## Budaya Pengiktirafan Dalam Organisasi Perkhidmatan Awam: Tinjauan Ke Atas Penjawat Awam di Wilayah Persekutuan Putrajaya dan Kuala Lumpur

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*This study aimed to evaluate the recognition culture in the public sector organizations. It also aimed to get the feedbacks from the civil servants on the sources, forms and methods of recognition that they preferred in the workplace. This study involved 1891 respondents from various ministries and governmental departments in the Federal Districts of Putrajaya and Kuala Lumpur. The data of the study were analyzed by using PASW Statistics 17 software. The result of the study showed that the recognition culture in the public sector organizations still had to be improved. It also showed that the civil servants wished the source of recognition to be from the head of department or the top management. However, this study found that the majority of the respondents thought that the sources of recognition in the workplace, namely the head of department or the top management, the immediate supervisor, the workmates and the customers rarely gave recognition. Besides that, this study found that the forms of recognition must not necessarily be in the form of monetary or material reward. It was found that recognition in the simple forms such as appreciative word and moral support or verbal motivation could also be appreciated by the respondents. This study also suggested that the civil servants preferred the recognition to be awarded openly and officially. Moreover, the majority of the respondents agreed that there was a need for training programme to be conducted to educate the skills in giving recognition among civil servants.*

## Kecelaruan Muskuloskeletal Dalam Kalangan Pengguna Komputer: Satu Kajian Penerokaan Di Universiti Malaysia Sabah

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*The aim of this research is to explore Musculoskeletal Disorders (MSDs) pain based on gender, age, and difference of number of hours of computer usage among computer users (workers) at the university. The research was conducted in school offices, administration offices, the sports complex, and the other offices in Universiti Malaysia Sabah. A total of 160 office workers were selected as subjects for this research and filled their responses on the Cornell Musculoskeletal Disorder Questionnaire. The data gained was then analyzed by using SPSS 12.0 Software. The results shown that there is a significant difference between MSDs pain based on gender and there is difference between upper body and lower body parts in term of musculoskeletal disorders symptoms. However, the results also show that there is no difference between MSDs pain based on age group and hours of computer usage.*

## Masalah Persekitaran Kerja Dan Kesihatan Psikologikal Serta Hubungannya Dengan Kepuasan Kerja

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*The objective of this study is to identify the relationship between work environment problems and psychological health problems with job satisfaction among Medical Attendants in a public hospital. Work environment problems can be categorized into two categories namely social-psychological relationship problems and work coping problems. On the other hand, psychological health problems is categorized into two categories namely health and physical problems, and psychological problems. This study utilised 226 Medical Attendants from a public hospital as respondent using stratified random sampling based on work locations. Mooney Problem Checklist Adult Form and Job Satisfaction Survey by Spector (1994) was employed for this purpose. Results of the study indicate that work environment problems, psychological health problems and job satisfaction among Medical Attendants was mutually related. The findings also proved that work environment problems and psychological health problems suffered by employees did influence their work satisfaction level.*

## Antara Kepuasan Kerja, Komitmen Organisasi Dan Kesetiaan Kepada Perkhidmatan: Tinjauan Di Kalangan Pegawai Perubatan Yang Pernah Menerima Tajaan Jabatan Perkhidmatan Awam

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*Job satisfaction and organisational commitment are aspects that affect the attraction and retention of qualified personnel in any organisation or service. Both aspects have become increasingly critical in occupations that are knowledge and skill-based sectors such as medical and nursing health services (Mosadeghrad et al. 2008). In service-based organisations such as public hospitals human resource management should take into consideration these two factors in retaining medical officers with high expertise (especially the medical specialists) as it requires a long period of time to train them. Therefore, this study was to find out how the components of job satisfaction and organisational commitment influence the decision of medical officers who obtained scholarships from the Public Service Department (PSD) to either stay and serve in the public sector or to join the private sector.*

## Tahap Kompetensi Emosi Dan Kepimpinan Dalam Organisasi Berkesan

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*Leadership emotional competence is a process of dynamic interpersonal to strengthen the level of leadership in organization inclusive various aspects; cognitive, emotional competency and effective operate to achieve NKRA on six core values by Malaysian government. This study is to identify leader emotional competency level in effective public organization in Malaysia. Public organization in this study refer to school organization. In the survey method, commercial questionnaire was utilized namely Emotional Competence Inventory (ECI-2) (Boyatzis, 2001) and Multifactor Leadership Questionnaire (MLQ5x) (Bass and Avolio, 2000. 485 respondents returned the questionnaire (233 respondents from effective school and 251 respondent from less effective school). Findings have shown the difference levels of emotional competencies and transformational leadership in effective and less effective school. The difference gave an impact towards image and succeeds profile on effective organization and an impact to achieving NKRA. Implication from the study has shown to achieve effective organization and to realize the objective of NKRA, strong effort has to be done to enhance emotional competencies and transformational leadership level towards public organization's leaders. This is done to ensure the continuing development and excellence work culture in Malaysia and beside achieving Prime Minister Dato' Seri Najib Tun Razak slogan 'People First, Performance Now'.*

