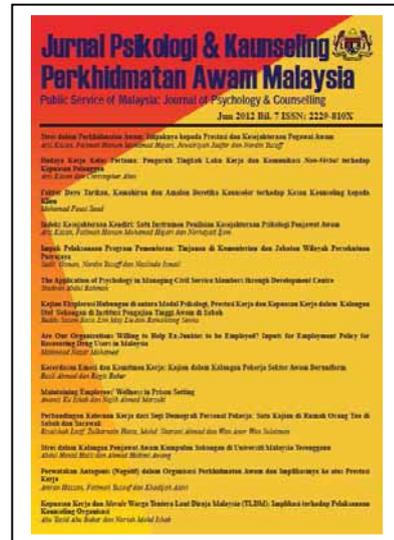


JUN 2012 BILANGAN 7 ISSN: 2229-810X

Penerbit Jurnal Psikologi & Kaunseling Perkhidmatan Awam Malaysia
Bahagian Pengurusan Psikologi
Jabatan Perkhidmatan Awam Malaysia
Aras 4, Bangunan MKN - Embassy Techzone
Blok A, No 3200, Jalan Teknokrat 2
63000 Cyberjaya, Sepang
Selangor Darul Ehsan

Telefon : 03 - 8316 4000
Faks : 03 - 8320 1972

****Sila hubungi alamat dan no telefon di atas untuk sebarang pertanyaan dan penerangan lanjut**



Stres dalam Perkhidmatan Awam: Impaknya kepada Prestasi dan Kesejahteraan Pegawai Awam

Aris Kasan, Ph.D
Fatimah Hanum Mohamad Hajari
Juwairiyah Jaafar
Nordin Yusoff
Jabatan Perkhidmatan Awam Malaysia

Stress has always been a part of our daily lives. In the public sector, with the new work strategies and demand for excellence, stress has been touted to be on the rise. Hence, the purpose of this study is to investigate the level of stress, sources of stress, the strategies to cope with stress and the effects of stress on public servants. A total of 2807 samples were selected through random sampling from various ministries and departments. Stress was measured using the Job-Related Tension Index (JRTI; Kahn, Wolfe, Quinn & Snoek, 1964) and Work Tension Scale (WTS; House & Rizzo, 1972). Occupational Stress Indicator (OSI; Cooper & William Sloan, 1988) was used to measure the sources of stress. The coping strategies and stress effects were assessed using questionnaires developed and adapted by researcher from a previous research (Mohd Awang, Dollard & Winefield, 2010; Hatta & Mohamed Hatta, 2002). The results of the study showed that the stress level is at the intermediate level. Intrinsic factors as well as organizational structure and climate were found to be the main sources of stress. There is significant difference of the stress level between gender, job category and age category. Spiritual approaches are the main coping strategies used in dealing with stress. This study also found that stress affects motivation, performance and thinking as well as physical and emotional wellbeing of the respondents.

Budaya Kerja Kelas Pertama: Pengaruh Tingkah Laku Kerja dan Komunikasi Non-Verbal terhadap Kepuasan Pelanggan

Aris Kasan, Ph.D
Christopher Abas
Jabatan Perkhidmatan Awam Malaysia

This study was aimed at evaluating customers' perception towards frontline employees' behaviour at the service counters of Government Departments. This study also sought to evaluate the level of customers' satisfaction when dealing at the service counters. Next, this study also aimed to investigate the relationship between frontline employees' behaviour and non-verbal communication with customers' satisfaction. A total of 446 customers were involved in this study. The data gained was then analyzed using PASW Statistics 17 Software. The result of this study found that the customers had a positive evaluation towards the work behaviour among the frontline employees. The respondents also perceived the frontline employees' as using appropriate non-verbal communication when dealing with customers. The result also showed that the customers were satisfied with the services offered. Pearson correlation analysis showed that there was a positive and significant correlation between work behaviour and non-verbal communication of the frontline employees' with customers' satisfaction. Multiple regression analysis also showed that the work behaviour of the frontline employees and their non-verbal communication were significant predictors for customers' satisfaction. Implications and recommendations for future studies are also outlined in this study.

