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### **Melihat Hubungan EQ Dengan Komitmen, Kepuasan dan Tingkah Laku Warga Organisasi**

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*This paper look at the relationship of emotional quotients with comitment, job satisfaction and organizational citizenship behaviour. A cross-sectional survey was done on 416 subjects. A set of questionnaire was used which consist of the Emotional Competence Inventory (ECI) developed by Boyatzis, Goleman and Rhee (2000) to measure emotional intelligence, instrument developed by Carson and Bedein (in Carson and Carson 1998) to measure career commitment, instrument developed by Cook and Wall (1980) to measure organisational commitment, the Job Diagnostic Survey (JDS) questionnaire by Hackman and Oldham (1980) to measure job satisfaction and an item developed by Neihoff and Moorman (1993) to measure organisational citizenship behaviour. The result of Pearson's correlation indicated that there were positive and significant correlations between emotional intelligence with the four dependent variables. Finally, the path analysis was used to test the research model showed that the paths from emotional intelligent to career commitment, to organisational commitment and to organisational citizenship behaviour were found significant.*

### **Keberkesanan Bengkel Pengembangan Diri Berkelompok Terhadap Pembangunan Kendiri Penjawat Awam**

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*This paper discusses the Self-Enhancement Group Workshop module. There were five government agencies have used this module in collaboration with the Psychological Service Division of Public Service Department of Malaysia (PSD) from 2003 until May 2006. This paper also looked at the effectiveness of the module for the officers who participated in the programme.*

*The data were collected using the Self- Assessment Form, Programme Assessment Form, Supervisor Assessment Form and scores from the Yearly Performance Appraisal. The data analysis was only done on selected items such as questions on Part 1 in Self- Assessment Form as well as Part B and C in Programme Assessment Form. The effectiveness of the programme was assessed using the mean differences that were assessed and the Yearly Performance Appraisal score differences mean of the officers. Overall, the findings suggested that the Self-Enhancement Group Workshop module made a positive impact towards work performance and the development of individual with quality.*

### **The Effects of Physical Work Environment on Attitudes**

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*Kajian ini bertujuan mengkaji mengenai kesan persekitaran fizikal di tempat kerja seperti ruang pejabat, jenis pekerjaan dan perkakasan ergonomik terhadap sikap pekerja seperti kepuasan hati terhadap pekerjaan, kawalan (control) dan komitmen terhadap organisasi. Seramai seratus tiga orang penjawat awam dari sebuah Hospital Besar di selatan Malaysia telah terlibat di dalam kajian ini. Dapatan kajian menunjukkan bahawa terdapatnya kesan-kesan signifikan dan hubungan di antara persekitaran kerja fizikal dan sikap pekerja. Hubungan antara kedua-duanya adalah kompleks dan saling berkait. Didapati perbezaan jenis ruang pejabat dan jenis pekerjaan memberikan kesan terhadap tahap kepuasan hati pekerja dan menyokong kajian yang pernah dilakukan oleh Carlopio & Gardner. Penjawat awam yang melahirkan kepuasan hati terhadap persekitaran fizikal di tempat kerja seperti perkakasan dan kemudahan yang disediakan juga melahirkan perasaan puas hati terhadap pekerjaan dan berkait dengan komitmen terhadap organisasi.*

### **Kontrak Psikologi, Kepercayaan dan Kepuasan Kerja Terhadap Profesion di Kalangan Profesional IT Sektor Awam di Malaysia**

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*This paper discusses the role of psychological contract and its relationship between trust and satisfaction of work towards IT professional profession in Malaysia. The findings suggested that there was a positive and significant relationship between trust and psychological contract among IT officers in Malaysian public service. The findings also showed that there was a positive and significant relationship between psychological contract and job satisfaction. Finally, this study discussed the implications, limitations and recommendations for future research.*

## **Pembangunan Integriti Dalam Organisasi Sektor Awam**

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*This paper discusses on the management of development of integrity, its importance, as well as the instruments that can be used in the management of development of integrity in public sector organizations. The paper also looks at the various efforts that have been taken through the years by the Malaysian public sector in order to strengthen its integrity. It then examines the status of integrity in the Malaysian public sector, which has increasingly become an issue of concern. From preliminary research findings, through interviews with key informants of several ministries, this paper identifies some gaps that exist in the implementation of management of integrity in the Malaysian public sector organizations. The objective of this paper is to help inform the public sector organization (particularly the management agencies, decision makers, managers, supervisors and all the members of the public sector organization) on the approaches, strategies, methods and techniques that can be employed to strengthen ethics, moral and integrity among the employees of the public administration.*

## **Aplikasi Kecerdasan Emosi Di Kalangan Pekerja di Sektor Perkhidmatan Perubatan**

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*Workers in operational division have always been regarded as prime assets for an organization. They involved directly in professional relationship and interaction with external parties and their roles in portraying good image of their organization is always crucial. Due to that, a sound emotional management for workers is needed in ensuring excellent services, firm discipline as well as helping workers to avoid unpleasant circumstances. Departing from Goleman's Emotional Intelligence (1995) framework, this study was carried out to investigate the level of application of emotional intelligence among workers from social intelligence, empathy, self motivation, self awareness, emotional control and stress perspectives. Respondents were those who work in operational sectors in health settings. Questionnaires were used to gather information as well as to produce descriptive and inferential data. Findings showed that level of application of emotional intelligence among workers were moderate. Age, length of service and marital status were found to show significant correlation with the ability to apply emotional intelligence. On the other hand, analysis on gender and educational levels were not significant. This study also discussed implication and recommendation for future study.*

## **Hubungan Antara Punca Tekanan Kerja dan Tahap Perhubungan Perkahwinan**

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Nur Fatimah Mat Yusoff  
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*The purpose of this study was to determine the relationship between the sources of job stress with the level of marital relationship. The sources of job stress were role overload, role insufficiency, role ambiguity, role boundary, responsibility and physical environment. As for the level of marital relationship, there were components such as task accomplishment, role performance, communication, affective expression, involvement, control and values and norms. There were two instruments which had been used in this study. First is the Occupational Stress Inventory Revised Edition (OSI-R) (Occupational Role Questionnaire)-ORQ which are used to measure the sources of job stress and the second is Family Assessment Measure Version 111 (Dyadic Relationship Scale). It is used to measure the level of marital relationship. There were 55 respondents among police officers from Ibu Pejabat Polis Kontigen (IPK) and Ibu Pejabat Polis Daerah (IPD) which were married at least two years and still living together. Result had shown the number of children, role overload, role insufficiency, role ambiguity and responsibility had significant relationship with the level of marital relationship. Findings also showed that the sources of job stress had an inverse relationship with the level of marital relationship.*

## **Deleterious Effects of Sexual Harassment at Workplace: An Overview on Public Sector Employees**

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*Gangguan seksual ialah satu tindakan yang tidak di undang di tempat kerja. Walaupun gangguan seksual telah lama wujud namun kesedaran mengenainya masih kurang. Objektif penulisan ini ialah untuk mengetengahkan implikasi ke atas mangsa gangguan seksual dari perspektif kerja, psikologi dan isu yang berkaitan dengan kesihatan dalam usaha mereka untuk mengendalikan masalah gangguan seksual di tempat kerja. Pendekatan meta kritik digunakan untuk membincangkan dapatan kajian yang diperolehi dari pelbagai kajian yang dijalankan di kalangan pekerja sektor awam dari semua peringkat hierarki. Akhir sekali beberapa strategi yang boleh digunakan oleh mangsa dan pekerja dalam organisasi di sarankan dalam mengatasi gangguan seksual di tempat kerja.*