## Tekanan Kerja Dan Strategi Daya Tindak Dalam Kalangan Anggota Polis Diraja Malaysia Di Lembah Kelang

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*Working environment of the Royal Malaysian Police has become more comprehensive and complicated. In additions, the public awareness and the high expectations on the roles police force, high rate of crimes, political interventions and many internal and external factors have contributed the work stress among police officers. The purpose of this study is to examine the relationship between job stress and coping strategies among 215 junior police officers presently*

*serving in the Police District Department at Kelang Valley. The Occupational Stress Indicator developed by Cooper, Sloan and William (1988) was used to measure six dimensions of the level of job stress. The coping strategies was measured by 28 items using six points scale. Both measures were proven having sufficient internal consistency reliabilities with the alpha values ranging from 0.64 through 0.97. The results showed that the level of job stress was moderate and the police officers were using various strategies to overcome their stress level. The correlations between job stress and coping strategies were significant. The results also indicated no differences on both job stress and coping strategies with regards to the demographic factors except for duration of service for job stress. Result showed both occupational stress and coping strategies have significant effect although the variances seemed to be small. Dimension of time in the coping strategies was found to be greater influence toward source of job stress as compared to other strategy dimensions. The findings of the study suggested the involvement of counsellors and others helping professions to overcome the job stress and helping police officers to identify the most suitable coping strategies.*

**Persepsi Kefahaman Pekerja Berhubung Gangguan Seksual Di Tempat Kerja**

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*This study explored the perceptions of sexual harassment at the workplace. The data was collected from 387 respondents of various ministries and departments in the public services. The results showed that 73.6% of the respondents had a moderate understanding of sexual harassment. 13.2% or 51 of the respondents claimed that they had experience being sexually harassed in the workplace. The respondents identified their supervisors; colleagues and clients as the perpetrators of sexual harassment in the workplace. Sexual harassment has a profound impact on the psychological aspects of the victims. 52.8% or 27 of the respondents claimed that they had experienced depressions. Thus the issues of sexual harassment should be highlighted to the employees and employers to ensure they have clear and accurate information related to this issue.*

**Meningkatkan Strategi Berdaya Tindak Guru Melalui Kaunseling Kelompok Pemusatan Insan, Rasional-Emotif Tingkah Laku Dan Psikologi Kognitif Ad-Din**

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*This study was aimed to assess the effectiveness of a person-centered, rational-emotive behavior and cognitive psychology Ad-Din counseling groups on coping skills. The study was also to compare the treatment effects of the three counseling groups on coping skills. Coping skills was assessed by the The Occupational Stress Indicator. The reliability of the OSI was measured using the Alpha Cronbach coefficient method. The control pre and post design was used for this study. The subjects were 46 highly stressed teachers aged between 21 to 48 years old. They were randomly divided into four groups; (1) person-centered counseling group (n=12) (ii) rational-emotive behaviour counseling group (n=12) (iii) cognitive psychology Ad-Din counseling (n=12) and (iv a waiting list control group (n=10). Data were analyzed using one-way ANOVA and ANCOVA. The significant level was set up at .05. All treatment groups received group counseling sessions for six consecutive weeks, once in each week. The result of the study can be summed up as follow (1). All the three groups showed significant increament (pretest to posttest) on coping*

*skills (II). The three counseling treatment groups did not reveal any significant differences on coping skills. The implications and suggestions for future study are also being discussed.*


**The effects of Cognitive Behavioral Therapy on Stress Management**

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*In this study, a stress management program based on cognitive behavioral therapy principles was compared. A study sample of 30, 15 male and 15 female students from one of the local university in Sabah was taken as subject. The subjects were divided into 2 groups equally. First groups were given cognitive behavioral therapy and second group treated as control group. Trained group leaders instructed the first group and 10 sessions were held with each of groups, over a period of 4 months. Psychological (self-rated stress, anger, exhaustion and quality of life) measurements obtained before and after treatment with questionnaire. The results indicate that cognitive behavior therapy is promising stress management techniques. Besides that the cognitive behavioral therapy intervention could do not have any significant effects on quality of life.*


**Isu Dan Masalah Dalam Penterjemahan Alat Kajian Silang Budaya**

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*This article discusses the technicalities of addressing the cross-cultural issues in the translation of adapted research instruments from English language into Bahasa Melayu. It is suggested that the research instruments ought to be translated through proper adaptation of the original items with the contextual socio-cultural issues of the local study in obtaining appropriate results. Also highlighted are the translation principles and techniques; and the cross-cultural issues related to the propriety of the translated meaning. Suggestions are made for Malaysian researchers to translate their instruments through the use of committee and pre-test techniques, deemed to be more time-saving, cost effective; and socio-culturally appropriate in the Malaysian research contexts.*