Faktor Daya Tarikan, Kemahiran dan Amalan Beretika Kaunselor terhadap Kesan Kaunseling kepada Klien

Mohamad Fauzi Saad
Jabatan Perkhidmatan Awam Malaysia

The purpose of this study is to investigate and determine whether there is a significant correlation between the factor of counselors' attractiveness, skills and ethical practice for the counseling outcome of a client in Public Sector. A set of questionnaire was adapted from the original version of Counselor Rating Form-Short Version (CRF-S) by LaCorse and Barak (1979), using a seven point Likert scale containing 21 items on counselor attractiveness, skills and ethical practice and a construct on counselling effect on self. The data collected was analyzed using the Statistical Package for the Social Sciences (SPSS). The result indicated that the reliability of the questionnaire was high at 0.89. The analysis found that there is a significant relationship between counselors' attractiveness, skills and ethical practice with the counseling outcome of a client. The study also found that there was no significant difference between the counselor's gender and experience with the counseling outcome of a client.

Indeks Kesejahteraan Kendiri: Satu Instrumen Penilaian Kesejahteraan Psikologi Penjawat Awam

Aris Kasan, Ph.D
Fatimah Hanum Mohamad Hajari
Norhayati Ijom
Jabatan Perkhidmatan Awam Malaysia

The purpose of this study is to determine the level of public servants well-being from five indicators which are intellectual, emotional, social, spiritual and physical. This study also reviews the difference between the well being indicator and the demographic factor such as age, gender and service group. A total of 692 respondents from various ministries and government departments were involved in this study. A set of questionnaires formulated by the researcher based on the work environment and work culture of the public service was used to gather the data. The data was then analyzed using SPSS version 17.0. The instrument has undergone the face and content validity as well as reliability tests. This study showed that the overall Well-Being Index score is 74.61. The highest score is for spiritual well being followed by intellectual, social, emotional and physical well-being. There are significant differences found between working

experience and emotional well-being, spiritual well-being and physical well-being. The findings also showed that there is a significant difference between intellectual well-being and spiritual well-being with the service group. The analysis also found significant differences between age and intellectual well-being as well as emotional well-being and physical well-being.

Impak Pelaksanaan Program Pementoran: Tinjauan di Kementerian dan Jabatan Wilayah Persekutuan Putrajaya

Sadli Osman
Nordin Yusoff
Nazlinda Ismail
Jabatan Perkhidmatan Awam Malaysia

The purpose of the study is to examine the differences between the four levels of competency which are professional, cultural, personal and social competencies. The different levels of competency were compared using descriptive and inferential analysis on the mentor-mentee program and the ministries involved. The study involved a total of 91 respondents from six ministries in Putrajaya Federal Government Administrative Centre. The research used ex-post facto design study as described by Kirk (1995) that can be used to study the individuals in the program. The instrument for this study was developed by the researchers in line with the objectives of research. The internal consistency reliability of the questionnaire is good and satisfactory with the alpha of 0.98. The findings showed that the dominant competency is social which is the highest in comparison to the other competencies. The result also showed that a mentor is more efficient in terms of professional, cultural, personal and social as compared to the mentee. The test showed that there is no significant difference between the mentor and mentee on the four levels of competencies. Further analysis using ANOVA showed that there is a significant difference between the ministries. Tukey HSD showed that MOSTI is the most significantly different from all the other ministries. The result also showed that respondents in MOSTI and KDPNKK mentor-mentee program has a good level of competency.

The Application of Psychology in Managing Civil Service Members through Development Centre

Shukran Abdul Rahman, Ph.D
Universiti Islam Antarabangsa Malaysia

Objektif artikel ini adalah untuk membincangkan konsep Pusat Pembangunan (Development Centre atau DC), dan hubungkaitnya dengan usaha untuk membangun dan meningkatkan kecekapan di kalangan anggota perkhidmatan awam Malaysia. Kertas ini membincangkan beberapa komponen penting kecekapan yang bersesuaian dengan ciri-ciri DC dan aplikasi prinsip-prinsip psikologi dalam DC. Pada asasnya, kertas kerja ini memberi tumpuan kepada bagaimana DC memudah dan menggabungkan fungsi kerja yang berlainan dan seterusnya membawa sistem pengurusan sumber manusia yang bersepadu.

