies are to validate the theory established that represents the present situation. Such method of study offers insights on the present scenario and focuses

towards previous or current standards for lives within certain community or consumer behavior about every promotional activity. (Dole & Schroeder, 2001).

3.2 Sample/Data

To collect the necessary data was used research method on original the scope of research model. In a quantitative survey design, assessing sample size is important since one of the advantages of qualitative approaches is the opportunity to use smaller groups of people to draw inferences about larger groups that are costly to research (Bartlett, 2001). The justification for using the sampling is due to its lower price, greater results precision, immediate collection of statistics and convenience of the selected population, and when selecting any of the factors in a population, it can be decided as the entire population. (Cooper & Schindler, 2014)

This study aims at analyzing and understanding the response of the respondents to stress management influences employee and productivity performance among female police officers in Kuala Lumpur as in Malaysia, Kuala Lumpur is also a highly urbanized city. A sample of 160 respondents with convenience sampling were asked to participate in a self-administered questioner, the rationale for this approach was that the study involved several independent variables correlated to the dependent variable. This was done using a five-point scale data values (Strongly disagree to strongly agree) to compute the rating index on each of the indicator established to influence the overall job performance.

3.3 Instrument and Measures

The current study's survey instrument serves two main objectives. Firstly, examine the relationship of various variables in the effect of stress management on performance of the employee productivity. Secondly, to gather knowledge about the respondents' various characteristics, which can be used to explain the heterogeneity between various categories. There are two parts of the survey instruments. Section 1 comprises multiple variables, both personal and demographic. This section will get information about the name, gender, level of education, level of income and age of the respondent. Section 2 contains latent variables, which are essential for the current study. These factors include week-long hours, job satisfaction, work-life balance, and depression satisfaction. This portion of the study is built based on the literature that was passed and questioners that were already used. Study scales were adapted from earlier literature and published studies. The study's first predictor was working long hour has five items, while work environment has five items. Having five objects, the next variable is work satisfaction. The following two factors were work life balance and depression, which also had five things.

3.4 Procedure

The questionnaire had been distributed among 160 police officer in Kuala Lumpur respondents. The selection of these respondents is based on parameters discussed above. Study aim and questions have been clarified to the respondents so that they can conveniently fill out the questionnaire with the correct answers. 153 questionnaires were chosen and, due to incomplete or incorrect answers, the remainder of the questionnaire was not used in future study. These questionnaires were coded and inserted into the SPSS sheet for further study after collection of the completed questionnaire.

3.5 Reliability Analysis

More than acceptable and suggested value 0.60 by Sekaran (2003) is acceptable on all cronbach's alpha of all variable. This means that 26 items were accurate and relevant for evaluating employee opinions.

Table 2: RELIABILITY OF MEASURE INSTRUMENT

Variables	No. of Items	Craonbach Alpha
PRODUCTIVITY PERFORMANCE	5	.871
WORK LONG HOUR	5	.687
WORK ENVIRONMENT	5	.887
JOB SATISFACTION	5	.839
WORK LIF BALANCE	5	.912
DEPRESSION	5	.841

3.6 Profile of the Respondents

The following are demographic and personal data, such as education, gender, age and income.

Table 3: PROFILE OF THE RESPONDENTS

Variables	Category	Percentage
Gender	Male	45%
	Female	55%
Age	Below 25	0.60%
	26-30	17%
	31-45	68%
	Above 45	14.4%
Income	Below 3,000	8.2%
	3,001-4,000	3.2%
	4,001-5,000	1.4%
	Above 5,001	3.2%
Position	Constable	73.2%
	Lans Coperal	5.2%
	Coperal	3.9%
	Sarjan	3.9%
	Sub-Inspector	2%
	Inspector	11.1%
	Deputy	7%
	Superintendent	

3.7 Hypothesis Testing Results

Table 4: HYPOTHESIS RETSING RESULTS

Independent Variables	Decision
H1: Working long hours positively influence the employee and productivity performance	Accepted
H2: Work environment positively influence the employee and productivity performance	Accepted
H3: Job satisfaction positively influence the employee and productivity performance	Accepted
H4: Work of Balance positively influence the employee and productivity performance	Accepted
H5: Depression positively influence the employee and productivity performance	Accepted

*p<.05, **p<.01

4. DISCUSSION

Results of this study aimed at: evaluating the impact of stress management on efficiency and productivity of the employees. This study also addresses among the independent variable the main factors influencing policewomen: working long hours, working environment, job satisfaction, work life balance, depression and dependent variable that is work performance in Kuala Lumpur. Successively, the analysis carried out by SPSS as the scientific study to determine the demographic, descriptive, reliability and correlation between the independent variables and the dependent variable, suggesting a realistic method in terms of job results to discuss common ground. In addition, this report also provides suggestions for future studies on the further creation and refinement of the results from this study

5. LIMITATION AND FUTURE RESEARCH

In this study we analyzed the many factors that exist to influence the work performance of policewomen in Kuala Lumpur, has some limitations. The study focused mainly on job performance for Kuala Lumpur-based policewomen. In this study, it is also restricted to evaluating the responses obtained from a survey questionnaire provided only in the Kuala Lumpur police force. The survey questionnaire answers were tabulated with their corresponding percentages, based on the distributed frequency. The subsequent assessment of these responses is simplistic in that it is confined to the answers obtained and complied with in the survey questionnaire. Any of the analyses could not be carried out and covered in this analysis due to lack of time and sufficient resources at the disposal. Therefore, according to the analyses already carried out, my recommendation would be that the data in this study be subjected to further analysis using factor analysis and normality analyses. More comprehensive and more systematic studies may also include SEM-PLS analysis. Finally, from the point of view of the decision maker and the government, everyone should address the issue in this study in a professional way as job performance increases when the police officer is able to cope with their stress and be self-motivated. The Government should improvise the situation and prioritize guidelines and instructions.

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