Kajian Eksplorasi Hubungan di antara Modal Psikologi, Prestasi Kerja dan Kepuasan Kerja dalam Kalangan Staf Sokongan di Institusi Pengajian Tinggi Awam di Sabah

Beddu Salam Baco
Lim May Lie
Ramahtang Sennu

Universiti Malaysia Sabah

The aims of this study were to explore the relationship between psychological capital (hope, self-efficacy, optimism, and resilience), work performance and job satisfaction among employees of higher learning institutions in Sabah, Malaysia. A convenience sample of 117 permanent and non-permanent employees (support staff) participated in the research. The Psychological Capital Questionnaire (PCQ), The Employee Performance Measure (self-report version) and The Minnesota Satisfaction Questionnaire (MSQ) Short were administered. The data was analysed using Statistical Package for Social Sciences (SPSS 17.0). Pearson Correlation Product Moment was used to test the research hypotheses. Consistent with the previous research, a significant positive relationship was found between psychological capital, work performance and job satisfaction. This correlational results revealed that higher levels of psychological capital were associated with higher levels of work performance and job satisfaction. This suggests that increased levels of psychological capital may probably also increased levels of work performance and job satisfaction among employees. Limitations and implications of the study were discussed.

Are Our Organizations Willing to Help Ex-Junkies to be Employed? Inputs for Employment Policy for Recovering Drug Users in Malaysia

Mahmood Nazar Mohamed, Ph.D
Universiti Utara Malaysia

Penagihan dadah merupakan penyakit dan adalah penting bagi seseorang yang pulih daripada penggunaan dadah atau ketagihan untuk menyesuaikan diri dengan persekitaran mereka dengan baik untuk mengekalkan kehidupan ekonomi mereka bagi keperluan fizikal dan survival mereka. Banyak kajian menunjukkan bahawa mendapat pekerjaan, terlibat dalam aktiviti-aktiviti yang bermakna kepada kehidupan dan mempunyai kerjaya akan membantu dalam proses pemulihan yang berterusan. Pada masa ini, program-program yang dianjurkan oleh kerajaan dan organisasi bukan kerajaan telah membantu mereka yang pulih untuk melalui jalan yang mencabar bagi memastikan mereka tidak terus terlibat dengan penggunaan dadah. Namun begitu, masih banyak yang boleh dilakukan untuk menyediakan mereka yang pulih dengan pekerjaan yang baik. Artikel ini meninjau kesediaan organisasi dan syarikat-syarikat di Malaysia untuk menerima mereka yang pulih dari penagihan dadah sebagai sebahagian daripada tenaga kerja mereka. Sebagai kesimpulan, kertas ini menggariskan beberapa pertimbangan dasar yang berkaitan dengan pekerjaan dan pengambilan semula menerima mereka yang pulih.

Kecerdasan Emosi dan Komitmen Kerja: Kajian dalam Kalangan Pekerja Sektor Awam Beruniform

Rusli Ahmad, Ph.D
Rogis Baker
Universiti Malaysia Sarawak

This study was conducted to determine the relationship between emotional intelligence (intrapersonal and interpersonal) and the level of job commitment among police officer in Kuching, Sarawak, Malaysia. A set of standard questionnaires was distributed to 300 respondents where a total of 288 respondents were sent back. This study was carried out using positivistic research philosophies and quantitative research methodology. The findings of this study were analysed using descriptive and inferential statistic analysis with the aid of Statistical Packages for Social Sciences (SPSS version 18). The results of this study found that the level of intrapersonal emotional intelligence, interpersonal emotional intelligence and the level of job commitment among police officers were very high. A significant relationship existed between

interpersonal emotional intelligence and level of commitment to work among police officers. The findings also showed a strong significant relationship between the level of interpersonal emotional intelligence and the level of commitment to their work. The results of this study would be a point of reference and able to assist in the aspect of human resource development especially with regards to the emotional intelligence and work commitments in the organisation of Royal Malaysia Force (PDRM).

Maintaining Employees' Wellness in Prison Setting

Awanis Ku Ishak, Ph.D
Najib Ahmad Marzuki, Ph.D
Universiti Utara Malaysia

Kemerosotan kesejahteraan dalam kalangan pegawai-pegawai penjara disebabkan oleh tekanan kerja yang berlebihan akhirnya akan menjejaskan prestasi kerja dan prestasi Institusi Keadilan. Namun demikian, isu kesejahteraan pegawai penjara masih kurang diketengahkan terutamanya di Malaysia. Personaliti dan tekanan pekerjaan adalah dua elemen penting yang saling berkaitan dalam meramalkan kesejahteraan pegawai-pegawai penjara. Dalam persekitaran penjara, personaliti pegawai penjara dapat memelihara dan mengekalkan kesejahteraan mereka walaupun sentiasa dalam keadaan tertekan semasa kerja. Artikel ini membincangkan peranan personaliti dan tekanan kerja dalam usaha mengekalkan kesejahteraan pegawai penjara di tempat kerja. Berdasarkan kekurangan kajian dalam konteks ini, maka artikel ini membincangkan sebuah model kritikal tentang sejauhmana kesejahteraan pegawai penjara berhubungkait dengan personaliti dan keadaan tekanan kerja di dalam penjara.

Perbandingan Kelesuan Kerja dari Segi Demografi Personal Pekerja: Satu Kajian di Rumah Orang Tua di Sabah dan Sarawak

Risalshah Latif
Universiti Malaysia Sarawak
Zulkarnain Hatta, Ph.D
Universiti Sains Malaysia
Mohd. Sharani Ahmad
Wan Anor Wan Sulaiman
Universiti Malaysia Sarawak

This study aimed to identify the differences of burnout experience among social service workers at the old folk's home in Sabah and Sarawak based on demographic differences of subjects which are gender, age, marital status and education level. Maslach Burnout Inventory (MBI, 1993) has been used to measure three categories of burnout consist of Emotional Exhaustion (EE), Depersonalization (DP) and Personal Accomplishment (PA). Questionnaires were distributed in early January 2005 to 96 subjects in five old folk's home in Sabah and Sarawak and 88 were collected. Data has been analyzed using descriptive, ANOVA and t-test. The result showed significant differences between gender and education level in which the male subjects experience burnout more than the female subjects, and subjects with lower education experience burnout more than the subjects with higher education level. No significant difference was found on subjects' for marital status and age with burnout.

Stres dalam Kalangan Penjawat Awam Kumpulan Sokongan di Universiti Malaysia Terengganu

Abdul Hanid Halit, Ph.D
Ahmad Hakimi Awang
Universiti Malaysia Terengganu

*This research was conducted to study the level of stress among the support staff in University Malaysia Terengganu based on the biological and behaviour theory by Hans Selye and the Model of Work Stress by Palmer and Cooper. Two hundred respondents from various departments and faculties in University Malaysia Terengganu were involved in this study. Stress index (DASS) translated by Ramli Musa was used to evaluate the level of stress according to the demographic factor of the respondents. Data were compiled and analysed using SSPS version 16 for windows. Statistical analysis *t* test and ANOVA were used to obtain any significant difference. The *p* value of less than 0.05 was taken as significant. From this study, there were no significant difference between level of stress and demographic factors such as sex, age, marital status, length of service and future carrier development. However from this study several suggestion were given to the management of University Malaysia Terengganu for some improvement.*

Perwatakan Antagonis (Negatif) dalam Organisasi Perkhidmatan Awam dan Implikasinya ke atas Prestasi Kerja

Amran Hassan
Fatimah Yusoof, Ph.D
Khadijah Alavi, Ph.D
Universiti Kebangsaan Malaysia

The roles of an antagonist in a public service organization refers to negative personalities or character. These roles exist in people whether as managers or employees. Generally, this situation would be uncomfortable and tend to influence the bad relationship between a manager and a employees, among the employees as well as the whole public service organization. These self-conscious and uncomfortable situation would effect the employees job and made them feel less appreciative of their work. This literature review is looking at the role an antagonist play in public service organization and the tendency to detail the public services agenda. Thus, a commitment between the employers and employees must also focus on the roles that antagoniest would play and find the best solution to handle them.

Kepuasan Kerja dan Morale Warga Tentera Laut Diraja Malaysia (TLDM): Implikasi terhadap Pelaksanaan Kaunseling Organisasi

Abu Yazid Abu Bakar
Noriah Mohd Ishak, Ph.D
Universiti Kebangsaan Malaysia

The main objective of this research was to holistically evaluate the levels of job satisfaction and morale of the Royal Malaysian Navy (RMN) personnel. This study was carried out as an initial effort to justify the need to provide counselling service in the RMN organization. A random sample of 50 active service personnel was selected from various locations throughout the country in order to respond to the survey instrument of the study. The quantitative data was descriptively and inferentially analyzed, resulting in two main findings: (1) There was a direct and significant correlation between job satisfaction and morale among the sample, and (2) There was a

significant difference in job satisfaction and morale among the sample of different age and serving duration. These findings concluded that job satisfaction and morale of the respondents were significantly correlated with each other, and could be significantly affected by age and service duration factors. Hence, a psychological support system in terms of organizational counseling service was recommended as a tool to counter these humanistic challenges. The implementation of this support system was also suggested for future research consideration in other organizations with similar organizational structure such as the police force, public defense department, and other enforcement agencies.